

ADR Job Aid

Sompo has partnered with Resolute Systems, LLC (RSI) to administer its alternative dispute resolution (ADR) conferences. This includes voluntary and court-ordered mediation and arbitrations (unless the court has assigned a neutral).

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 increase standardization and efficiency in the ADR process, optimize ADR usage, bulk bill, 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 claims professionals and law firms
- Ability to use ANY mediator (even if not on RSI's panel)
- Pays the ADR fees through a centralized billing process to
- Captures all data for reporting and analysis purposes
- Provides one point of contact to schedule all ADR conferences
- Provides virtual mediation capabilities if a party cannot attend in person
- Schedules Mediation Days in venues with multiple cases

Referring Cases to Resolute

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

On-Line:

- Complete the online form <https://resolutesystems.com/submit-case/>
- 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 info@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)
mweinzierl@resolutesystems.com

Important reminders:

- 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 payment and processing.

Michael Saltman is Resolute's Relationship Manager. If you have any questions, concerns, or ideas for improving the program, please contact him at 470.255.4805 or msaltman@resolutesystems.com. Additionally, if opposing counsel has questions on participating with Resolute, please refer them to Michael Saltman so he can properly describe the program.