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WAMS STANDARDS OF NEUTRALITY & PROFESSIONAL RESPONSIBILITY

IMPARTIALITY

Parties shall be provided with full and ongoing disclosure of any circumstances which could reasonably raise a question concerning impartiality or conflicts of interest regarding selection of the neutral, such as discounted fee or other contracted referral agreements involving an insurance company or law firm participant in a case.

PROCESS INTEGRITY

An obligation exists in cases where the needs or demands of the parties so dictate, for WAMS to educate, refer for outside advice or withdraw from further case involvement in order to preserve the integrity of the dispute resolution process.

CONFIDENTIALITY

Any attempts to circumvent statutory or WAMS confidentiality provisions as set forth in a signed Agreement to Mediate or Contract to Arbitrate shall be resisted to the extent allowed by law.

FEES

Parties shall be provided with an explanation and estimate of the fees to be charged for the services provided, including any minimum, cancellation or rescheduling costs, as well as any available discounted service or program opportunities. WAMS fee schedules are published on the WAMS website at www.usamwa.com.

INFORMATION

Disputes shall be accepted for resolution services only if sufficient information about the dispute is provided to all parties to make the process meaningful and equitable for all involved.

QUALIFICATIONS

Any neutral assigned to a case administered by WAMS shall have met or exceeded the WAMS professional neutral training and case subject matter requirements as a prerequisite for service. All parties shall be provided with biographical information about any WAMS-affiliated neutral upon request, including prior case experience, areas of practice and law firm affiliation.

PROCEDURES

Applicable WAMS procedural and administrative rules for arbitration, mediation and other neutral processes shall govern all cases administered by WAMS. WAMS hearing rules are published on the WAMS website at www.usamwa.com.