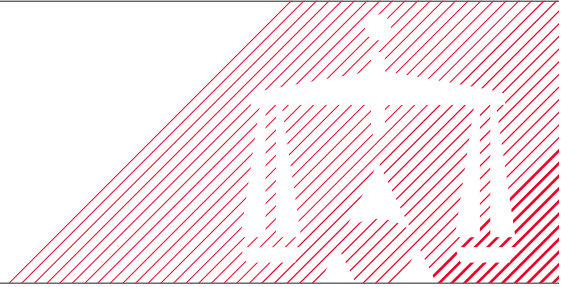




AAA® New York State No-Fault and SUM Program 2020 Key Statistics



2020: AN UNPRECEDENTED YEAR

In response to the COVID-19 pandemic, in March 2020, American Arbitration Association® (AAA®) staff transitioned to full remote work and implemented virtual hearings in an effort to protect the health and safety of our staff, customers, and arbitrators. This shift was accomplished with minimal business interruptions, and various trainings were conducted to ensure that the arbitration system and panelists could operate smoothly in the new virtual environment.

The implementation of Zoom video hearings has proven such a success with customers and arbitrators that for the foreseeable future, we expect the program to remain fully virtual. Without the support of the New York State Department of Financial Services (DFS) and the panel of arbitrators working in a cooperative spirit to adapt to our changing environment, we would not have been able to accomplish this. This collaboration aids the AAA's continued commitment to providing our New York State Insurance Program (NYSI) customers with fair, effective, and efficient administration of No-Fault and SUM (Supplemental Uninsured/Underinsured Motorist) insurance arbitration cases on behalf of DFS.

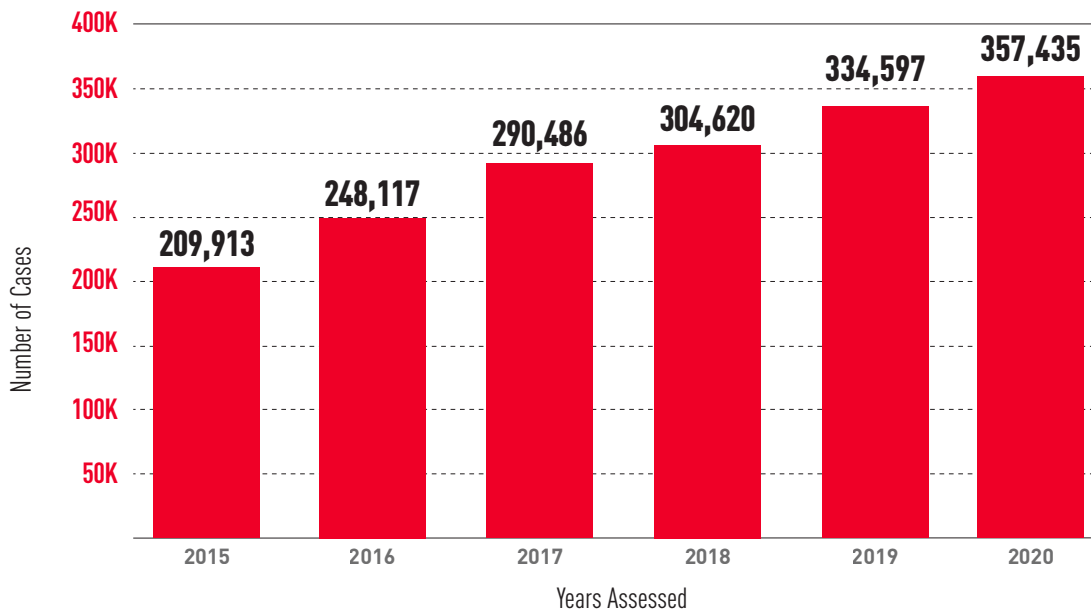
We are pleased to share key data for 2020 for these two insurance programs administered by NYSI.

NO-FAULT INSURANCE

The value of claims filed in 2020 totaled \$817 million across 357,435 cases, prior to any amendments that took place after the initial filing. The average disputed amount per case was \$2,286.

Growth in No-Fault Filings 2015-2020

No-fault filings continued on an upward trend in 2020, closing out the year 6.8% over 2019. New filings from 2015 to 2020 have increased 70%, highlighting an increase in the number of new applicants entering the forum and existing customers filing more cases year over year.





Filings by Region

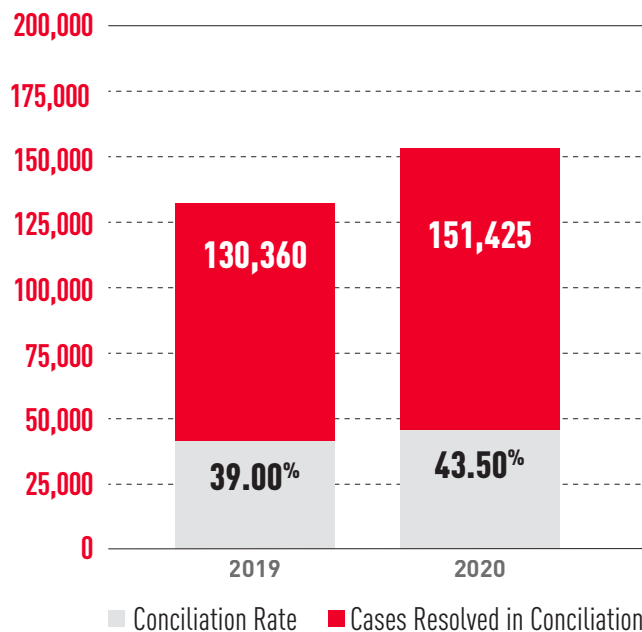
Filings in the regions of Nassau and Suffolk Counties together represented 71% of all no-fault filings in 2020. The volume of filings increased in all of the regions, except for Newburgh, which had a slight dip in filings compared with 2019.

REGION	NUMBER OF FILINGS 2020
Manhattan	25,443
Nassau	201,424
Newburgh	690
North	544
Northwest	10,971
Out of State	114
Queens	63,028
Suffolk	54,696
Westchester	525
Total	357,435

Conciliation

The conciliation rate was 43.5% in 2020, which is an 11.5% increase from 2019. The number of cases resolved in the conciliation phase also increased, with 151,425 cases resolved. This is an increase of 21,065 cases or 16% from the previous year. The average settlement amount in conciliation was \$1,081.

Resolutions in Conciliation 2019 and 2020

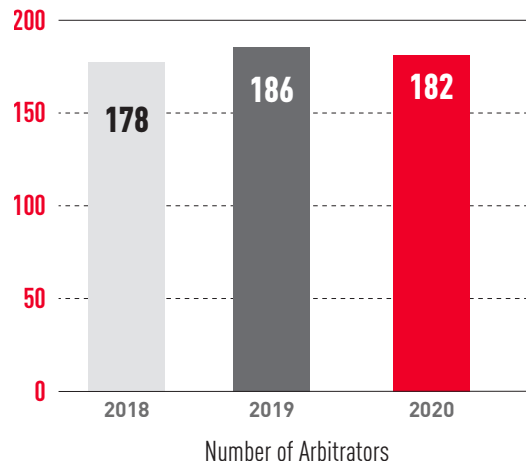




Arbitration

Panel of Arbitrators

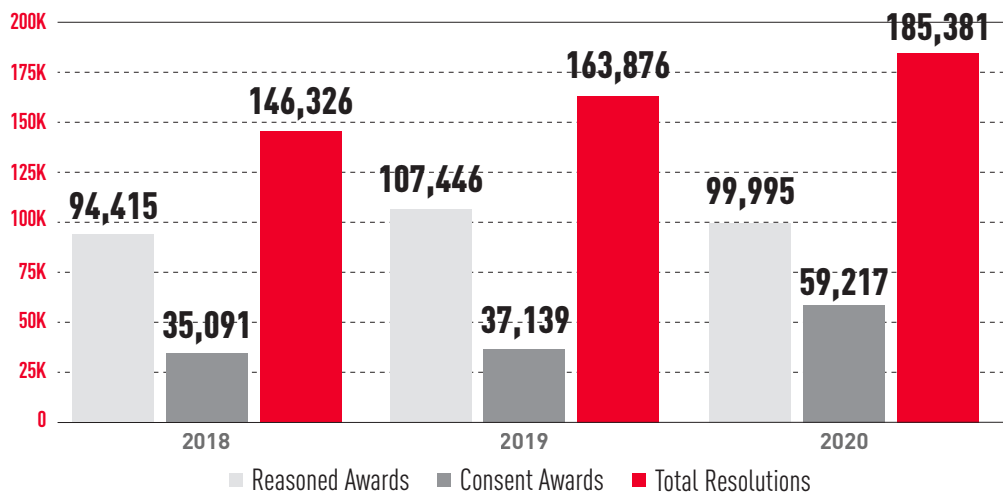
The current number of arbitrators on the panel is 182, a slight decrease from 2019 due to the retirement of four arbitrators. AAA’s no-fault arbitration program also went through a period of adjustment in response to the COVID-19 pandemic. However, we transitioned quickly to a fully virtual environment within days of the New York City shutdown and its surrounding areas. In another unparalleled move, with no physical hearing space necessitating travel, arbitrators now will be able to hear cases statewide and no longer will be assigned to specific regions based on the filing parties’ location. We foresee this having a positive impact on all cases currently awaiting a hearing.



Arbitration Case Resolutions

Arbitrators conducted 122,051 hearings in 2020, a decrease of 7,924 cases or 6.1% from 2019. Although the caseload continued on an upward trend for 2020, there were fewer hearings conducted. This is in part due to an increased amount of settlements between the parties. Total resolutions in 2020 increased by 13% compared to 2019.

The arbitrators’ and the AAA’s focus on improving the overall efficiency of the scheduling process assisted in driving the increase in resolutions over the last three years.



The number of total resolutions includes cases withdrawn and administratively closed in arbitration.



There were 99,995 Reasoned Awards, a 6.9% decrease from 2019.

Consent Awards increased significantly by 59.4%, from 37,139 cases in 2019 to 59,217 in 2020.

Average Time from Filing to Award

In 2020, the average time from the filing of a case to receiving an award was 15 months, the same as the prior year. The AAA continues to propose recommendations to DFS to improve the overall efficiency of the arbitration process and reduce these timeframes.

Master Appeals

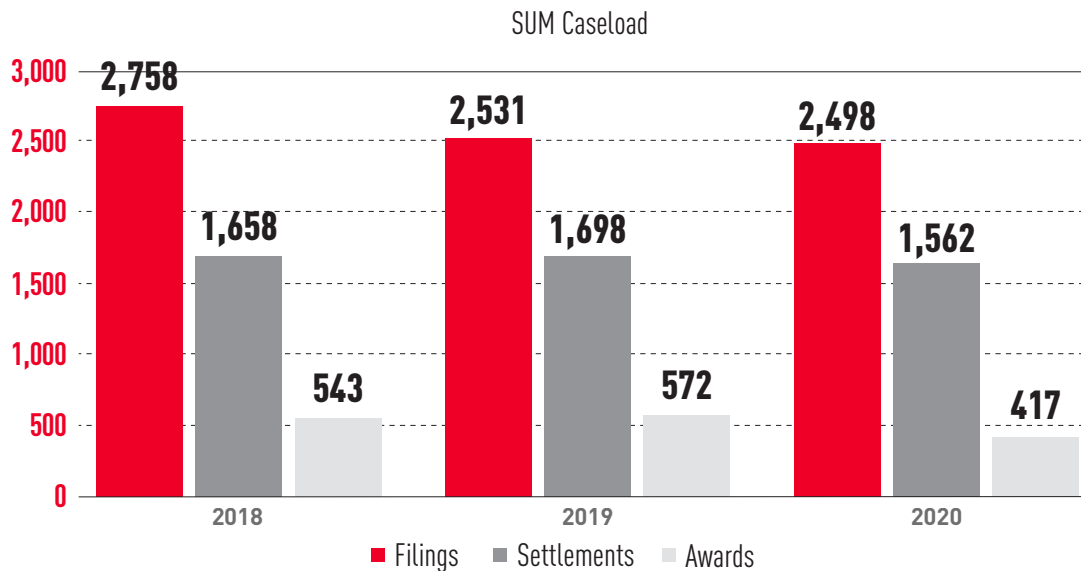
There were 1,955 Master Appeals filed in 2020, an increase of 232 cases, or 13.4%, from 2019 and 1,827 Master Arbitration Decisions. Master Arbitrators affirmed 1,435 of decisions in 2020 issued by the lower arbitrator, an increase of 376 cases.

YEAR	MASTER APPEALS FILED	MASTER ARBITRATION DECISIONS	MASTER APPEALS AFFIRMED
2020	1,955	1,827	1,435
2019	1,723	1,467	1,059

SUM PROGRAM

SUM Filings and Resolutions 2018 to 2020

SUM filings in 2020 were 2,498 cases, a 1.3% decrease from 2019. The number of settlements decreased from 1,698 in 2019 to 1,562 in 2020, or 8%. SUM arbitrators issued 417 awards in 2020, a slight decrease from 2019 due to fewer filings.



Please contact us with any questions or concerns.

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