

“...**THANK YOU** *for being there*  
for the **CONSUMER**  
*as well as the* **COMPANY.**”

— CHARLENE MCCORD, ATLANTA, GEORGIA

Charlene McCord contacted the **NATIONAL ARBITRATION FORUM** (FORUM) to resolve a long-standing dispute. She had been unable to obtain either a refund or replacement for her faulty computer despite nine months of correspondence with the computer's manufacturer. She was convinced the manufacturer was not honoring its warranty policy.

In February 2004, Charlene filed a claim with the FORUM. She was guided through the arbitration process by an experienced case manager, who arranged an arbitration session and coordinated Charlene's document submissions. She writes of her experience:

**“Every time I called I was helped with whatever the matter was concerning.”**

The arbitrator conducted a document hearing and, after reviewing all available information, sided with Charlene. She was awarded not only the cost of her computer, but also the expenses she incurred in her attempts to resolve the dispute.

“Lawyers have to know when mediation, negotiation and arbitration...are the best use of resources to achieve a just solution.”

— ROBERT J. GREY JR., PRESIDENT,  
AMERICAN BAR ASSOCIATION

In a message to the American Bar Association (ABA) membership entitled *Striving for a Just Solution*, president Robert J. Grey Jr. encourages legal professionals to help eliminate the inefficiencies of traditional courtroom trials: “Innovative, creative approaches include limitations on discovery, setting reasonable time limits for civil trials, reducing the number of expert witnesses, and more discipline by judges and lawyers in managing the costs and time associated with litigation.”

He adds, “A trial is not always the best way to resolve a dispute.”

Utilizing methods of alternative dispute resolution such as arbitration and mediation can help control costs, limit discovery, and achieve timely resolutions. Says Grey, “The opportunity to modernize, streamline and provide a more efficient process for resolving disputes can only produce positive results for society and the [legal] profession.”

FASTER. SIMPLER. LESS EXPENSIVE.

“NAF...is without question an inexpensive, efficient and convenient forum for resolving commercial disputes.”

— HON. CORMAC J. CARNEY, FEDERAL DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA

*Provencher v. Dell, Inc.*, 409 F. Supp. 2d 1196 (C.D. Cal. 2006)

Because of our commitment to outstanding service, the FORUM is recognized as an industry-leading resolution provider and ADR administrator. In his published decision in the 2006 *Provencher v. Dell* case, the Honorable Cormac J. Carney recognized the FORUM as a neutral and cost-effective ADR administrator for consumers. We provide parties with simple methods for filing cases, submitting case documents and attending hearings. Under the FORUM *Code of Procedure and Arbitration Bill of Rights*, filers enjoy the right to a streamlined discovery process, legally-trained arbitrators who apply the law to the cases they decide, and a reasonable, affordable fee structure that allows waivers and reduced costs to indigent consumer parties.

Expertise. Innovation. Integrity. That's the promise of a dispute resolution process that truly protects parties' rights and delivers on its pledge to provide justice for all.

# “Absolutely the best way to resolve a deadlock.”

— MADELYNE BLACKWELDER, TOLEDO, OHIO

Believing a national tax preparation and consulting firm was wrongfully withholding their refund, Lonnie and Madelyne Blackwelder availed themselves of the contractual arbitration agreement between themselves and the firm. The Blackwelders submitted the necessary claim forms to the FORUM in June of 2004, and by November an award had been issued in their favor.

Madelyne Blackwelder speaks very highly of the arbitration process, especially its impartiality: “An impartial judge can see the facts, make a decision, having not a thing to gain, a decision accepted by all...” She extols both the speed of the process (“after dealing with [the firm] for almost two years with no satisfaction, four months was a breeze”), as well as the quality of service provided by the FORUM’s case coordinators, whom she found “extremely competent and courteous” and who “answered any and all questions quickly, treating us with respect...” When asked if she would use arbitration in the future to resolve a dispute, Madelyne responds with an enthusiastic, “Absolutely!”

# “ADR as a framework for legal justice in America is here to stay.”

— RICHARD J. MEDALIE, FORUM ARBITRATOR

Richard Medalie is one of our most distinguished panelists. During the Kennedy Administration, Richard served in Solicitor General Archibald Cox's office and argued his first case before the U.S. Supreme Court at the age of 33. He possesses what he describes as “an abiding intellectual interest in the law,” which he extends to the community in his ongoing work with the non-profit Appleseed Foundation and its national network of public interest law centers.

Over 1,500 arbitrators and mediators serve on our panel. They are retired judges and experienced attorneys, with proven legal expertise. Any arbitrator deciding cases governed by the FORUM's *Code of Procedure* must possess at least 15 years of legal experience. Moreover, the FORUM's arbitrators are sworn to follow its *Code of Conduct for Arbitrators*, whose five canons ensure both an impartial review of the facts as well as decisions based on the substantive law.

“...Every private contract...ought to be treated as a candidate for binding private arbitration.”

— WARREN E. BURGER, CHIEF JUSTICE,  
U.S. SUPREME COURT

With the passage of the Federal Arbitration Act of 1925, the United States government firmly established arbitration as a viable means of dispute resolution. Federal and state courts have consistently upheld the FAA and supported the services provided by arbitration administrators such as the National Arbitration Forum. The FORUM has been praised by judges and justices for its *Code of Procedure* and *Fee Schedule*, best captured in the following opinion by the U.S. District Court, Northern District of Texas:

“All legal remedies and injunctive relief are available to the parties. Any party may request a written opinion of the arbitrator’s ruling. The filing fee structure is clearly stated and reasonably based on the amount of the claim. The NAF *Code* authorizes its director to waive the filing fees for indigent individuals...

“The Court is satisfied that NAF will provide a reasonable, fair, and impartial forum within which Plaintiffs may seek redress for their grievances.”



NATIONAL ARBITRATION  
**FORUM**

*A FORUM Dispute Management Organization*

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