

# THE CLM RESOLUTION GROUP

## INTER-COMPANY DISPUTE RESOLUTION PROTOCOLS

### STAGE 1: SENIOR MANAGEMENT MEETING

1. Submit "Request for Inter- Company Dispute Resolution" Form to CLM Resolution Group Executive including:
  - a. Brief summary of dispute including:
    - a. Identification of involved parties
    - b. Locations of dispute and parties
    - c. Identification of policies and claim numbers, if known
    - d. Related pending litigation, if any
    - e. Amount in controversy
2. CLM Resolution Group Executive issues "Agreement for Senior Management Dispute Resolution Meeting" Form to be executed by the Signatories involved:
  - a. Confidentiality
  - b. Identity and contact information for participating Senior Managers
  - c. Exchange of Information
  - d. Timing Requirements, if any
  - e. Agreement for litigation stay, if applicable
3. Signatories submit "Outcome of Senior Management Dispute Resolution Meeting" Form to CLM:
  - a. Identity of individual participants
  - b. Date(s) and nature of attempted resolution
  - c. Outcome
  - d. Unresolved issues, if any
4. Signatories submit "Scorecard" which rates experience and makes recommendations on process improvements.

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### STAGE 2:      **MEDIATION**

1.      Signatory seeking mediation submits “Request for Mediation of Inter-Company Dispute” Form to CLM Resolution Group Executive including:
  - a.      Confidential summary of Senior Management meeting and any steps toward resolution thereafter
  - b.      For mediation planning purposes, identifies:
    - i.     contact person(s)
    - ii.    preferred and available alternate locations
    - iii.   lawyers involved, if any
    - iv.    type and experience of preferred mediator
2.      CLM Resolution Group Executive issues request for confidential summary of Senior Management meeting to other participants identified in “Request for Mediation of Inter-Company Dispute” Form.
3.      Within 5 days of receipt of all confidential summaries of Senior Management meeting, CLM Resolution Group Executive issues list of proposed mediators including curricula vitae and rate sheets.
4.      Within 5 days of receipt of list, participants pay \$500 mediation fee and submit rank of proposed mediators.
5.      Within 5 days of receipt of all lists, CLM Resolution Group Executive selects Mediator and advises Signatories of appointment.
6.      CLM issues “Agreement for Mediation of Inter-Company Dispute” for execution by Signatories:
  - a.      Confidentiality
  - b.      Identity and contact information for participants
  - c.      Agreement for litigation stay, if applicable
  - d.      Agreement for Mediator compensation
7.      Signatories submit “Outcome of Mediation of Inter-Company Dispute” Form to CLM Group Executive:

- a. Identity of individual participants
  - b. Date(s) and nature of mediation
  - c. Outcome including unresolved issues, if any
8. Signatories submit "Scorecard" which rates Mediator and protocols, and identifies potential process improvements.