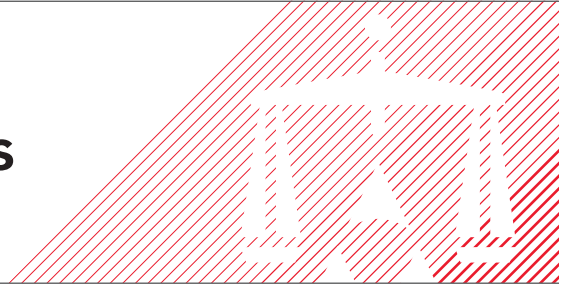




AAA® New York State No-Fault and SUM Programs 2019 Key Statistics



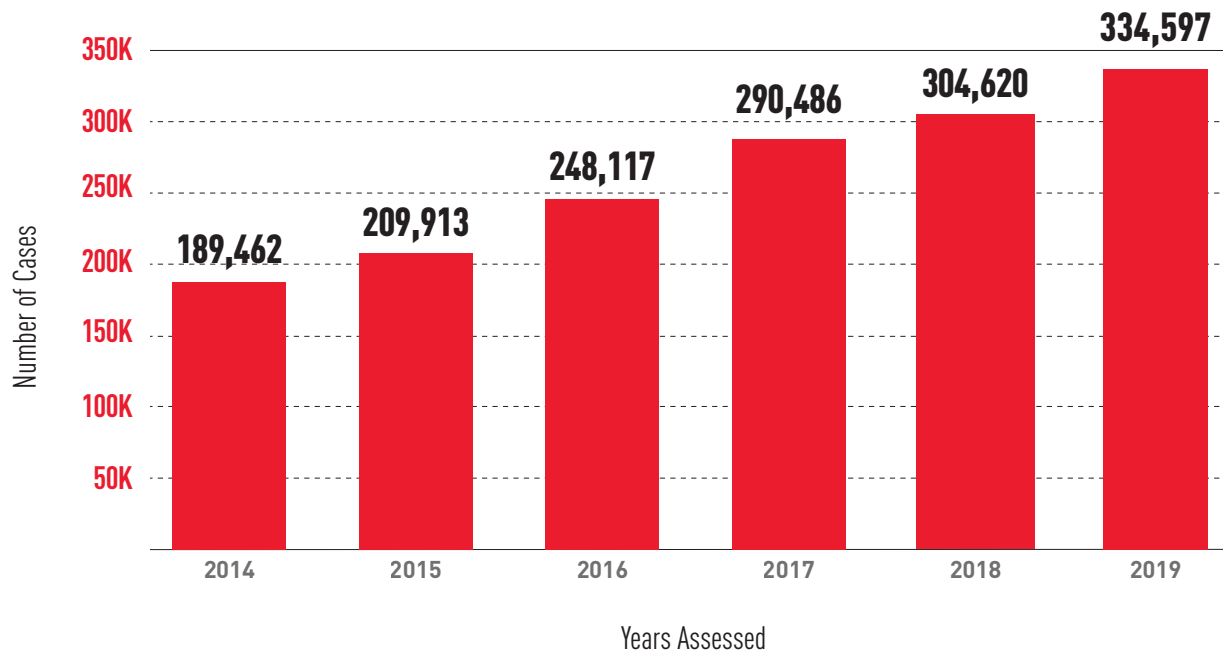
AAA’s New York State Insurance Program (NYSI) remains committed to providing customers with fair, effective, and efficient administration of no-fault and SUM (Supplemental Uninsured/Underinsured Motorist) insurance arbitration cases on behalf of the New York State Department of Financial Services (DFS). We are pleased to share key data for 2019 for these two core insurance programs administered by NYSI.

NO-FAULT INSURANCE

The value of claims filed in 2019 totaled \$808 million for 334,597 cases, prior to any amendments that took place after the initial filing. The average disputed amount per case was \$2,415.

Growth in No-Fault Filings 2014-2019

No-fault filings continued on an upward trend in 2019, closing out the year 10% over 2018. New filings from 2014 to 2019 have increased an astounding 77%, 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 85% of all no-fault filings in 2019. The volume of filings in the Queens region increased by 50% or 30,526 cases compared with 2018.

REGION	NUMBER OF FILINGS
Manhattan	23,382
Nassau	188,405
Newburgh	694
North	434
Northwest	10,766
Out of State	28
Queens	61,240
Suffolk	49,235
Westchester	413

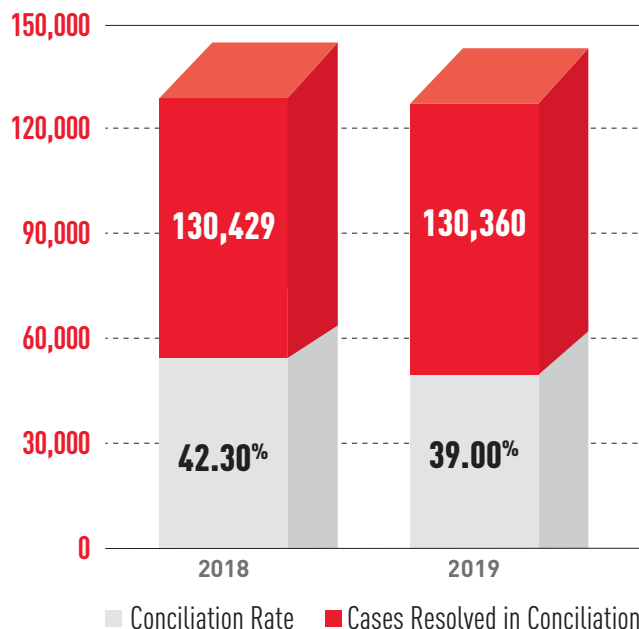
Conciliation

The conciliation rate was 39% in 2019, a small decrease from the previous year. Case resolutions held relatively steady, with 130,360 cases resolved. The average settlement amount in conciliation was \$1,054.

Due to the increase in dispute complexity, more cases are requiring a hearing. To address these ongoing challenges, AAA has expanded its Business Intelligence capabilities to provide customers with more tools to navigate these complex issues in conciliation. Customers are relying more on AAA data reports to assist them in resolving their disputes in conciliation.

Beginning in 2020, parties will have the added benefit of participating in Large-Scale Mediation Days, which offer customers an opportunity to resolve groups of cases in one sitting under terms agreed on by both sides.

Resolutions in Conciliation 2018 and 2019

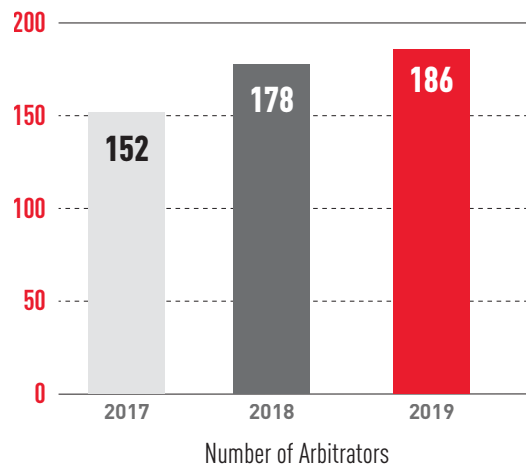




Arbitration

Panel of Arbitrators

The Department of Financial Services (DFS) appointed eight new arbitrators to the no-fault panel in 2019, bringing the number arbitrators from 178 in 2018 to 186 in 2019. These eight new arbitrators currently are serving regions in Long Island. The DFS has appointed 34 new arbitrators to the no-fault panel since the beginning of 2017.



Arbitration Case Resolutions

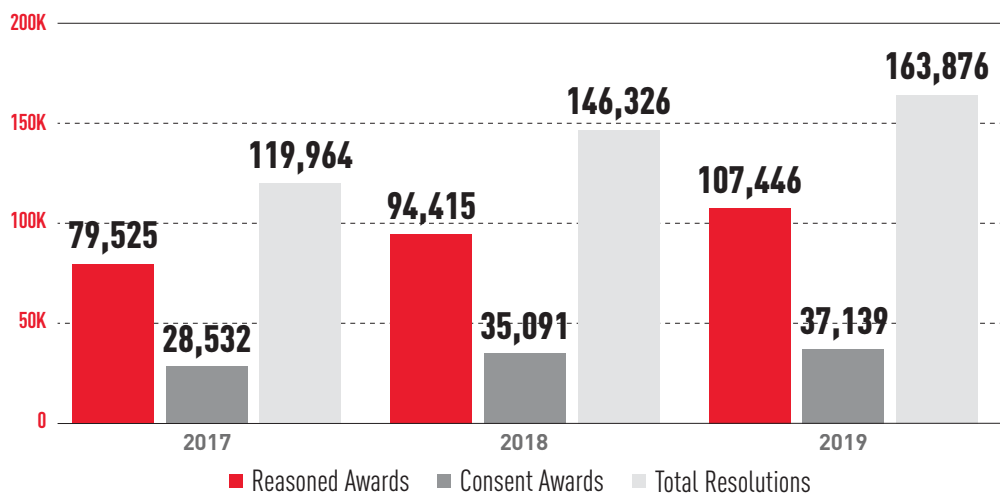
Arbitrators conducted 129,975 hearings in 2019, an increase of 14.5% over 2018.

Total resolutions in 2019 increased by 12% compared to 2018, and 37% over 2017. The addition of 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.

In 2020, we will continue to expand our *Fast Track* initiative for low-complexity cases, which continues to generate positive feedback and encouraging results for customers and arbitrators who participated in the pilot.

The number of Reasoned Awards increased by 14% or 13,031 cases from 2018 to 2019.

Consent Awards increased moderately by 6% or 2,048 cases from 2018 to 2019.



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



Average Time from Filing to Award

In 2019, the average time from filing the case to receiving an award was 15 months, an increase of one month from the prior year. The AAA continues to work closely with DFS to improve the overall efficiency of the arbitration process and reduce timeframes.

Master Appeals

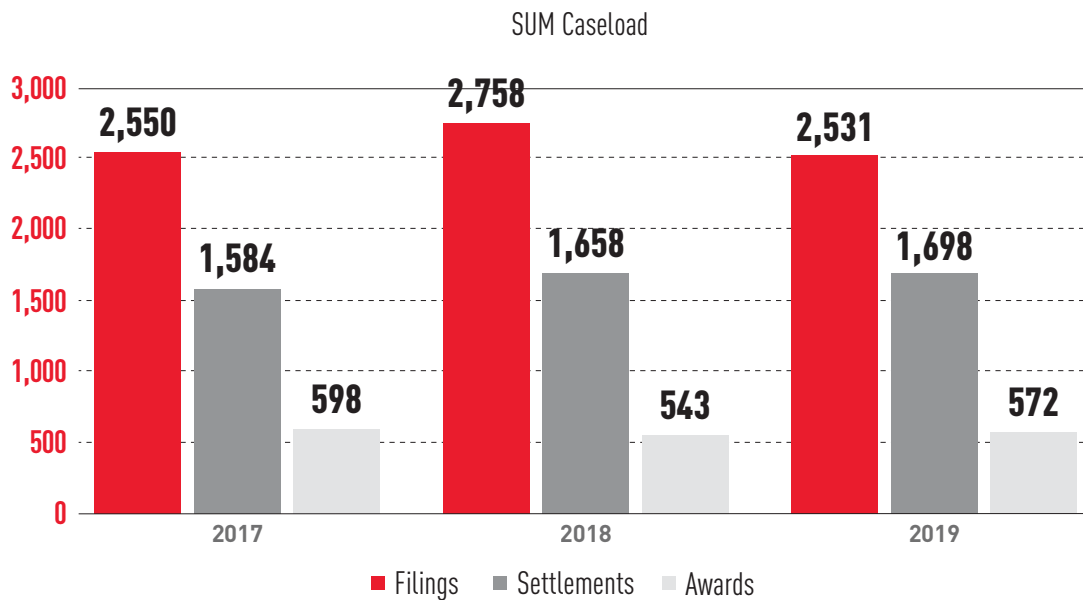
There were 1,723 Master Appeals filed in 2019, a decrease of 5% from 2018. The decrease in filings led to a 6% drop in the number of Master Arbitration decisions rendered in 2019. Master Arbitrators affirmed 72% of decisions in 2019 issued by the lower arbitrator.

YEAR	MASTER APPEALS FILED	MASTER ARBITRATION DECISIONS	MASTER APPEALS AFFIRMED
2019	1,723	1,467	1,059
2018	1,801	1,551	1,164

SUM PROGRAM

SUM Filings and Resolutions 2017 to 2019

SUM filings in 2019 decreased by 8% or 227 cases from 2018. However, despite the reduction in filings, the number of settlements increased by 2% from 2018 and 7% from 2017, underscoring that arbitration remains an effective way to resolve disputes involving SUM insurance coverage. SUM arbitrators also issued 5% more awards in 2019 as compared with 2018. Resolutions, including settlements and awards, increased by 4% since 2017.



Please contact us with any questions or concerns.

Benjamin Carpenter

Assistant Vice President

P: 646.240.4589 | E: CarpenterB@adr.org