



Notice on Consumer Debt Collection Arbitrations

On October 19, 2010, the National Task Force on the Arbitration of Consumer Debt Collection Disputes released the *Consumer Debt Collection Due Process Protocol Statement of Principles*. That Protocol sets forth a number of important principles that need to be addressed and incorporated into consumer debt collection arbitration programs to help ensure that a fair and adequate arbitration process is made available to the parties.

However, the AAA®'s previously announced moratorium on debt collection arbitrations remains in effect. That moratorium was instituted based on public discourse and an evaluation of the AAA's own experiences. Matters included in this moratorium are: consumer debt collection programs or bulk filings and individual case filings in which the company is the filing party and the consumer has not agreed to arbitrate at the time of the dispute, and the case involves a credit card bill, a telecom bill or a consumer finance matter.

The AAA will continue to administer all demands for arbitration filed by consumers against businesses as well as all other types of consumer arbitrations. Please note that the AAA will comply with any court orders arising from litigation involving matters covered by the moratorium. The AAA is not a necessary or proper party in any such litigation and should not be named in such proceedings.