



## Frequently Asked Questions

### ***What type of cases are appropriate for Endispute online mediation?***

Endispute is ideal for low to moderate value claims (\$100,000 or less) that can be resolved in a two-hour session. While Endispute is an efficient option for many types of cases, it may not be appropriate for all cases. Please contact us to discuss whether Endispute is the right ADR format for your matter.

### ***What does the \$500 fee for each party include?***

A standard Endispute session is intended for a two party case, with four participants total.

The flat fee of \$500 per party includes:

- Up to two participants per party
- Up to two hours of mediation session time with the JAMS neutral
- Use of our online video and audio functionality

Additional participants beyond the standard four (e.g. two per party), will be charged an additional \$100 per hour per participant.

Additional mediation hours beyond two will be charged at \$300 per hour per party.

The credit card or account on file will be charged with the additional costs if applicable. See “How do I pay the fees?” section below.

### ***How do I pay the fees?***

1. By credit card. Your Endispute case manager can facilitate the transaction.
2. By payment on account. Companies that have that facility set up with JAMS can use this method. Check with an Endispute case manager for additional information.

### ***What is the cancellation policy?***

Request for cancellations should be received in writing no later than two business days before the session date and sent to all parties and to JAMS at: [mediate@endispute.com](mailto:mediate@endispute.com)

If a request for cancellation is received without two business days advance notice, JAMS will make every attempt to reschedule the neutral's time with another matter. However, if JAMS cannot reschedule, the party canceling the mediation is responsible for all fees associated with the reserved time.



Additionally, JAMS may cancel your mediation if fees are not paid by all participants at least two business days before the session date. Should your session be canceled for failure to pay, JAMS will notify all participants and will refund any party who has paid. The paying party may choose to advance all fees to keep the session date.

***Do I need to submit any documents in anticipation of the mediation?***

Usually the mediator will want a one page mediation brief sent at least two days before the mediation session.

However, the assigned mediator will tell you exactly what documents they require before the mediation and when to provide them and how to send them.

***How can I share documents during the mediation session?***

During the mediation session there is a feature to enable any party to upload, download and share documents. Please note when using this facility, the documents will be seen by all parties.

***What if I am having technical issues?***

To avoid technical issues it is recommended that you test your connectivity and camera in advance of the scheduled mediation session. Use the link below to test your connection:

<http://app.courtcall.com/ccallp/videogo?t=E82EFF5D8AD065DCE04015AC1E01102F&p=1>.

If you still come across issues, please contact (888) 882-6878 or (310) 342-0888.

***What are the options if my case does not settle?***

The Mediator and the parties will agree to the next step.

Typically the options are to:

- Continue the session for another hour
- Schedule a follow-up online mediation session for a future date
- Schedule an in person mediation session
- Stipulate to decide the matter by arbitration
- Parties may decide to pursue an alternative legal remedy