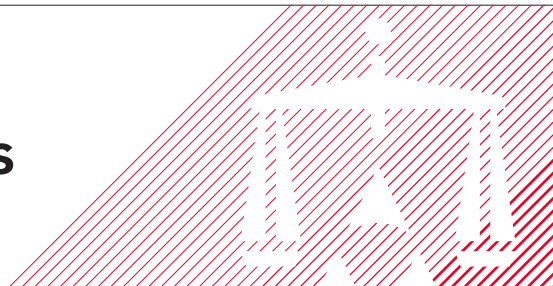




AAA® New York State No-Fault and SUM Programs 2023 Key Statistics



2023: Focus on Innovation and Security

With continued thanks to the New York State Department of Financial Services (DFS) and the panel of arbitrators for their ongoing support, 2023 was a very successful year.

This year the American Arbitration Association® expanded its focus on security. Security has always been one of AAA's top priorities and in this ever-changing technological world, we recognize the need to stay abreast of security practices. As a result, on October 28, 2023, the AAA deployed Multi-Factor Authentication (MFA). MFA provides an additional layer of security beyond the traditional username and password combination. Multi-Factor Authentication is a crucial security measure that enhances identity verification, reduces the risk of unauthorized access, and provides a more robust defense against a variety of cyber threats. With MFA active in ADR Center, we reinforce the security needs of the DFS and the needs of our parties.

In addition, we are very pleased to announce that this is American Arbitration Association's 50th year of serving the great state of New York in resolving no-fault disputes! We look forward to serving you for many years to come.

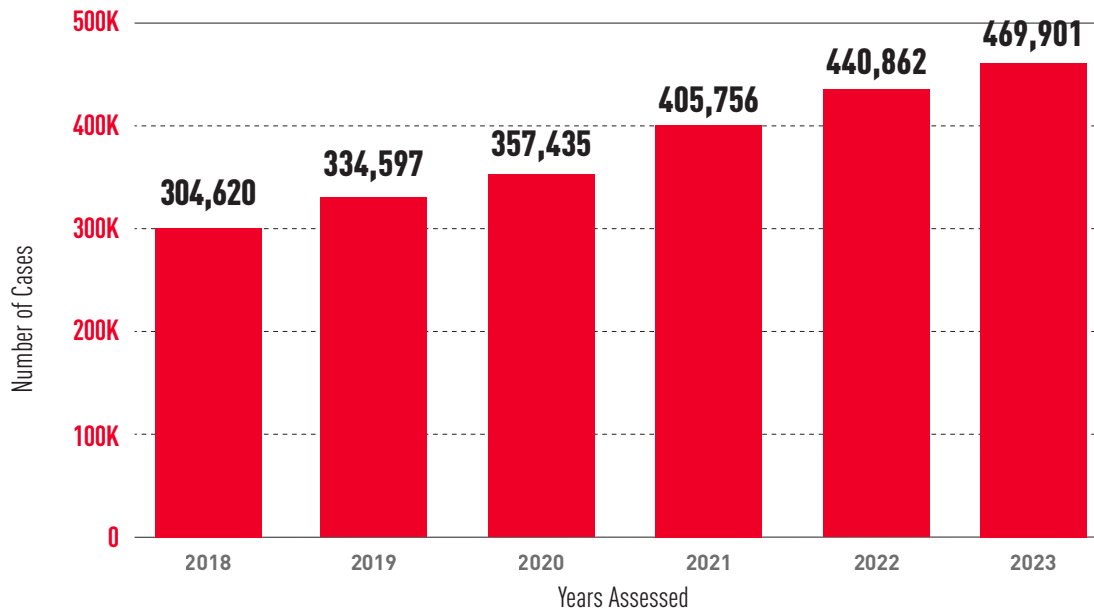
Attached please find the **2023 Key Statistics report** for insurance programs administered by NYSI.

NO-FAULT INSURANCE

The value of claims filed in 2023 totaled \$1.071 billion across 469,901 cases, prior to any amendments that took place after the initial filing. The average disputed amount per case was \$2,280.

Growth in No-Fault Filings 2018-2023

No-fault filings continued to grow in 2023, closing out the year with a growth of 6.5% from 2022. New filings from 2018 to 2023 have increased 54.2%, jumping from 304,620 thousand cases to 469,901.



Filings by Region

The volume of filings increased in all of the regions except for Queens, Suffolk, and Westchester, which saw a slight dip in filings. With 259,819 cases filed, Nassau led the region again this year in number of cases filed, leading Queens by 190,760 cases.

REGION	CASES FILED 2021	CASES FILED 2022	CASES FILED 2023
Manhattan	39,053	50,840	45,061
Nassau	223,502	242,785	259,819
Newburgh	526	651	1,110
North	504	292	359
Northwest	13,460	15,351	15,946
Out of State	78	22	23,653
Queens	70,233	58,887	69,059
Suffolk	58,165	71,924	54,852
Westchester	235	110	42
Total	405,756	440,862	469,901



Types of Filings

Once again Medical claims were the bulk of AAA filings in 2023. These types of claims increased from 440,506 in 2022 to 470,785 in 2023, or 6.9%. Cases in 2023 involving Loss of Earnings and Attorney fees were on an upward trend from 2022, while Death Benefit cases, Interest, and Other Expenses saw a slight dip.

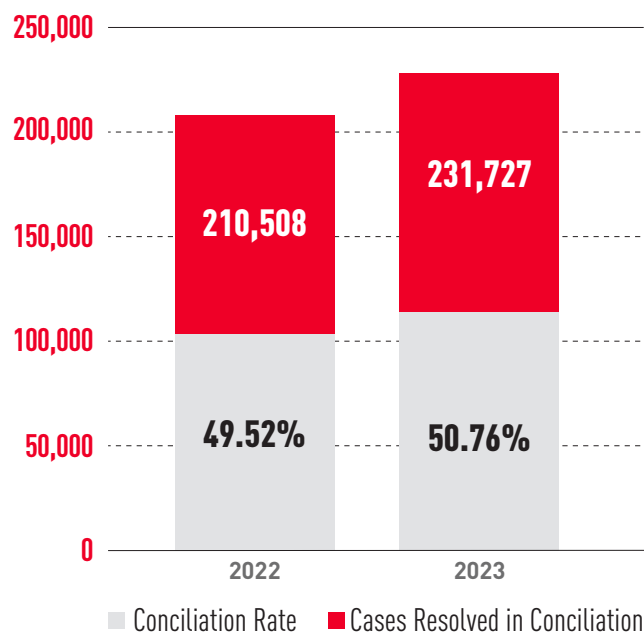
	2020	2021	2022	2023
Attorney Fees	1,803	257	206	514
Death Benefit	34	12	12	10
Interest	3,153	3,182	3,485	3,255
Loss of Earnings	262	256	282	361
Medical	357,048	393,943	440,506	470,785
Other Expenses	159	164	139	137
Grand Total	362,459	397,814	444,630	475,062

Conciliation

The conciliation rate was 50.76% in 2023, a 1.2% increase from 2022, when it was 49.52%. The number of cases resolved in the conciliation phase in 2023 totaled 231,727 cases, is a jump of 21,219 cases or 10.08% from the previous year.

The average settlement amount in conciliation was \$1,123.

Resolutions in Conciliation 2022 and 2023

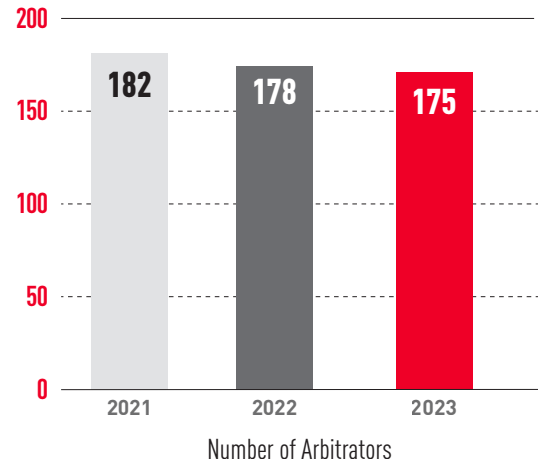




Arbitration

Panel of Arbitrators

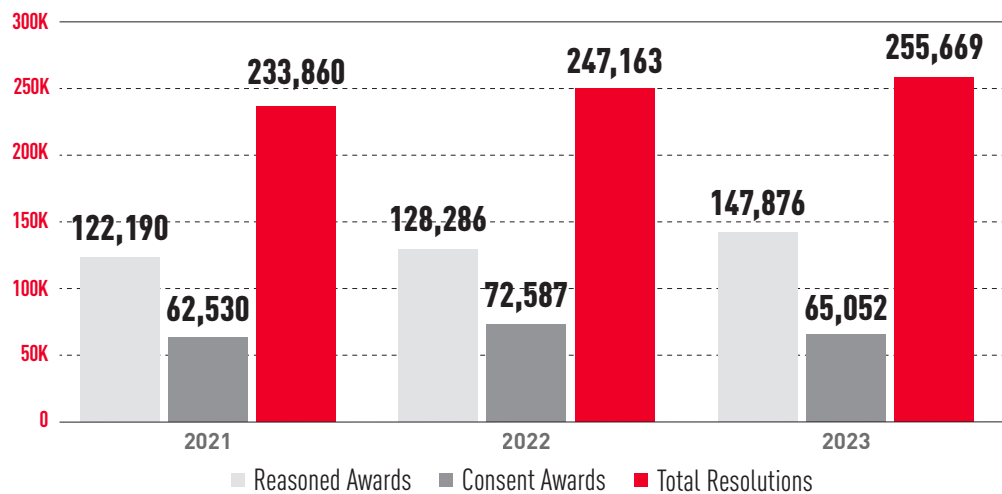
Currently, we have 175 Arbitrators on the No-Fault panel, and 11 SUM Arbitrators. Hearings remained fully virtual through 2023, and, as no physical hearing location is necessary with remote hearings, Arbitrators continued to hear cases statewide. We currently sit at 318 days to first hearing, a total of 77 fewer days than last year's 395 days to first hearing. As of the writing of this report, we have an active inventory of 80,682 cases in Arbitration pending a first time hearing.



Arbitration Case Resolutions

Arbitrators conducted 159,831 hearings in 2023, an increase of 17,742 cases or 12.49% over 2022. The Arbitration Settlement rate in 2023 was 42.2% compared to 48.1 in 2022. There were 147,876 Reasoned Awards in 2023, 19,590 more cases or a 15.27% increase from 2022. Consent Awards decreased by 10%, from 72,587 in 2022 to 65,052 in 2023. This dip in Consent Awards is likely due to more cases being settled in the Conciliation phase. The overall total resolutions for cases in Arbitration increased from 247,163 in 2022 to 255,669 in 2023 or 3.4%.

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



Average Time from Filing to Award

In 2023, the average time from the filing of a case to receiving an award was 10 months, a significant drop from 2022, when it was 12 months and a momentous change from 2021, when the average time was 15 months.



Master Appeals

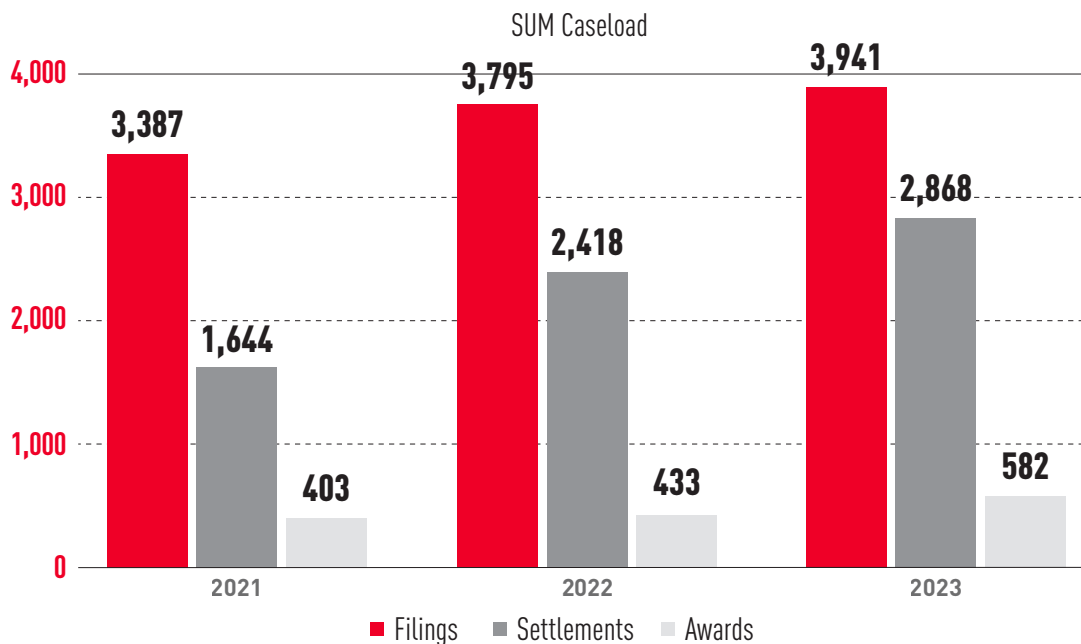
The number of Master Appeals filed in 2023 was the same as those filed in 2022: 2819. And in 2023, there were 2,438 Master Arbitration Decisions Awards, and Master Arbitrators affirmed 2,027 cases.

YEAR	MASTER APPEALS FILED	MASTER ARBITRATION DECISIONS	MASTER APPEALS AFFIRMED
2023	2,819	2,438	2,027
2022	2,819	2,494	2,023

SUM PROGRAM

SUM Filings and Resolutions 2023

SUM filings in 2023 were 3,941, an increase of 146 cases or 4% from 2022. The number of settlements jumped from 2,418 in 2022 to 2,868 in 2023, which is an overall 19% increase. SUM arbitrators issued 582 awards in 2023, an increase of 34% over the 433 awards issued in 2022.



Please contact us with any questions or concerns.

Grace Darsi

Assistant Vice President

P: 917.438.1544 | E: DarsiG@adr.org