



Change in Telephone Prompts for Conciliation and Arbitration

Dear Valued No-Fault Customers:

In an effort to better serve our customers, we have implemented the use of telephone prompts within the conciliation teams' telephone system. This will allow parties to be directed to either the arbitration group or the conciliation group.

The arbitration group should be contacted for any arbitrator-related matters such as telephonic hearing requests, technical correction requests and adjournment requests. This group may also be reached directly by dialing 646-663-3470 or by emailing arbitratorsupport@adr.org.

The conciliation group should be contacted for conciliator-related matters such as settlement offers in conciliation and document extension requests.

Should you have questions regarding this change, please contact the Customer Support Team at 917-438-1660.

Regards,

NYICMC Executive Team