

California Consumer\* Arbitrations

01/01/2003 - 03/31/2003

**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/10/2003

**Arb. Selection Date**

**End Date** 01/23/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$11,960.14

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$35.00

**Total Arbitration Fees** \$35.00

**Individual Represented by Counsel** Unknown

\* Consumers are defined by California Rules Of Court, Ethics Standards for Neutral Arbitrators in Contractual Arbitration, Standard 2(d) and (e) as consumers and employees who were required to accept an arbitration provision in a contract drafted by a non-consumer or its representative.

\*\* The number of times the non-consumer party has appeared is reported with reference to each reporting period of these statistics.

\*\*\* In cases administered under the NAF Code of Procedure, the arbitrator considers all evidence, whether or not there is a response to the claim.

**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/10/2003

**Arb. Selection Date**

**End Date** 02/11/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$18,895.79

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$60.00

**Total Arbitration Fees** \$60.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/23/2003

**Arb. Selection Date**

**End Date** 02/21/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$7,010.19

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$35.00

**Total Arbitration Fees** \$35.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/10/2003

**Arb. Selection Date**

**End Date** 03/06/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$30,883.30

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$110.00

**Total Arbitration Fees** \$110.00

**Individual Represented by Counsel** Unknown

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**Case Name** "Consumer" v. Gateway, Inc.

**Case Type** Consumer Products

**Start Date** 01/15/2003

**Arb. Selection Date**

**End Date** 03/14/2003

**Dispute Disposition** Settled

**Prevailing Party** NA

**Non-Consumer Previously a Party\*\*** 2

**Claim Amt** \$1,000.00

**Award Amt** \$0.00

**ADR Neutral** NA

**Consumer Fees** \$0.00

**Business Fees** \$25.00

**Total Arbitration Fees** \$25.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/17/2003

**Arb. Selection Date**

**End Date** 03/14/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$20,227.80

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$60.00

**Total Arbitration Fees** \$60.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 01/06/2003

**Arb. Selection Date**

**End Date** 03/14/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$23,036.12

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$120.00

**Total Arbitration Fees** \$120.00

**Individual Represented by Counsel** Unknown

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**Case Name** "Consumer" v. First USA Bank  
**Case Type** Financial Services  
**Start Date** 02/18/2003  
**Arb. Selection Date**  
**End Date** 03/20/2003  
**Dispute Disposition** Settled  
**Prevailing Party** NA  
**Non-Consumer Previously a Party\*\*** 0  
**Claim Amt** \$2,663.65  
**Award Amt** \$0.00  
**ADR Neutral** NA  
**Consumer Fees** \$35.00  
**Business Fees** \$35.00  
**Total Arbitration Fees** \$70.00  
**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 03/06/2003

**Arb. Selection Date**

**End Date** 03/25/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$25,085.86

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$60.00

**Total Arbitration Fees** \$60.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 02/13/2003

**Arb. Selection Date**

**End Date** 03/25/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$35,872.16

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$110.00

**Total Arbitration Fees** \$110.00

**Individual Represented by Counsel** Y

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 02/13/2003

**Arb. Selection Date**

**End Date** 03/25/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$16,133.59

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$60.00

**Total Arbitration Fees** \$60.00

**Individual Represented by Counsel** Unknown

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**Case Name** MBNA America Bank, N.A. v Consumer

**Case Type** Collection

**Start Date** 03/20/2003

**Arb. Selection Date**

**End Date** 03/28/2003

**Dispute Disposition** Settled

**Prevailing Party** N/A

**Non-Consumer Previously a Party\*\*** 11

**Claim Amt** \$29,362.64

**Award Amt** \$0.00

**ADR Neutral**

**Consumer Fees** \$0.00

**Business Fees** \$60.00

**Total Arbitration Fees** \$60.00

**Individual Represented by Counsel** Unknown

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