

New England Association of Arbitrators Membership Agreement

Date of Acceptance:

11 08 2025

Month Day Year

This Membership Agreement ("Agreement") is entered into by and between the individual applicant ("Member") and the New England Association of Arbitrators ("NEAA"), a professional membership organization serving licensed auto damage appraisers operating as umpires or arbitrators in Right to Appraisal cases.

By signing this Agreement and submitting payment, the Member agrees to the following terms and conditions:

1. Eligibility

To be eligible for membership, the Member affirms that they:

- Are a licensed auto damage appraiser in the state(s) in which they operate, if applicable.
- Have at least two (2) years of relevant experience in auto damage appraisal or arbitration.
- Are committed to ethical, impartial, and professional conduct, including recusing themselves from any case in which a conflict of interest may exist or arise.
- Are dedicated to ongoing professional development, staying informed of industry trends and standards, relevant statutes, and OEM repair procedures.
 - To be demonstrated by recent and related certifications, successful course completions, and/or other experiential learning opportunities, etc..
- Will immediately notify NEAA of any lapse, suspension, or revocation of their appraiser license.

2. Membership Term and Renewal

The membership term is one (1) year from the date of the initial membership fee payment.

The annual membership fee is \$250.00, due upon acceptance and every year thereafter.

The initial membership payment is due within fifteen (15) calendar days of acceptance.

Membership will renew automatically each year via the method used during initial payment; however, all memberships are subject to review at any time. A review may include a request for supporting documentation (i.e. license renewal). Failure to comply with requests within thirty (30) days, or to reply with a written explanation as to why the request cannot be fulfilled, will result in automatic forfeiture of membership.

If the payment method fails, the member will have fifteen (15) calendar days to submit a new payment method.

3. Membership Responsibilities

By joining NEAA, the Member agrees to:

- Uphold the highest standards of ethics, integrity, and customer service in all appraisal and arbitration work.
- Act as a neutral, fair, and impartial umpire in any Right to Appraisal case they are retained for.
- Respond promptly and professionally to inquiries.
- Maintain current licensing and provide NEAA with updated documentation as requested.

4. Role of the NEAA

NEAA provides a referral directory of qualified umpires for consumers to consider when selecting an arbitrator.

NEAA does not guarantee any number of case assignments or referrals.

NEAA does not provide insurance coverage, legal representation, or employment to its members.

The Member operates independently from the NEAA and is solely responsible for their conduct, business operations, and any resulting liabilities.

NEAA does not manage payments, including appraisal fees, umpire fees, or award disbursements.

5. Complaints and Disciplinary Action

NEAA may receive and investigate complaints submitted against members.

If a complaint is found to violate NEAA's standards, the organization reserves the right to:

- Issue a warning or corrective directive.
- Temporarily suspend the Member's listing or access.
- Revoke membership at NEAA's sole discretion.
- No refund will be provided for any remaining membership term upon revocation.

6. Termination

Membership may be terminated:

- By the Member, with written notice. (See below for the refund policy.)
- If the Member fails to maintain a valid appraiser license or fails to provide any requested documentation within the grace period.
- By NEAA, at its sole discretion, for breach of this Agreement or for conduct inconsistent with NEAA's values and standards.

7. Fees and Refund Policy

The \$250.00 membership fee is nonrefundable, whether for initial application or renewal.

- This fee covers administrative costs related to membership processing, listing, and support.

If you become permanently disabled, are required to relocate due to a job transfer, military deployment, or another unforeseen circumstance beyond your control, or experience a family emergency or natural disaster that forces you to move or prevents you from continuing your role as an umpire, you may request reimbursement of your membership with your written termination notice.

Reimbursement will be prorated based on the remaining term, not to exceed \$200.00.

- You must provide appropriate documentation (e.g., medical certificates, relocation orders, proof of disaster, etc.) to support the request.

8. Limitation of Liability

NEAA is not responsible for:

- The outcome of any arbitration case involving the Member.
- Any actions, decisions, or omissions made by the Member in their professional capacity.

- Any loss, liability, or damages arising from the Member's services, whether directly or indirectly

9. Miscellaneous

This Agreement constitutes the entire understanding between the parties and supersedes all prior representations.

NEAA may update its membership terms and policies. Members will be notified of material changes.

This Agreement shall be governed by the laws of the states in which it operates

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By signing below, the Member agrees to abide by the terms set forth in this Agreement.

Please add your full name *

First Name

Last Name

If you are on a mobile device, use your finger to sign. If you are on a desktop or laptop, use your mouse or trackpad.

Continue to the next page to complete additional profile information.

Additional Information and Membership Dues

Please provide the bio you would like on your profile. While not required, this will help potential customers decide who to pick as their umpire.

You can also send it via email: newenglandarbitrators@gmail.com. If not provided, the field will remain blank.

Website, if applicable.

Do you also complete auto appraisals? *

- Yes
- No
- Yes, but please don't list it

If you do not include an image, we will use the NEAA logo. *

- Okay

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- Please leave blank

Continue to the next page to submit payment for dues.

Membership Dues Payment Page

For Reference Only