NAMIC® ARBITRATION

SYSTEM USER GUIDE

NAMIC ARBITRATION SYSTEM USER GUIDE

NAMIC WEBSITE USER ACCOUNT

All users of the NAMIC Arbitration System must have an individual namic.org user account.

To set up a namic.org account:

- Go to https://account.namic.org/register/

- Fill out the form and click the **Register** button

Once your account is active, you may submit arbitration filings, respond to existing filings, request extensions, submit status reports, and more.

Important Note: Registrations are processed individually on weekdays only and may take up to 24 hours to verify for arbitration access. During this time, access to the site is limited.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

[1]

GETTING STARTED

Go to https://arbitration.namic.org and sign in using your namic.org username and password. This page will give you general program information and helpful links.

We suggest using Chrome as your browser when working in the NAMIC arbitration system.

FILING A NEW CLAIM

Before beginning a new filing, it is suggested that you check the signatory list at https://arbitration.namic.org/about/signatorycompanies to determine if the Respondent company is signatory to our forum. Subsidiary companies are listed individually and are not automatically included in a parent company's agreement.

If you choose to file against a non-signatory company, both parties must complete and return a Waiver of Non-Jurisdiction located here: https://www.namic.org/pdf/arbitration/WaiverofNonJurisdiction.pdf. This can be obtained before or after the filing.

If you wish to file a type of claim that is not covered in the signatory agreement, both parties must complete and return a Special Arbitration Waiver located here: https://www.namic.org/pdf/arbitration/SpecialArbitrationWaiver.pdf. This can be obtained before or after the filing. A Respondent company has the right to refuse to participate in this type of filing.

To the far left you will see a summary of files assigned to you, a link to see a list of your cases, and the option to submit a new case as shown below.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

2

HOW TO FILE (PETITIONER)

When you are ready to submit a new case, you can click on the blue **Submit New Case** button shown below and you will be taken to a new case template to begin entry.

Your Case History

Total Cases	9
Petitioner /	0 / 0
Respondent	6
Active	0
Deferred	0
Set for Hearing	

VIEW YOUR CASES

SUBMIT NEW CASE

The first section is information about the loss: date, time, location, county, city, state, road type, road condition and weather condition. Many of these fields offer drop down options and date/time finders.

The next section is information about the Petitioner. If you are a third-party administrator (TPA) check the box and a box will appear for the TPA company name. The information contained within your namic.org account will populate this section except for your claim number and policyholder's name.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

3

HOW TO FILE (PETITIONER) CONTINUED

This is where your claim type(s) and amount(s) are input. Multiple entries are permitted by clicking the gray **+Add Claim** button. Claim type is a drop-down field, description allows for detail to be added. Amount paid is the amount you are seeking, and a deductible may or may not apply.

Now enter the Respondent information. The company name field will make suggestions for auto-filling.

Next you can upload evidence for your filing and add contentions. Once your claim type is entered above, the required evidence will be indicated – proof of payment is required for all filings, a denial letter is required for collision filings, a copy of the arbitration notice or demand sent to the other carrier is required for med pay / PIP. The contentions box will expand and is not limited. Text may be copied and pasted into the field. Users may check a box next to an item of evidence if they intend to submit it at a later date.

If you are interested in requesting a one-year deferment as the Petitioner, check the box here:

☐ I would like to request this case be deferred. (contentions required)

There is no charge for a deferment.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

4

HOW TO FILE (PETITIONER) CONTINUED

By checking the Hold Harmless box, this serves as an auto-signature to submit the filing.

By clicking the blue **Save** button, the filing is saved and may be completed later. It is not submitted at this time and is not considered received by NAMIC.

By clicking the blue **Submit** button, the filing is submitted for processing. You will receive an email receipt with the case number and the date received.

Hold Harmless

Petitioner stands ready to refund all or part of an arbitration award in the matter which represents a double payment by respondent as a result of a judgement entered in litigation instigated after arbitration was completed.

Petitioner, by signing and submitting this form agrees that NAMIC, their agents and employees shall not be liable to any person(s) claiming to have a claim against any award made in favor of the petitioner. Petitioner further agrees to hold harmless and indemnify NAMIC from and against any and all claims and expenses, including attorney fees arising out of NAMIC's performance under the inter-company agreement executed by petitioner.

☐ * I agree

| SAVE | SUBMIT |

The $120 filing fee can be mailed to our office, or we can bill your company the following month.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

5

NAMIC ARBITRATION SYSTEM USER GUIDE

HOW TO RESPOND (RESPONDENT)

Respondent notifications are emailed to your company so that you may submit an answer.

Before you can respond to a filing, it must be assigned to you as the representative and the individual must have a namic.org account that it can be assigned to. If you receive a filing with a name other than yours as the company representative, please email Denise Verona at dverona@namic.org with the case number so that it can be properly reassigned.

Once the file is affiliated to your account, log on using your username and password. You will find a summary box to the far left showing a summary your case history. Click the blue **View Case History** link to see a list of your cases as both Petitioner and Respondent.

An open case will have three icons: an eye for "View" / a pencil for "Edit" / a PDF to see a copy of the case in PDF form.

If you want to request a one-time per file 30-day extension, click the eye / view icon and click the blue **Request Extension** button once that screen opens.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

6

HOW TO RESPOND (RESPONDENT) CONTINUED

To respond, click the edit pencil and you will see the Official Response screen.

If you wish to file a counter-claim, click the gray **+Add Claim** button to do so.

To implead a second Respondent carrier, click the gray **+Additional Respondent** button.

Official Response

cancel
SUBMIT

Case Summary

Case #21-0365

Petitioner
Test Insurance Company
Policyholder's Name: asdfasd
Claim Number: 234234

Claims:
$5,000.00 *MedicalPayments*

You
Orange Test
Policyholder's Name: Test Policyholder
Claim Number: 32423000-A

Counter Claims optional
*A filing fee will apply

+ ADD CLAIM

Additional Respondent(s) optional

+ ADDITIONAL RESPONDENT

If none of these actions apply, you may add exhibits and contentions — this text box will expand.

Exhibits
Identify the files being submitted to your case.

Type	Description	Attachment

ADD NEW ITEM

Contentions
Petitioner or Respondent Statement of facts and legal premises upon which recovery is predicated or claim is denied.
*If you are quoting from a statute or case law citation, you <u>must</u> include a copy of same.

Enter your contentions here...

If you are interested in requesting a one-year deferment as the Respondent, check the box here:

☐ I would like to request this case be deferred. (contentions required)

There is no charge for a deferment.

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

7

HOW TO RESPOND (RESPONDENT) CONTINUED

By checking the Hold Harmless box, this serves as an auto-signature to submit the answer.

By clicking the blue **Submit** button, the response is submitted for processing.

☐ I woud like to request this case be deferred.

Hold Harmless
Counter-Petitioner stands ready to refund all or part of an arbitration award in the matter which represents a double payment by respondent as a result of a judgement entered in litigation instigated after arbitration was completed.

Counter-Petitioner, by signing and submitting this form agrees that NAMIC, their agents and employees shall not be liable to any person(s) claiming to have a claim against any award made in favor of the counter-petitioner. Counter-Petitioner further agrees to hold harmless and indemnify NAMIC from and against any and all claims and expenses, including attorney fees arising out of NAMIC's performance under the inter-company agreement executed by counter-petitioner.

☐ * I agree

SUBMIT

If you are filing a counter, the $120 counter-filing fee can be mailed to our office, or we can bill your company the following month.

QUESTIONS

For more information or questions about the NAMIC Arbitration System, please visit arbitration.namic.org or contact:

Denise Verona
dverona@namic.org
317.876.4262

National Association of Mutual Insurance Companies Arbitration System User Guide | **October 2021**
To learn more, visit arbitration.namic.org.

8

NAMIC

NATIONAL ASSOCIATION OF
MUTUAL INSURANCE COMPANIES