

Realtors and Homeowners Fees for Arbitrations/Mediations

Pursuant to Broker Agreements
Effective July 1, 2026

Arbitration/Mediation Fees (2 Parties)

- **Administrative Fee:** \$810.
- **Hourly Arbitrator/Mediator Time:** \$950 per hour. 3 hours are billed upfront, and a minimum of 2 hours applies. See “Payment Terms” below for details on how the upfront billing and refund/excess-time process works.
- **Translation/Interpreter Fee:** \$300 per hour, payable by the party requesting the service.

In some circumstances, special administrative and hourly rates (or other requirements, such as a minimum amount of reserved time) apply to certain Specially Designated Hearing Officers on NAM's Hearing Officer roster. Please consult your NAM Account Executive for the applicable rates.

Once the Arbitrator/Mediator has been appointed and spends time on the matter, the Claimant will be responsible for the actual time spent (with a minimum of 2 hours of Arbitrator/Mediator Time), even if the case is withdrawn, canceled, or settled.

Other Fees (May Apply)

Adjournment Fee**

Payable by the adjourning party for each scheduled hearing/conference date, based on notice given to NAM before the scheduled date. The calculation is made and charged for each day that a hearing/conference is scheduled:

- **0 to 5 business days' notice:** 100% of the hourly fees for time reserved for the hearing/conference.
- **6 to 14 business days' notice:** 50% of the hourly fees for time reserved for the hearing/conference.
- **15 or more business days' notice:** No fee**.

Withdrawal, Cancellation, or Settlement Fee**

Administrative Fees are non-refundable. If a hearing/conference has been scheduled and the matter is withdrawn, canceled, or settled, and NAM is given notice within 14 business days of the hearing/conference date, hourly fees for time reserved (per the Adjournment Fee schedule above) may be charged.

***When one or more full days of time (7 or more hours per day) have been reserved and the day(s) subsequently adjourn, cancel, or settle, the following fees apply:*

Full-Day Reservations

- **0 to 15 business days' notice:** 100% of the hourly fees for time reserved for the hearing/conference.
- **16 to 30 business days' notice:** 50% of the hourly fees for time reserved for the hearing/conference.

Terms & Conditions

- This fee sheet applies to realtors and homeowners who have agreed to arbitrate or mediate disputes as provided in the underlying broker agreement.
- The Administrative Fee is paid by the Claimant and must be received by NAM before any arbitration or mediation proceeding is scheduled. This fee is non-refundable and includes case administration, coordination, scheduling, and document handling. Administrative Fees are due even if the matter settles, cancels, or is withdrawn before the Respondent serves a reply.
- Arbitrator/Mediator time refers to the combination of conference/pre-hearing conference/hearing time, study and review of written submissions and documents from the parties, and research and decision preparation time, as applicable.
- The Claimant is billed in advance of the hearing/conference for the Administrative Fee and 3 hours of Arbitrator/Mediator time, for a total of \$3,660. If the total Arbitrator/Mediator time is less than 3 hours, the Claimant receives a refund of up to 1 hour. If additional time is needed beyond 3 hours, the Claimant is billed \$950 per hour for the excess time.

- For counterclaims, an Administrative Fee and 3 hours of Arbitrator/Mediator Time are charged to the Respondent. For time spent beyond the combined hours allotted for the original claim(s) and the counterclaim(s), the parties split the cost of the additional time equally.
- **As part of the Demand for Arbitration, the Claimant may request that the Arbitrator order that all, or a portion, of the cost of the Arbitration/Mediation be reimbursed to the Claimant from the Respondent.**

Payment Terms

- All fees are due and payable by the Claimant when a demand/request is filed, and by the Respondent when a counterclaim is filed (if applicable). All such fees must be paid before a hearing/conference is scheduled. All other fees are due within 10 days of the invoice date.
- Each party is responsible to pay the fees directly to NAM. If, as part of the award, the Arbitrator/Mediator orders that a portion of the cost of the Arbitration/Mediation be reimbursed from one party to the other party, that reimbursement is made between/among the parties after NAM has been paid in full and without the involvement of NAM.
- If a party fails or refuses to make payments, NAM may direct the other party to make a substitute payment so the Arbitration/Mediation can proceed (subject to any award for costs). The paying party may then seek to recover that amount from the defaulting party.
- NAM may decline to commence administration of the claim, allow the hearing/conference to proceed, or release the Arbitrator's decision until all outstanding fees are paid.
- Interest is charged at 1.5% per month on balances more than 30 days past due.
- Questions or concerns about invoices should be brought to NAM's attention within 30 days of receipt.

Fees and costs are effective as of July 1, 2026. All fees are subject to adjustment annually as of July 1st of each year.