8,210 Single Consumer Case Filings in 2021

TOP TEN STATES FOR SINGLE CONSUMER CASE FILINGS

<table>
<thead>
<tr>
<th>State</th>
<th>Filings</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>1,153</td>
</tr>
<tr>
<td>Texas</td>
<td>895</td>
</tr>
<tr>
<td>Florida</td>
<td>672</td>
</tr>
<tr>
<td>New York</td>
<td>455</td>
</tr>
<tr>
<td>Georgia</td>
<td>360</td>
</tr>
<tr>
<td>Illinois</td>
<td>327</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>294</td>
</tr>
<tr>
<td>North Carolina</td>
<td>250</td>
</tr>
<tr>
<td>Arizona</td>
<td>211</td>
</tr>
<tr>
<td>Alabama</td>
<td>204</td>
</tr>
</tbody>
</table>

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DID YOU KNOW?

That consumers did not pay any fees on 4,982 cases. Additionally, the AAA waived $115,166 in fees for consumers.

Median Time from Filing to Award vs Trial

For the parties that proceed to award - time resolution is speedy especially when compared to U.S. District Court

- AAA Consumer Quickest: 2.3 months
- AAA Consumer Median: 9.5 months
- U.S. District Court Median: 31.8 months

2021 Consumer Arbitration Statistics

- Total amount awarded: $6,070,710
- Average Award: $36,792
- Median Award: $6,174
- Largest Award: $844,512

Most Cases Settle

- # of cases closed: 7,281
- # of cases awarded: 624

Disposition Breakdown

- Settled: 3,975 (55%)
- Administrative: 1,717 (24%)
- Awarded: 624 (9%)
- Dismissed: 283 (4%)
- Consolidated: 20 (<1%)

Most Frequent Dispute Types

- Telecommunications/Wireless/Cable: 3,145
- Financial Services: 2,267
- Car Sale/Lease: 592
- Warranties: 411
- Hospitality/Travel: 357
- Insurance: 276

Commitment to Diversity

- Diverse Roster: 34%
- Diverse Appointments: 36%

Monetary Awards for Consumers

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