



AAA® New York State No-Fault and SUM Programs 2018 Key Statistics

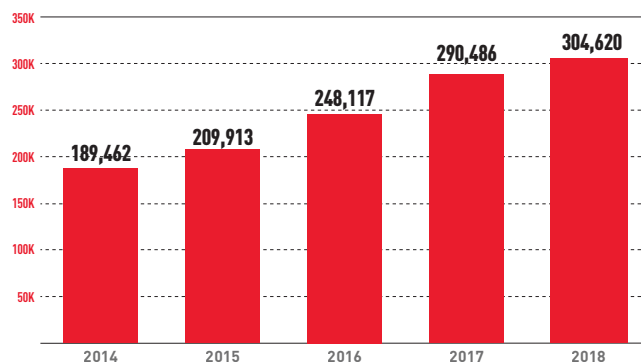
On behalf of the New York State Department of Financial Services (DFS), the American Arbitration Association® New York State Insurance Program (NYSI) administers the no-fault automobile insurance and SUM (Supplemental Uninsured/Underinsured Motorist) programs, a partnership that has been in place over 40 years.

Following are the significant data for 2018.

NO-FAULT INSURANCE

Growth in Filings

In 2018, no-fault filings continued on a growth trajectory, with an increase of 5% over 2017. Customers continue to demonstrate confidence in the AAA to assist them in resolving their disputes.



Filings by Region

REGION	NUMBER OF FILINGS
Manhattan	28,961
Nassau	180,955
Newburgh	492
North	1,413
Northwest*	16,260
Out of State	26
Queens	30,714
Suffolk	45,647
Westchester	152

*The Northwest region encompasses Buffalo, where the NYSI opened an office in October 2017. Filings for 2018 increased by 36% over 2017 (11,953) in this region of New York State.

Conciliation

2018 Cases Resolved in Conciliation	130,429
2018 Conciliation Rate	42.3%

2017 Cases Resolved in Conciliation	123,237
2017 Conciliation Rate	45.0%

Although a higher number of cases required a hearing, which caused the conciliation rate to drop slightly from 2017, the number of actual cases resolved in the conciliation process increased by 6% from 2017.

Arbitration

Arbitrator Panel



The panel size increased 17% in 2018 over 2017. DFS is expected to appoint additional arbitrators to the panel in 2019 to help address the growing volume in arbitration cases.

Cases Closed in Arbitration



The number of cases that reached resolution in arbitration increased 22% from 2017.

Reasoned Awards



The number of reasoned awards increased 19% from 2017.



Consent Awards



The number of cases that settled after conciliation increased by 23% over 2017.

Average Time from Filing to First-Time Hearing



Time from Filing to Award



The AAA continues to look at ways to improve the overall efficiency of the scheduling process. In 2018, we introduced a new adjournment process to maximize hearing calendars. We continued to receive positive feedback from parties participating in the Fast Track pilot introduced in 2017 to bring low-complexity cases to a quicker resolution and plan to increase the number of participants in 2019.

2018 Hearings Held: 113,504

Master Appeals



The number of master appeals increased by 8.1%. An increase in the number of appeals filed is expected with an increase in reasoned awards, which occurred this year.

Master Arbitration Decisions



The number of master arbitration decisions rendered increased 17% in 2018 as compared with 2017.

Appeals Affirmed by Master Arbitrator



The rate of total lower-arbitrator decisions affirmed by master arbitrators remained steady at 75% from 2017 to 2018.

SUM PROGRAM

SUM Filings



SUM filings increased 8% in 2018 over 2017.

SUM Settlements



In 2018, the total number of SUM cases that settled was 4.6% higher than in 2017, which continues the trend of more SUM cases reaching settlement. The number of settlements has increased 26% since 2016.

SUM Awards



The number of reasoned awards in 2018 represents a 9% decrease from 2017 (more settlements mean fewer cases required an award).

Please contact us with any questions or concerns.

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