



10,301

Single Consumer Case Filings in 2023

TOP TEN STATES FOR SINGLE CONSUMER CASE FILINGS

California	2,913
Florida	946
Texas	823
New York	668
Illinois	465
Georgia	456
New Jersey	288
Pennsylvania	275
North Carolina	251
Alabama	199



DID YOU KNOW?

CONSUMERS DID NOT PAY ANY FEES ON 5,856 CASES IN 2023. ADDITIONALLY, THE AAA WAIVED \$309,819 IN FEES FOR CONSUMERS.

FILING TO AWARD

Cases that proceeded to hearing and award in 2023 did so much more quickly than compared to U.S. District Courts.



QUICKEST
TIME TO AWARD



MEDIAN
TIME TO AWARD



MEDIAN
TIME TO TRIAL IN
U.S. DISTRICT COURT

51% of Cases Settle

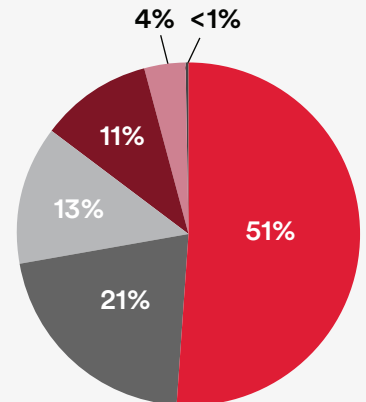


9,532

of cases closed in 2023

DISPOSITION BREAKDOWN

Settled	4,893
Administrative	2,000
Awarded	1,242
Withdrawn	1,003
Dismissed	379
Consolidated	15



MOST FREQUENT DISPUTE TYPES

Financial Services	3,987
Telecommunications	1,797
Car Sale/Lease	1,276
Warranties	558
Hospitality/Travel	343
Insurance	208



COMMITMENT TO DIVERSITY

39%

DIVERSE ROSTER

39%

DIVERSE APPOINTMENTS

MONETARY AWARDS FOR CONSUMERS IN 2023

TOTAL AMOUNT AWARDED

\$25,934,544

Average Award

\$138,307

Median Award

\$6,253

Largest Award

\$15,600,000

This infographic does not include data related to consumer mass arbitration.