

ARBITRATION TIMELINE

1. Prior to shipment, the Carrier will provide the Shipper with information about the availability of arbitration procedures for disputes.
2. If a dispute remains on a Claim after the claims adjusting process has been completed with the Carrier, the Shipper may request arbitration by sending a Notice to IAM describing the dispute, including how the Claim could be resolved by the Carrier. The request must be sent within ninety (90) Calendar Days of the Carrier's final written offer or denial of the claim to the Shipper.
3. IAM sends Notice of the Shipper's request to the Carrier who must respond to IAM within fifteen (15) Business Days advising IAM of the action it wishes to take in response to the Shipper's request. If the Carrier agrees to submit the disputed Claim to arbitration, or is required to do so pursuant to the statutory criteria and the program rules, IAM forwards the rules and the necessary forms to the Shipper.
4. Within thirty (30) Calendar Days after the date of the IAM transmittal letter, the Shipper may initiate arbitration by completing and returning the required forms and other supporting documentation, to FORUM along with the applicable Administrative Fee (see Rule 8), unless the Carrier agrees to pay all or a portion of the Shipper's share of the fee.
5. FORUM then sends one (1) copy of the Shipper's Submission to the Carrier. The Carrier has thirty (30) Calendar Days after the date of FORUM's Notice of the Shipper's Submission to File its Submission in response to the Shipper's Submission, its Submission to Arbitration form and its portion of the Administrative Fee with FORUM.
6. After receipt of the Carrier's Submission, FORUM forwards one (1) copy of the Carrier's Submission to the Shipper.
7. Within thirty (30) Calendar Days after the date of FORUM's Notice of the Carrier's response, the Shipper may File a Supplemental Submission in response to the Carrier's Submission. Upon receipt of a Supplemental Submission from the Shipper, FORUM shall provide the Carrier with a copy of the Shipper's Supplemental Submission. The Carrier will, in turn, have thirty (30) Calendar Days after the date of FORUM's Notice of the Shipper's Supplemental Submission to File a Supplemental Submission with FORUM. Upon the Filing of the Supplemental Submission by the Carrier, FORUM will provide a copy of the Carrier's Supplemental Submission to the Shipper.
8. FORUM provides Notice to the parties of the appointment of a neutral arbitrator. The arbitrator decides the issues submitted to arbitration within thirty (30) Calendar Days after receipt of the case file under the standard procedure described in Rule 16 or within thirty (30) Calendar Days after the arbitrator declares the proceeding closed under the Oral Hearing procedures. If the

arbitrator cannot render a decision within thirty (30) Calendar Days after receipt of the case file, the arbitrator may reasonably extend the time period in order to obtain additional information required to resolve the dispute in accord with Rule 19.

9. Following the decision by the arbitrator, FORUM then forwards a copy of the decision to the parties.