



U.S. CHAMBER

Institute for Legal Reform

Arbitration Survey



PUBLIC OPINION
STRATEGIES

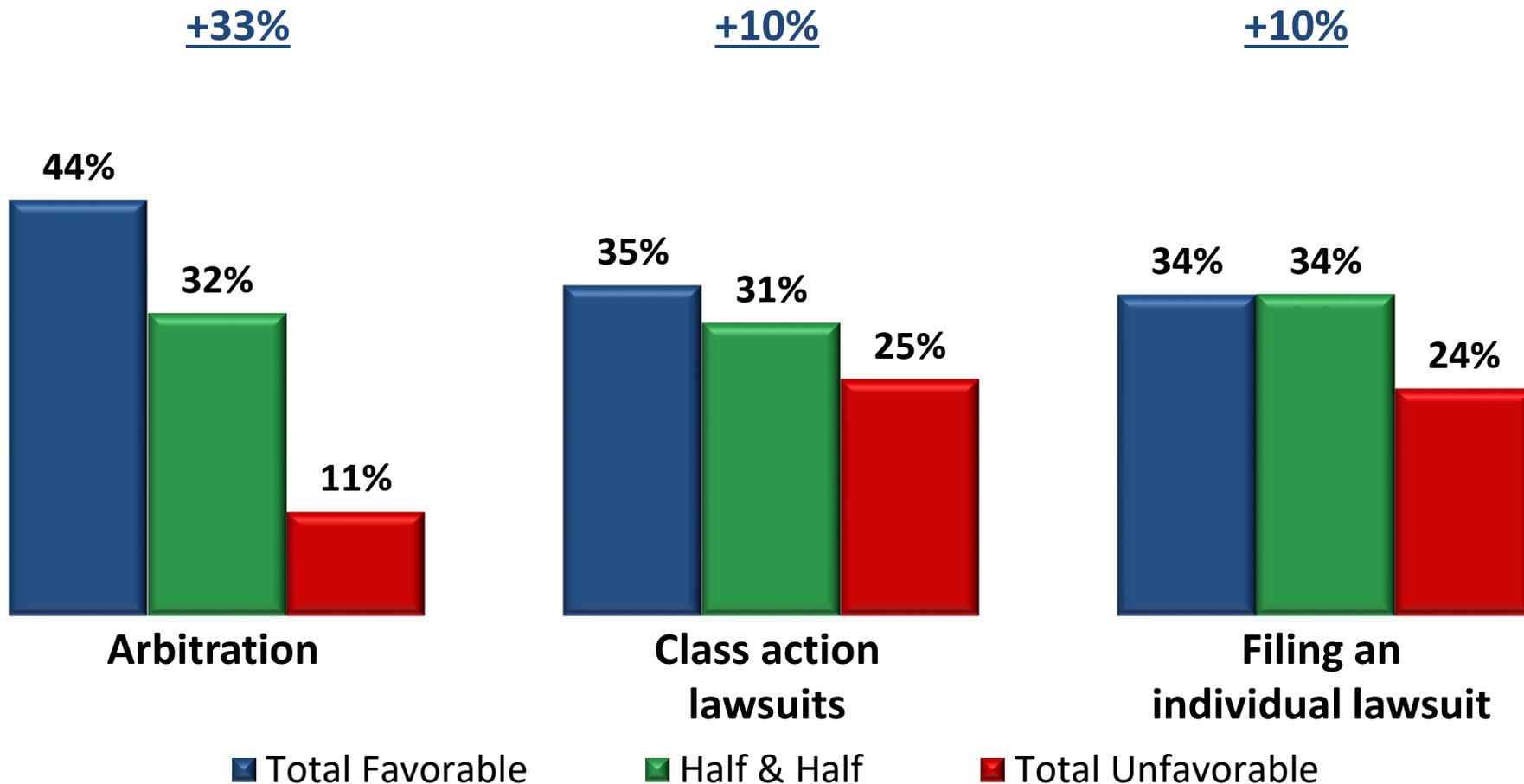
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Methodology

- Public Opinion Strategies is pleased to present key findings from a national online survey of registered voters conducted March 7-11, 2019.
- N=1,000 registered voters
- Credibility interval of $\pm 3.53\%$



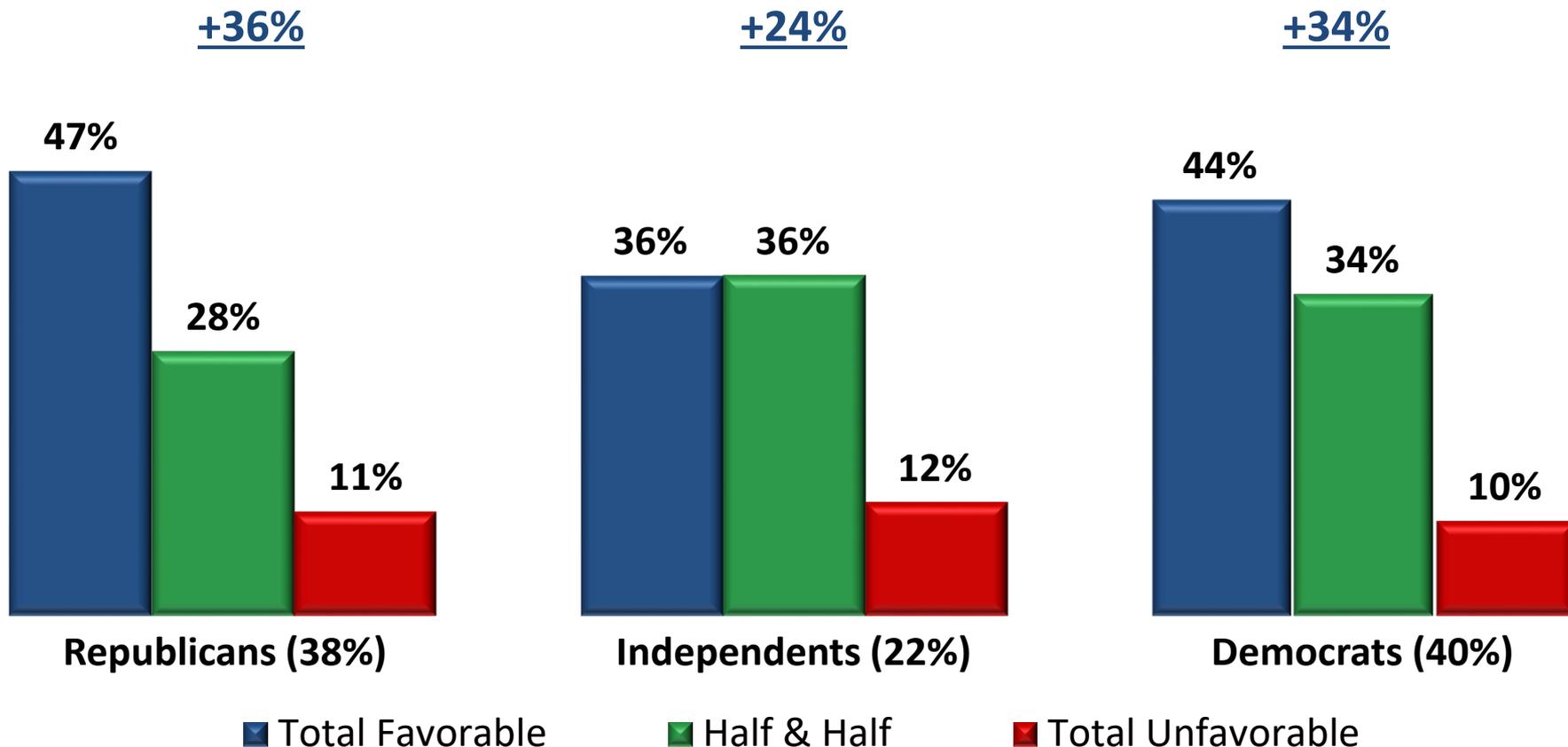
Arbitration is viewed much more favorably than both class action and individual lawsuits.



Below is a list of different ways to resolve disputes between companies and consumers. Please indicate if your opinion of that way to resolve disputes between companies and consumers is very favorable, mostly favorable, half-and-half, mostly unfavorable, or very unfavorable.

Arbitration receives similar ratings from Republicans and Democrats.

Arbitration Rating - by Party



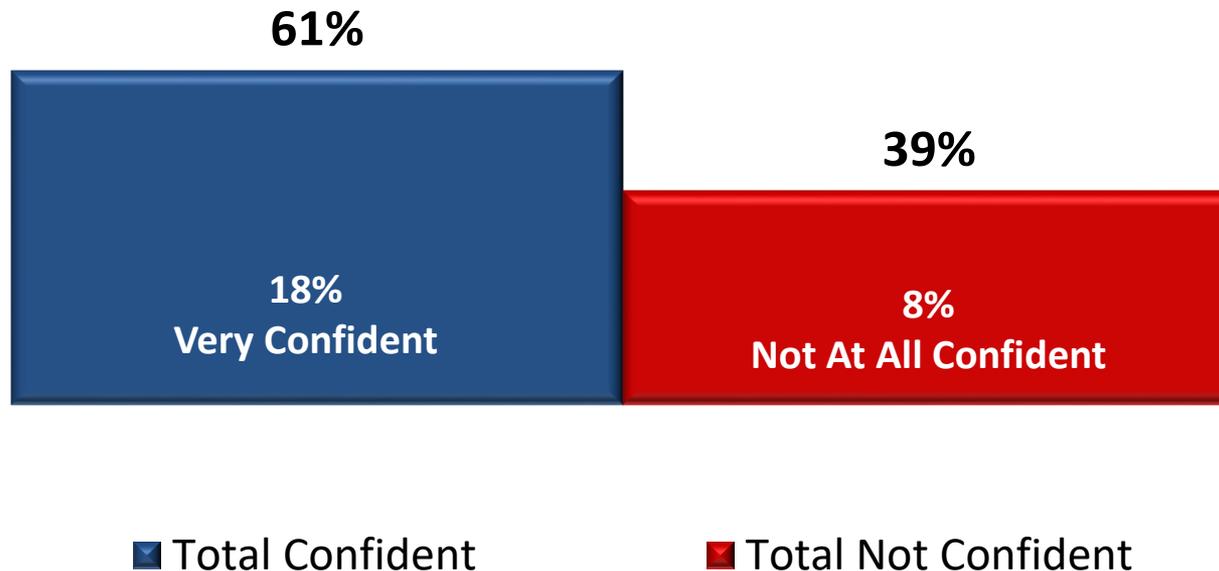
Below is a list of different ways to resolve disputes between companies and consumers. Please indicate if your opinion of that way to resolve disputes between companies and consumers is very favorable, mostly favorable, half-and-half, mostly unfavorable, or very unfavorable.

Views of Arbitration

A clear majority are confident a dispute with a company would be fairly resolved.

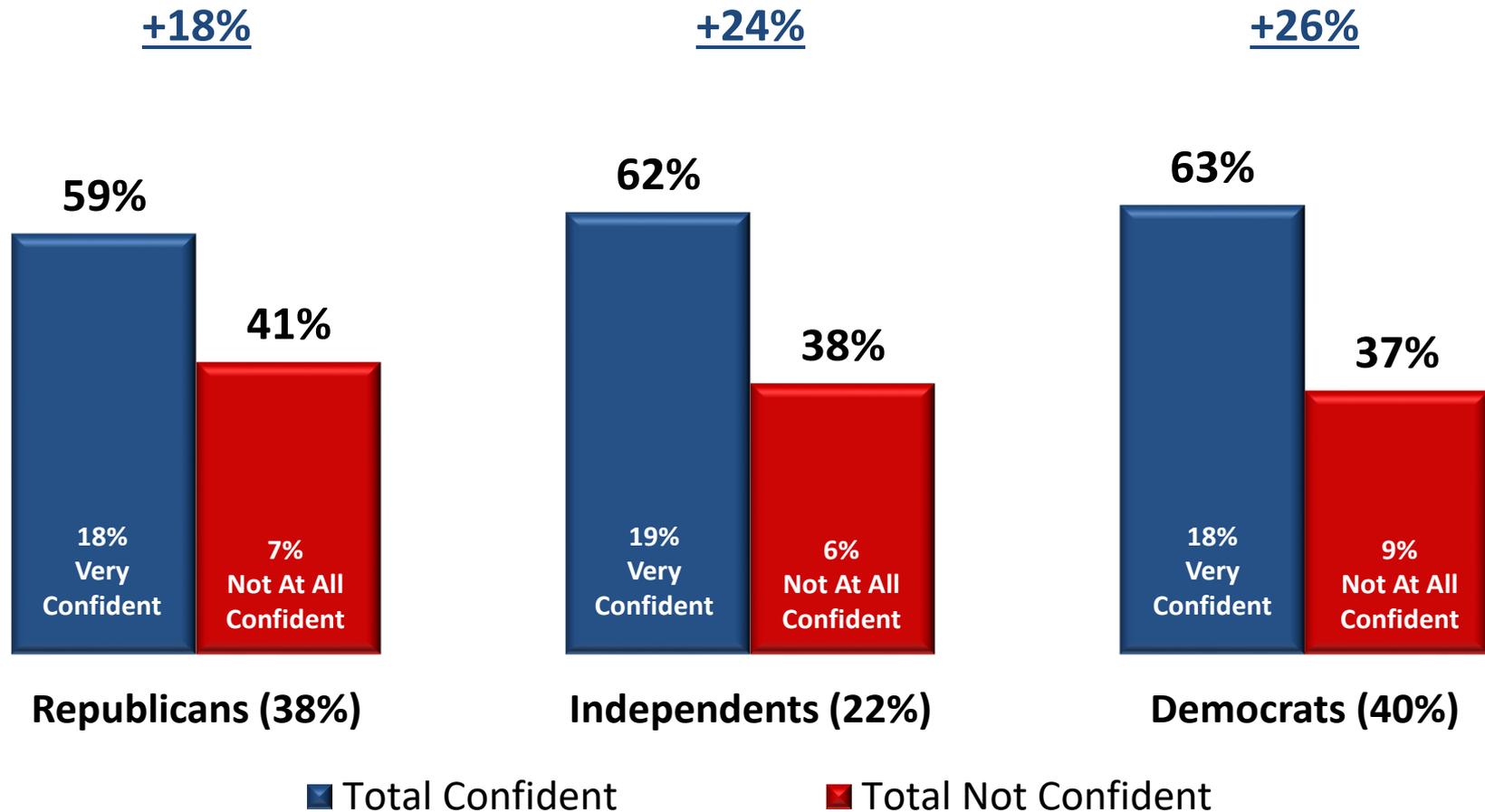
Confidence that a Dispute Between You and a Company Would be Fairly Resolved

+22%



And, how confident are you that if you were in a dispute with a company the dispute would be resolved fairly?

This sentiment holds true across partisan lines.

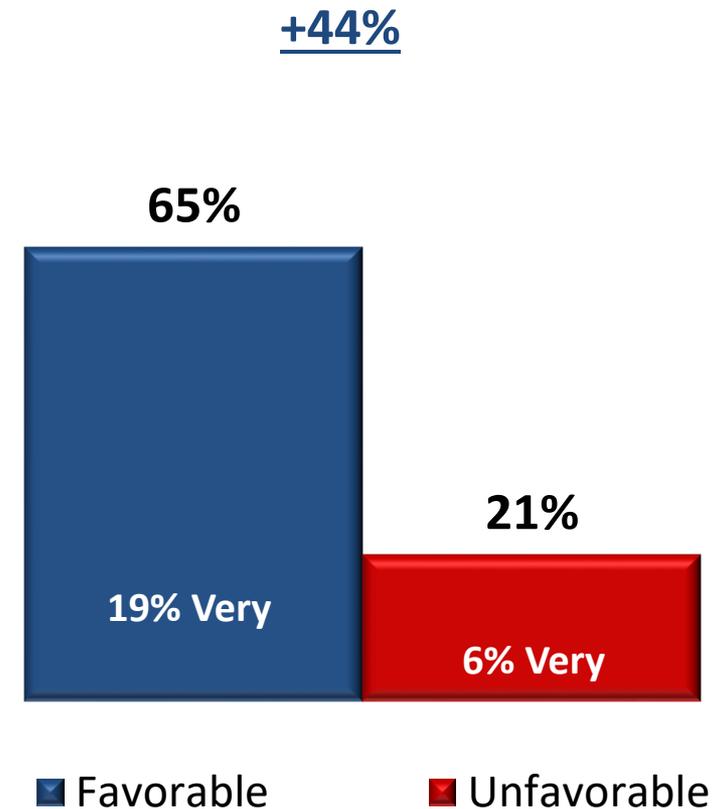


And, how confident are you that if you were in a dispute with a company the dispute would be resolved fairly?

Voters are favorable towards using arbitration to resolve disputes.

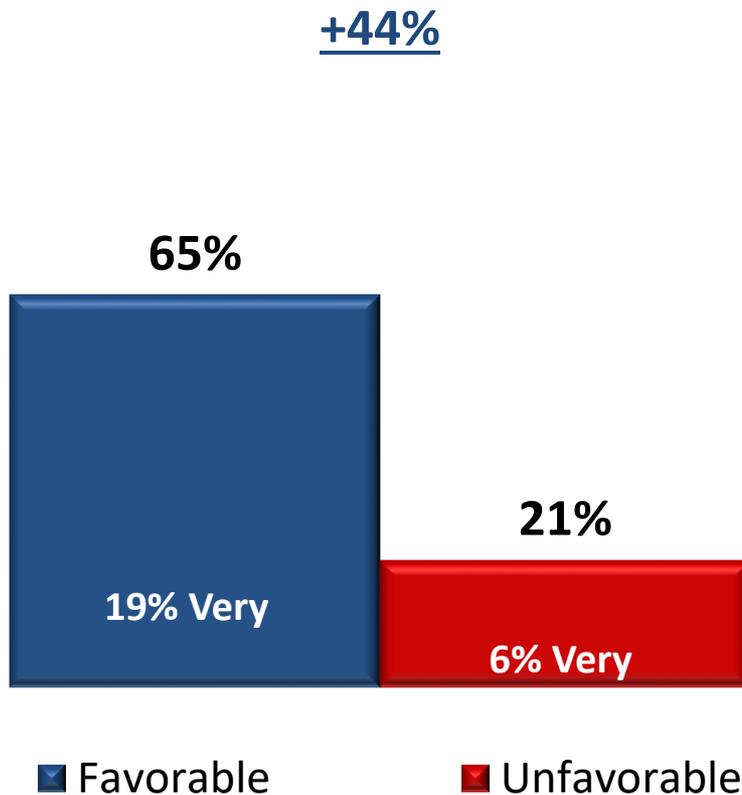
Some consumers have agreements with companies that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the company and the individual must go to arbitration in order to resolve the dispute.

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between a consumer and a company.



Voters are favorable towards using arbitration to resolve disputes. It has support across key sub-groups.

Use of Arbitration to Resolve a Dispute Between a Consumer and a Company



| By Key Sub-Groups | Fav. | Unfav. |
|--------------------------|------|--------|
| Men | 71% | 20% |
| Women | 60% | 22% |
| White | 64% | 22% |
| African American | 69% | 17% |
| Latino | 69% | 23% |
| White Men | 70% | 22% |
| White Women | 60% | 22% |
| Ages 18-34 | 63% | 21% |
| Ages 35-54 | 66% | 20% |
| Ages 55+ | 66% | 22% |
| Less than College Degree | 64% | 20% |
| College Degree + | 67% | 22% |

There is a clear preference for resolving disputes by arbitration rather than by filing a lawsuit.

Now suppose you had to click "I Agree" or sign a contract with a company as a consumer. If you could choose the method by which any future disputes between you and the company would be resolved, which would you choose?

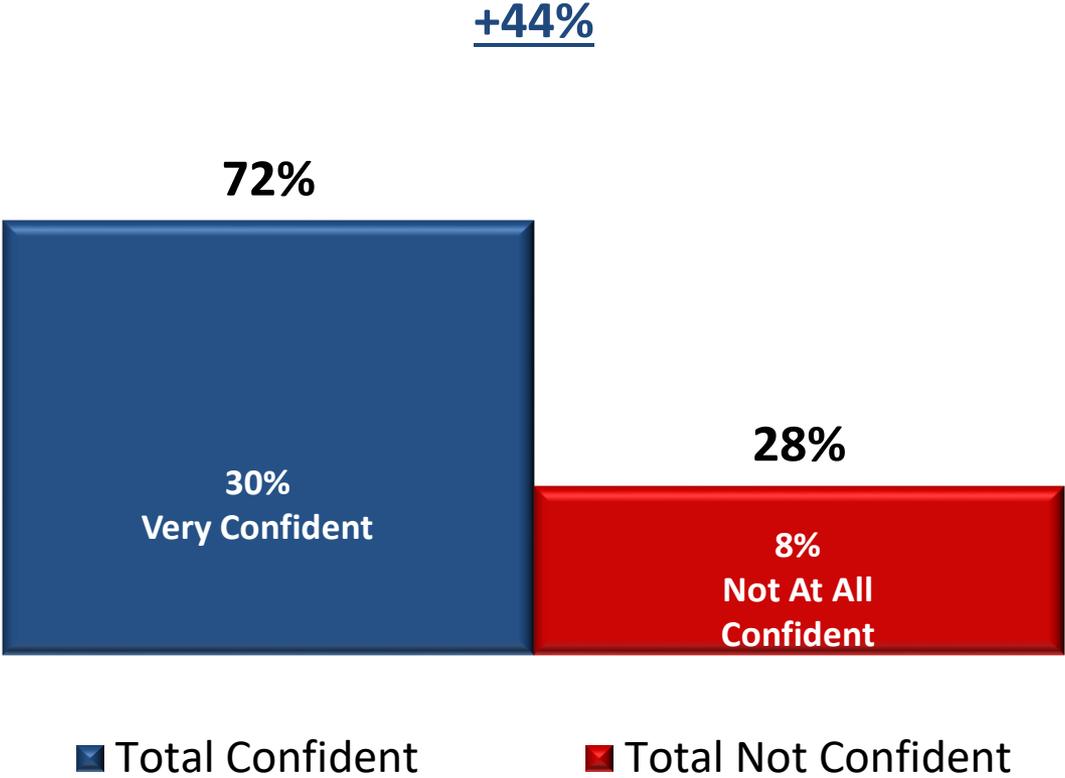
Arbitration 48%

Filing a Lawsuit 21%

No Strong Opinion 31%

Employed voters are quite confident that a dispute between them and their employer would be resolved fairly.

Confidence that a Dispute With Your Employer Would be Fairly Resolved
Asked if Employed by a Business (N=495)

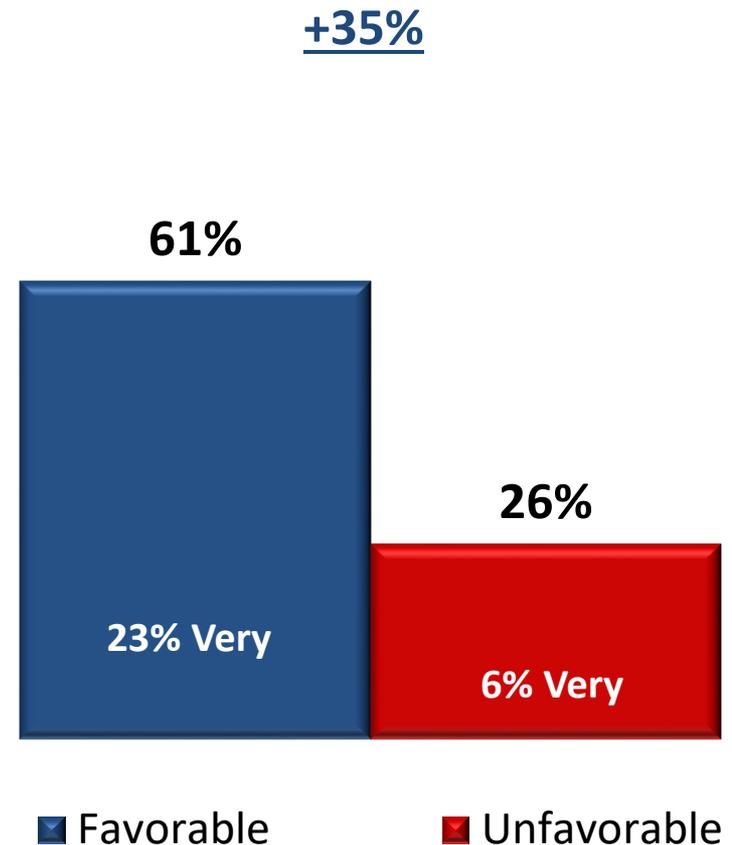


How confident are you that if you were in a dispute with your employer the dispute would be resolved fairly?

They also have a favorable opinion towards using arbitration to resolve a dispute with their employer.

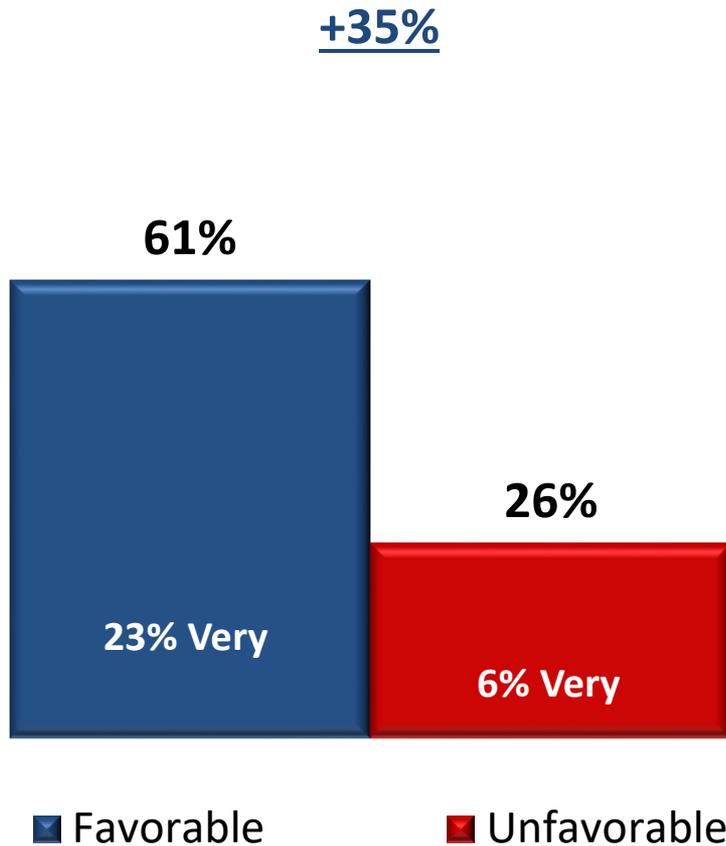
Some employers have agreements with their employees that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the employee and the employer must go to arbitration in order to resolve the dispute.

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between an employee and employer.



They also have a favorable opinion towards using arbitration to resolve a dispute with their employer.

Use of Arbitration to Resolve a Dispute with Your Employer, Asked if Employed by a Business (N=495)



| By Employed Key Sub-Groups | Fav. | Unfav. |
|----------------------------|------|--------|
| Men | 68% | 23% |
| Women | 54% | 30% |
| White | 57% | 28% |
| African American | 68% | 24% |
| Latino | 76% | 22% |
| White Men | 65% | 24% |
| White Women | 49% | 32% |
| Ages 18-34 | 59% | 27% |
| Ages 35-54 | 60% | 26% |
| Ages 55+ | 65% | 24% |
| Less than College Degree | 58% | 28% |
| College Degree + | 64% | 24% |

By more than two to one, employees prefer using arbitration to settle a dispute with their employer.

Now suppose for a moment you had to sign a contract with your employer. If you could choose the method by which any future disputes would be resolved between you and your employer, which would you choose?

Arbitration 54%

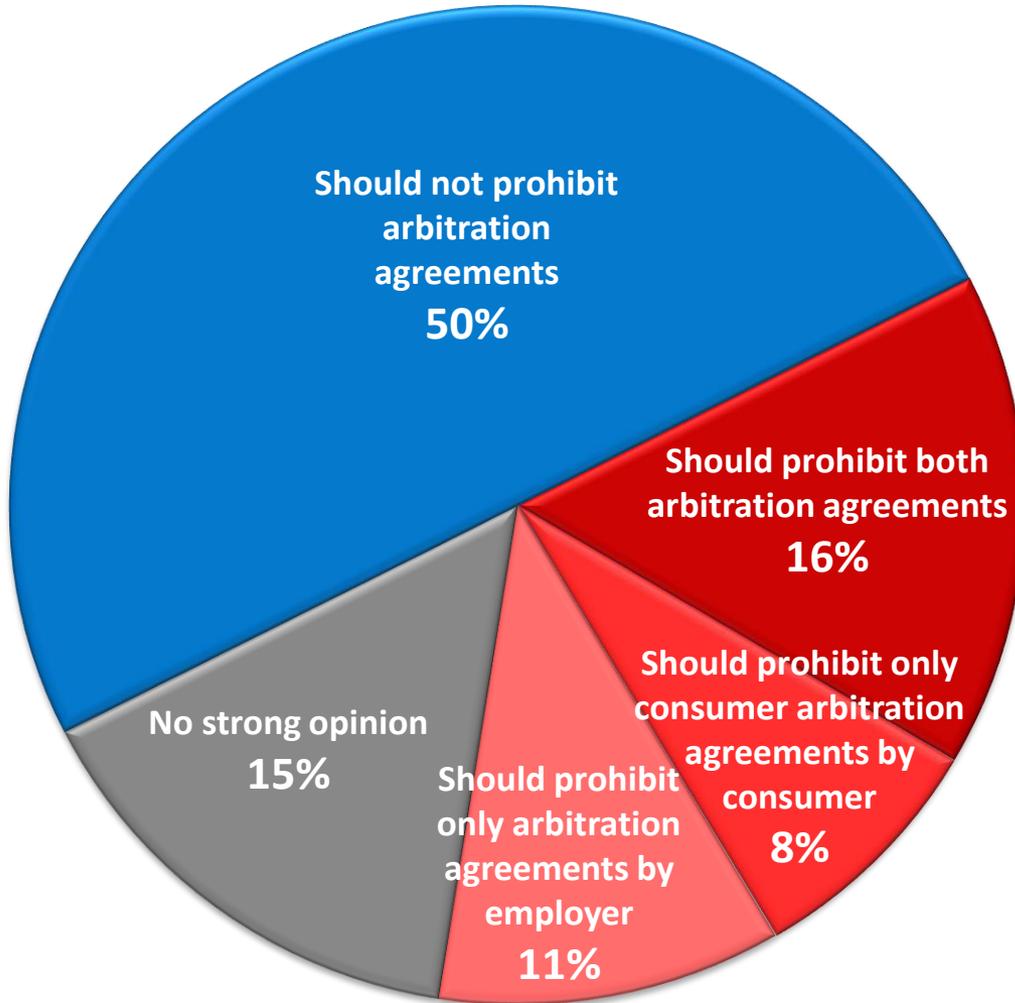
Filing a Lawsuit 21%

No Strong Opinion 25%

Proposals to Change Arbitration

Voters do not support eliminating arbitration.

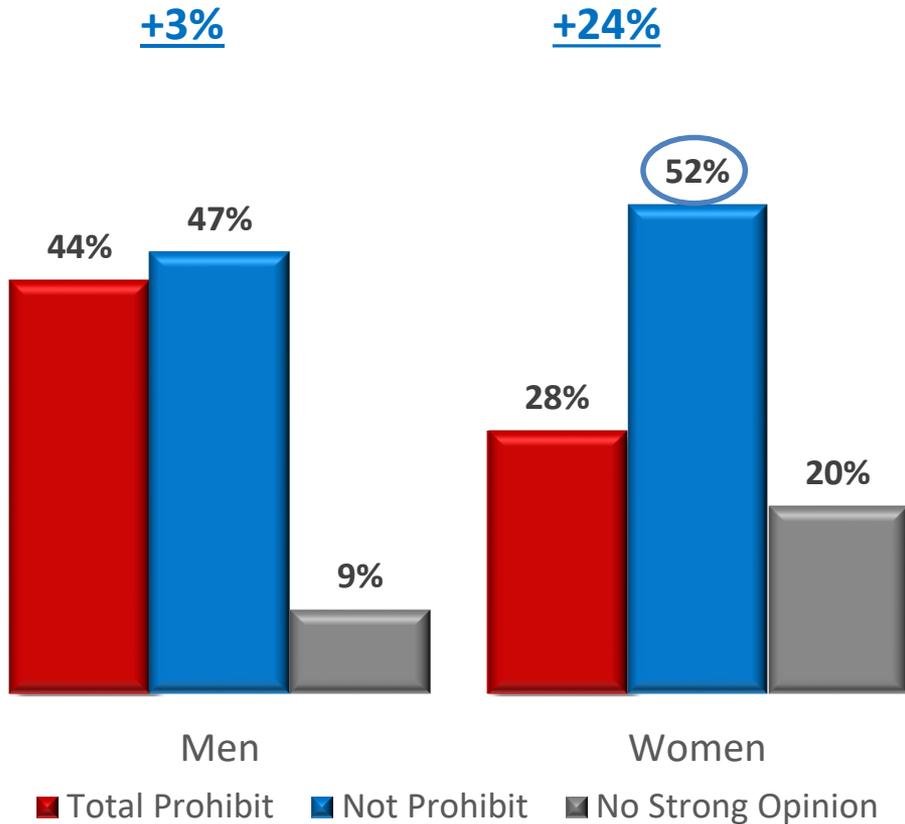
The U.S. Congress is considering proposals to prohibit arbitration agreements in contracts signed by consumers and employees with their employers. Which of the following best describes your opinion?



| | |
|---------------------------|------------|
| Total Prohibit | 35% |
| Total Not Prohibit | 50% |
| No Strong Opinion | 15% |

Women are more likely than men to support preserving arbitration.

The U.S. Congress is considering proposals to prohibit arbitration agreements in contracts signed by consumers and employees with their employers. Which of the following best describes your opinion?



| | Men | Women |
|---|------------|------------|
| Congress should prohibit arbitration agreements in contracts signed by consumers and employees with their employers | 20% | 13% |
| Congress should prohibit only consumer arbitration agreements | 11% | 6% |
| Congress should prohibit only arbitration agreements between employees and their employers | 13% | 9% |
| Total Prohibit | 44% | 28% |
| Congress should not prohibit arbitration agreements in contracts signed by consumers and employees with their employers | 47% | 52% |
| No strong opinion | 9% | 20% |

When those with no strong opinion are asked which way they lean, now half of voters are against Congress prohibiting arbitration agreements.

Attitudes Including “Leaning” Respondents

Total Prohibit 35%

**Congress should
not prohibit 50%**

No strong opinion 15%

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