

Consumer Fee Schedule

For disputes where one of the parties is a Consumer
Effective July 1, 2026

Arbitration Fees: 2-Party Matters

Fees depend on whether the matter is resolved based on written submissions only, or through an in-person, telephonic, or virtual hearing. Both formats carry the same fees except where noted below.

- **Filing Fee:** \$225. Due when the case is filed, paid by the party filing the claim, unless the parties' agreement or applicable state law provides otherwise, in which case Business pays the difference.
- **Administrative Fee:** \$385. Due from Business upon notice that the Demand for Arbitration has been filed and the arbitration proceeding has commenced. If Business is the initiating party, this fee is due when the case is filed, together with the Filing Fee.
- **Case Management Fee:** \$1,400. Due from Business by the earlier of (a) when the response to the demand is due under NAM Rules, or (b) when the response is filed with NAM.
- **Hearing/Scheduling Fee:** Not applicable for matters based on written submissions only; \$495 for in-person, telephonic, or virtual hearings. Due from Business when a hearing is scheduled.
- **Arbitrator Time:** \$650 per hour (unless a Specially Designated Hearing Officer is selected; contact NAM for applicable rates). Due from Business when the time is incurred. See "Adjournment Fee" below for the rates that apply when scheduled/reserved time is adjourned, canceled, or settled.

All fees above are non-refundable unless otherwise indicated.

Arbitration Fees: Mass Filings

Cases included in Mass Filings are subject to reduced/graduated filing and administrative fees. To be eligible, all of the following must be met:

- Twenty-five (25) or more similar demands for arbitration are filed;
- The demands for arbitration are against the same party or related parties; and
- Representation for the parties is consistent or coordinated across all cases.

The determination is made by NAM in its sole discretion. Once determined, the fees below apply. Note: if fewer than 25 demands are filed initially and additional demands filed later bring the total to qualify as a Mass Filing, the original demands already processed are not retroactively re-rated — only the additional demands are subject to the reduced/graduated fees described here.

Fees Payable by Business

- **Initial Filing/Admin Fee:** \$300 per claim for the first 1,000 claims; \$275 per claim for each additional claim beyond 1,000. Generally incurred and due when a claim is filed.
 - If a Procedural Arbitrator has been requested or appointed, the Initial Admin Fee is instead incurred and due for all claims submitted to that Procedural Arbitrator — except claims the Procedural Arbitrator determines, in their sole discretion, were not properly filed — as follows:
 - Claims the Procedural Arbitrator determines were properly filed (based on the Arbitrator's own findings, not a party stipulation or agreement): the Initial Admin Fee is due upon the Arbitrator's final determination.
 - Claims withdrawn, settled, or canceled (unilaterally or by stipulation of the parties) before the Procedural Arbitrator's final determination: 50% of the Initial Admin Fee for those claims is due upon the withdrawal, settlement, or cancellation.
- **Panel Preparation Fee:** \$525 per claim for in-person/virtual hearings, or for arbitrations based on written submissions where the claim exceeds \$10,000; \$400 per matter for claims of \$10,000 or less resolved by written submissions. Incurred and due at the commencement of panel creation.
- **Final Administrative Fee:** \$525 per claim (\$400 per matter for claims resolved entirely by written submissions). Incurred and due 30 days before the initial hearing date.
- **Arbitrator Time:** \$630 per hour (unless a Specially Designated Neutral is selected; contact NAM for applicable rates). Due from Business when the time is incurred. See "Adjournment Fee" below for the rates that apply when scheduled/reserved time is adjourned, canceled, or settled.

Fees Payable by Claimant

- **Initial Filing Fee:** \$100 per claim. Incurred and due when a claim is filed.

All fees above are non-refundable once incurred, unless otherwise indicated.

The initial admin/filing fees are due when a claim is filed. However, NAM will allow the parties to defer payment of a portion of these fees for amounts due in excess of \$1,000,000 per party. The unpaid amount is due no later than the commencement of panel creation, or upon settlement, cancellation, or withdrawal of the claim — whichever comes first.

Other Arbitration Fees (May Apply to 2-Party Matters and Mass Filings)

Adjournment Fee**

For an arbitration where less than 7 hours per day has been reserved: payable by the adjourning party and billable for each scheduled hearing date, based on notice given to NAM before the scheduled date:

- **0 to 5 business days' notice:** 100% of the Arbitrator Time fee for the hours reserved
- **6 to 14 business days' notice:** 50% of the Arbitrator Time fee for the hours reserved
- **15 or more business days' notice:** No fee

Procedural Arbitrator Appointment Fees (Mass Filings only)

- **Administrative Fee:** \$2,100, due when a request is made for appointment of a Procedural Arbitrator.
- **Hourly Arbitrator Time:** \$900 per hour, due as incurred (special rates apply to Specially Designated Hearing Officers; contact NAM for applicable rates).

If Business is the party requesting appointment of the Procedural Arbitrator, Business pays all administrative and hourly fees for the Procedural Arbitrator. If the Consumer requests the appointment, these fees are shared equally between the parties.

Withdrawal, Cancellation, or Settlement Fee**

For an arbitration where less than 7 hours has been reserved: if a conference has been scheduled and the matter is withdrawn, canceled, or settled, and NAM is given notice within 14 business days of the 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 (Arbitration)

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

Parties are also responsible for any Arbitrator Time incurred prior to NAM being notified that a case has been adjourned, withdrawn, canceled, or settled.

Mediation Fees

- **Administrative Fee:** \$840 total (non-refundable) — \$210 payable by the Initiating party; \$630 payable by Business.
- **Mediator Time:** \$870 per hour, subject to a 2-hour minimum, payable by Business.

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 contact NAM for the applicable rates.

Other Mediation Fees (May Apply)

Adjournment Fee**

For a mediation where less than 7 hours has been reserved: payable by the adjourning party and billable for each scheduled conference date, based on notice given to NAM before the scheduled date:

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

Withdrawal, Cancellation, or Settlement Fee**

For a mediation where less than 7 hours has been reserved: if a conference has been scheduled and the matter is withdrawn, canceled, or settled, and NAM is given notice within 14 business days of the conference date, hourly fees for time reserved (per the 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 (Mediation)

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

Parties are also responsible for any Mediator Time incurred prior to NAM being notified that a case has been adjourned, withdrawn, canceled, or settled.

Terms & Conditions

- This fee schedule applies to matters referred to NAM as a result of a pre-dispute Arbitration/Mediation contract provision entered into by mutual agreement between the parties when one of the parties is a Consumer.
- Administrative fees include case administration, coordination, scheduling, and document handling.
- Arbitrator/Mediator time refers to conference/pre-hearing conference/hearing time, travel time (if required), study and review of written submissions and documents, and research and decision preparation time, as applicable.
- NAM reserves the right to assess additional administrative fees for services performed by NAM beyond those provided for herein, which may be required or requested by the parties' agreement or stipulation.
- If the parties' agreement provides for payment of fees by one or more parties contrary to the fees set forth herein, the NAM Administrator shall determine the fees that apply.
- The NAM Administrator will make the final determination as to the proper Rules and Procedures and Fee Sheet that apply to a matter.

Payment Terms

- Fees are incurred and due as indicated on this fee schedule. All other fees are due within 10 days of the invoice date.
- **HOWEVER, IF THE ARBITRATION IS SUBJECT TO CALIFORNIA CODE OF CIVIL PROCEDURE 1281.97 ET AL. / SB 762, PAYMENT IS DUE UPON RECEIPT, AS OF THE DATE OF THE INVOICE. PAYMENT MUST BE RECEIVED BY NAM NO LATER THAN 30 DAYS FROM THE DATE OF THE INVOICE. PURSUANT TO CALIFORNIA CODE OF CIVIL PROCEDURE 1281.97 ET AL./SB 762, NAM CANNOT GRANT ANY EXTENSIONS TO THIS PAYMENT DEADLINE UNLESS AGREED UPON BY ALL PARTIES.**
- To the extent that additional Arbitrator/Mediator time is required, NAM may direct the parties to make interim payments.
- 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.
- NAM may require one or more of the parties to make an advance payment, in an amount determined by the NAM Case Administrator, to be applied to future administrative fees and/or arbitrator billing. Additional requests for payment may be made if the amounts on deposit are depleted during the pendency of the matter. Unused amounts of advance deposits will be refunded at the conclusion of the case, with the exception of any amounts applied to unused reserved time charges.
- 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 elect not to commence and/or continue administration of a claim, and/or withhold release of the Arbitrator's decision, due to nonpayment of fees. NAM and/or the Arbitrator may suspend or terminate administration of a matter due to non-payment of outstanding fees.
- In the event a dispute arises as to the classification of a party as a "consumer," the NAM Administrator will determine such classification in their sole discretion.
- 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.