

## ARBITRATION CHECKLIST

This checklist will help you prepare for your arbitration hearing. Use whichever items are appropriate to your case; some may not apply.

1. Organize your materials in the order you wish to present them. This will help you present your case clearly and logically.
2. Clearly state what the problem is and why you think the other party is responsible.
3. List in chronological order the actions you took to resolve the dispute, including:
  - a. individuals with whom you spoke;
  - b. when you spoke with them;
  - c. what they told you and/or what actions they took;
  - d. other business/service persons involved:
    - i. Who were they?
    - ii. When did they get involved?
    - iii. How did they become involved?
    - iv. What did they tell you, and/or what actions did they take?
    - v. Written statements from witnesses can help substantiate the facts of your case.
4. Collect all available written information relating to your dispute. Send copies of those documents to the Arbitrator as part of the documentation for the written hearing.
  - a. Documents to include:
    - i. Moving agreement and/or bill of lading.
    - ii. Moving inventory.
    - iii. Any damage estimates.
    - iv. Any repair records and proof of payment for these services.
      1. Any original receipts for damaged goods.
      2. Correspondence between you and the other party.
      3. Other documents which may support your case, e.g., photographs, mail, order catalogs and technical information.
5. List any witnesses who may have information about your complaint, such as the names of those who moved your belongings. Try to contact them and ask them to submit written statements. You are responsible for your witnesses' submission of information.

The Arbitrator will accept all relevant evidence presented at the hearing. The Arbitrator will decide the importance of each piece of evidence after the hearing is closed. Evidence will not be accepted after the hearing if it was possible to present that evidence at the hearing, or if the Arbitrator has already rendered a decision.