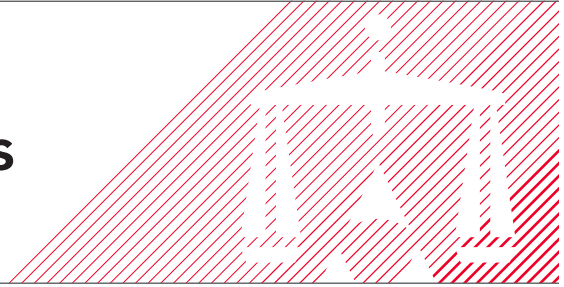




AAA® New York State No-Fault and SUM Programs 2022 Key Statistics



2022: Focus on Quality and Service

We would like to acknowledge the New York State Department of Financial Services (DFS) and the panel of arbitrators for their continued support in making 2022 another successful year.

The American Arbitration Association® (AAA) has consistently provided quality and excellent customer service, and in 2022 we focused on taking it to the next level with an emphasis on security and privacy measures.

Furthering efforts on quality and service, we implemented some new quality initiatives. An example of this is our internal error detection practice, where data and trend analysis allows us to identify potential areas of opportunity for improvement. We also implemented a real time feedback tool; Touch Point Survey. This tool provides us with the means to immediately address, correct or improve a particular situation.

In our continued focus on security and data privacy standards, the Association officially launched the Simple File platform for new case filings. Simple File is a closed network connection between client browsers and our servers, and provides an extra level of security for our user community. As technology continues to advance, the AAA looks forward to continuing to leverage innovation in conjunction with today's market and trends.

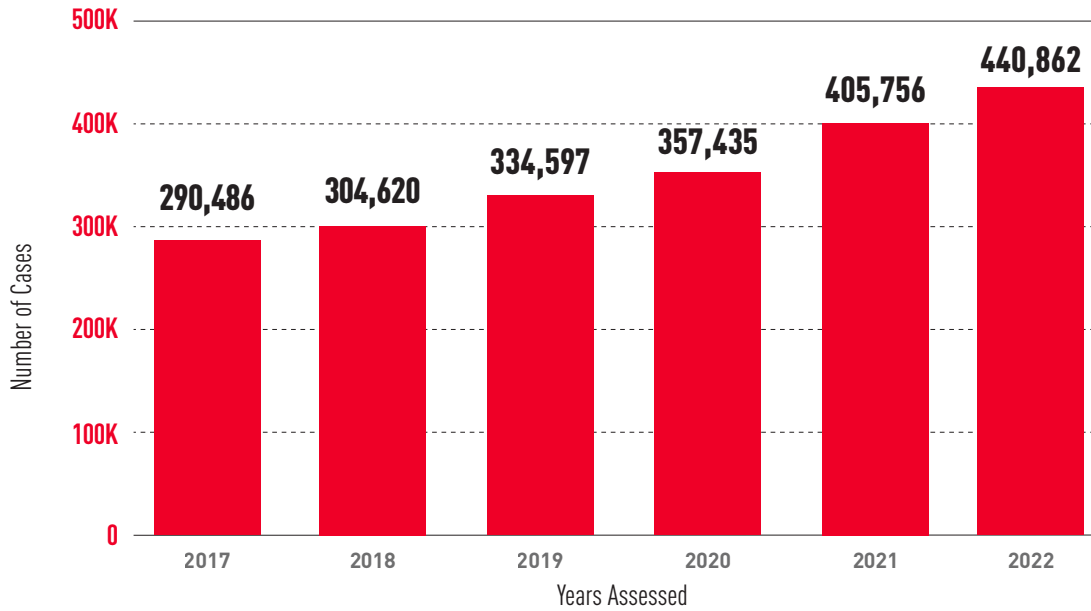
Attached please find the 2022 Key Statistics report for New York State Insurance programs administered by AAA.

NO-FAULT INSURANCE

The value of claims filed in 2022 totaled \$975 million across 440,862 cases, prior to any amendments that took place after the initial filing. The average disputed amount per case was \$2,207.

Growth in No-Fault Filings 2017-2022

No-fault filings continued to grow in 2022, closing out the year with a growth of 8.65% from 2021. New filings from 2017 to 2022 have increased 51.77%, jumping from 290,486 cases to 440,862 cases in that five-year period.



Filings by Region

The volume of filings increased in Manhattan, Nassau, Northwest, and Suffolk regions for the second year in a row. Queens, North, Westchester and Out of State saw a slight dip in filings. Newburgh is once again on an upward trend after taking a slight downturn from 2020 to 2021.

REGION	CASES FILED 2020	CASES FILED 2021	CASES FILED 2022
Manhattan	18,528	39,053	50,840
Nassau	207,008	223,502	242,785
Newburgh	571	526	651
North	39	504	292
Northwest	7,777	13,460	15,351
Out of State	125	78	22
Queens	62,694	70,233	58,887
Suffolk	55,310	58,165	71,924
Westchester	5,240	235	110
Total	357,292	405,756	440,862



Types of Filings

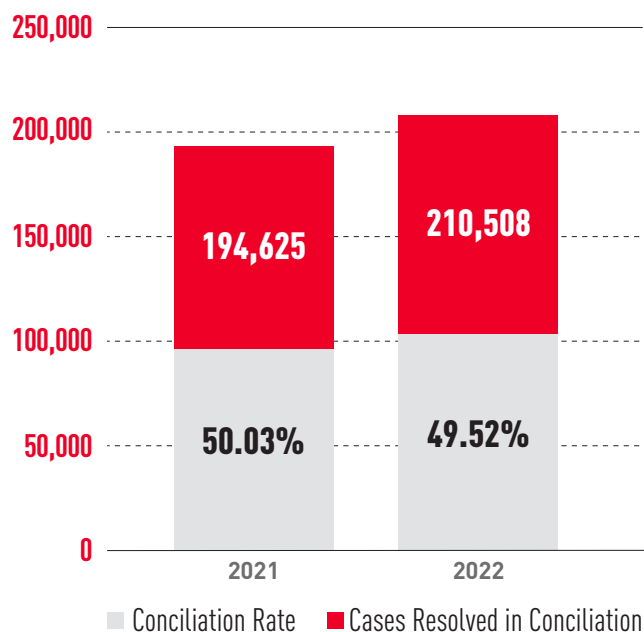
Once again this year, Medical claims comprised the bulk of AAA filings. These types of claims increased from 393,943 in 2021 to 440,506 in 2022 or 11.82%. Cases involving Loss of Earnings and Interest-only cases increased slightly, while claims for Attorney fee and other expenses took a slight downturn. Death benefit cases remained the same as last year with 12 cases filed.

	2020	2021	2022
Attorney Fees	1,803	257	206
Death Benefit	34	12	12
Interest	3,153	3,182	3,485
Loss of Earnings	262	256	282
Medical	357,048	393,943	440,506
Other Expenses	159	164	139
Grand Total	362,459	397,814	444,630

Conciliation

The conciliation rate was 49.52% in 2022, which is a 0.51% decrease from 2021 when it was 50.03%. However, the number of cases resolved in the conciliation phase increased, totaling 210,508 cases resolved. This is a jump of 15,883 cases or 8.16% from the previous year. Factoring in the increase of cases filed in 2022, although more cases were resolved this caused the conciliation rate to dip slightly. The average settlement amount in conciliation was \$1,051.

Resolutions in Conciliation 2021 and 2022

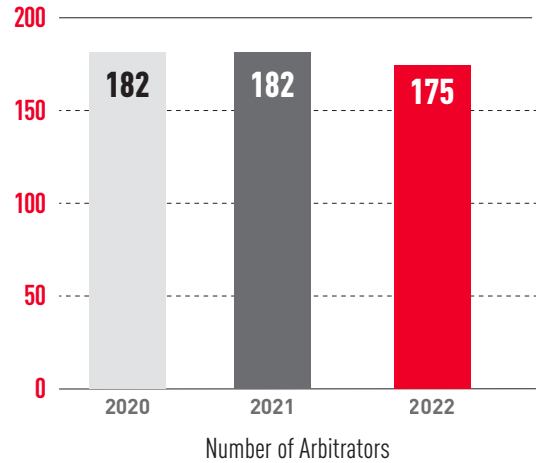




Arbitration

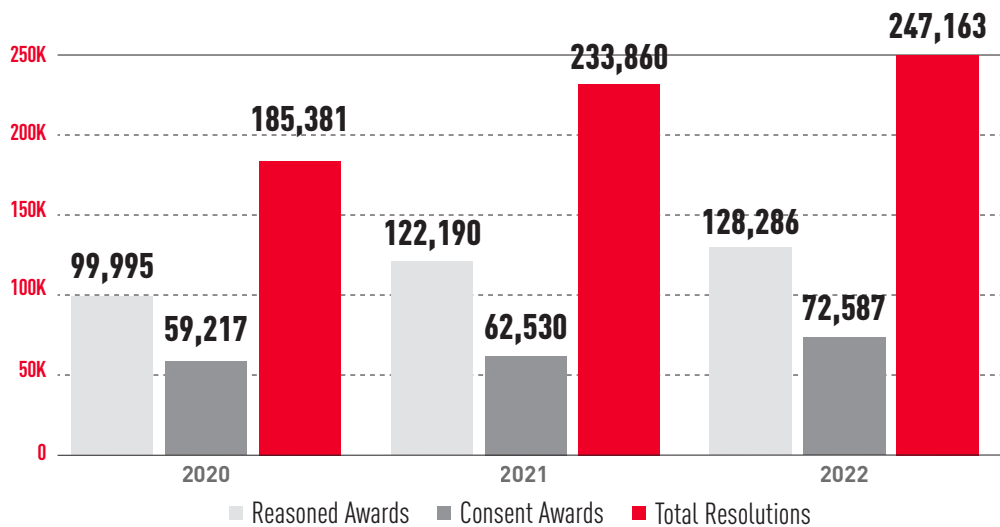
Panel of Arbitrators

We ended the year with 175 Arbitrators on the panel, and hearings remained fully virtual. Arbitrators continued to be able to hear cases statewide, as no physical hearing location was necessary with remote hearings. We currently sit at 395 days to first hearing, and as of the writing of this report have an active pending inventory of 156,989 cases in Arbitration.



Arbitration Case Resolutions

Arbitrators conducted 142,089 hearings in 2022, an increase of 5,272 cases or 3.85% from 2021. The Arbitration Settlement rate in 2022 was 48.10% compared to 2021 which averages 47.75%. There were 128,286 Reasoned Awards in 2022, a 4.99% increase from 2021. Consent Awards increased by 16.08%, from 62,530 cases in 2021 to 72,587 in 2022. The overall total resolutions for cases in Arbitration increased from 233,860 to 247,163 or 5.69%.



The number of total resolutions includes cases withdrawn and administratively closed in arbitration.

Average Time from Filing to Award

In 2022, the average time from the filing of a case to receiving an award was 12 months, a significant improvement from 2021 where the average time was 15 months.



Master Appeals

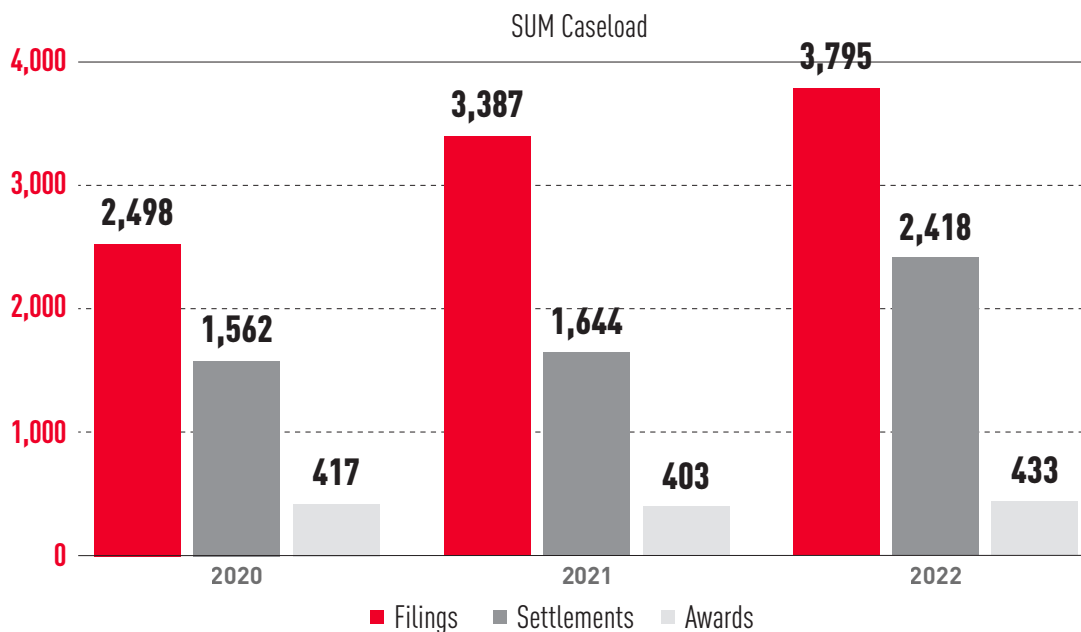
2,819 Master Appeals were filed in 2022, an increase of 52 cases, or 1.88%, from 2021. Master Arbitrators affirmed 2,023 cases in 2022 and there were 2,494 Master Arbitration Decisions.

YEAR	MASTER APPEALS FILED	MASTER ARBITRATION DECISIONS	MASTER APPEALS AFFIRMED
2022	2,819	2,494	2,023
2021	2,767	2,390	2,027

SUM PROGRAM

SUM Filings and Resolutions 2022

SUM filings in 2022 were 3,795, an increase of 408 cases or 12.05% from 2021. The number of settlements jumped from 1,644 in 2021, to 2,418 in 2022 which is an overall 47.08% increase. SUM arbitrators issued 433 awards in 2022, a slight increase from 2021 where 403 awards were issued.



Please contact us with any questions or concerns.

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