



Resolute Systems, LLC 
Dispute Resolution Worldwide
ADR Job Aide

Resolute Systems (RSI) has an agreement with Liberty Mutual to administer alternative dispute resolution (ADR) conferences. This includes voluntary and court-ordered mediation and arbitrations.

About Resolute

RSI provides mediation, arbitration, ADR training, and consulting services to its clients throughout the United States, Canada and Puerto Rico. Established in 1988, RSI maintains a panel of over 2,800 mediators and arbitrators who resolve thousands of civil disputes annually. RSI helps LM increase standardization and efficiency in the ADR process, optimize ADR usage, bulk billing, and develop management reports to capture ADR activity.

As part of the program, Resolute:

- Handles the scheduling of ADR conference with all parties to save time for counsel and LM
- Provides a panel of qualified neutrals approved by LM with the ability to add any preferred neutrals
- Pays the neutral on behalf of Liberty Mutual (including retainer fees) and then bulk bills Liberty Mutual post ADR conference
- Captures all data for reporting and analysis purposes
- Provides one point of contact to schedule all ADR conferences
- Provides virtual ADR platform if a party cannot attend in person
- Schedules Mediation Days in venues with multiple cases

Referring Cases to Resolute

Claims identified by LM or counsel can be submitted to RSI by one of the following methods:

On-Line: <https://resolutesystems.com/lm/>

- Complete the online form
- RSI will send an e-mail confirmation of the assignment with the assigned Resolute consultant's name within 24 hours

E-mail: Send the completed submission form to LM@resolutesystems.com

- RSI will send an e-mail confirmation of the assignment with the Resolute consultant's name within 24 hours

Phone: Your contact for scheduling is:
Mike Weinzierl
Resolute Systems, LLC
Phone: 800.776.6060 (ext. 125)

Important reminders:

- Please do not contact neutrals directly. Resolute will coordinate with them as part of their scheduling services
- Should you receive a deposit request or invoice from the neutrals office on a case assigned to Resolute please do not pay it. Please forward it to Resolute for processing.

Ryan Hamilton is Resolute's Relationship Manager for LM. If you have any questions, concerns, or ideas for improving the program, please contact him at 800.776.6060 (ext. 124) or rhamilton@resolutesystems.com. Additionally, if opposing counsel has questions on participating with Resolute, please refer them to Ryan Hamilton so he can properly describe the program.