



U.S. CHAMBER

Institute for Legal Reform

Arbitration Survey



PUBLIC OPINION
STRATEGIES

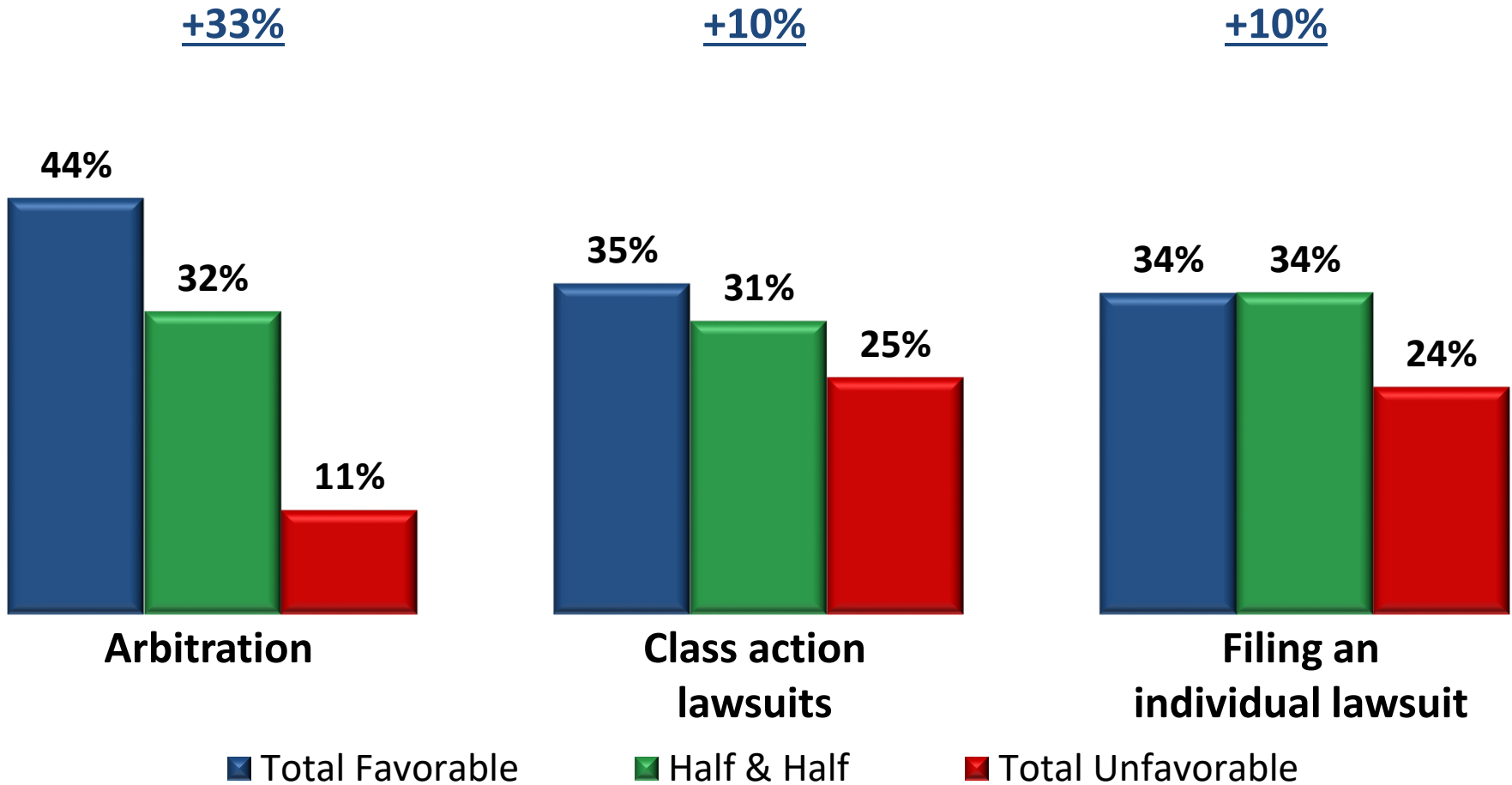
Bill McInturff – Partner
Jim Hobart – Partner

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 $\pm 3.53\%$



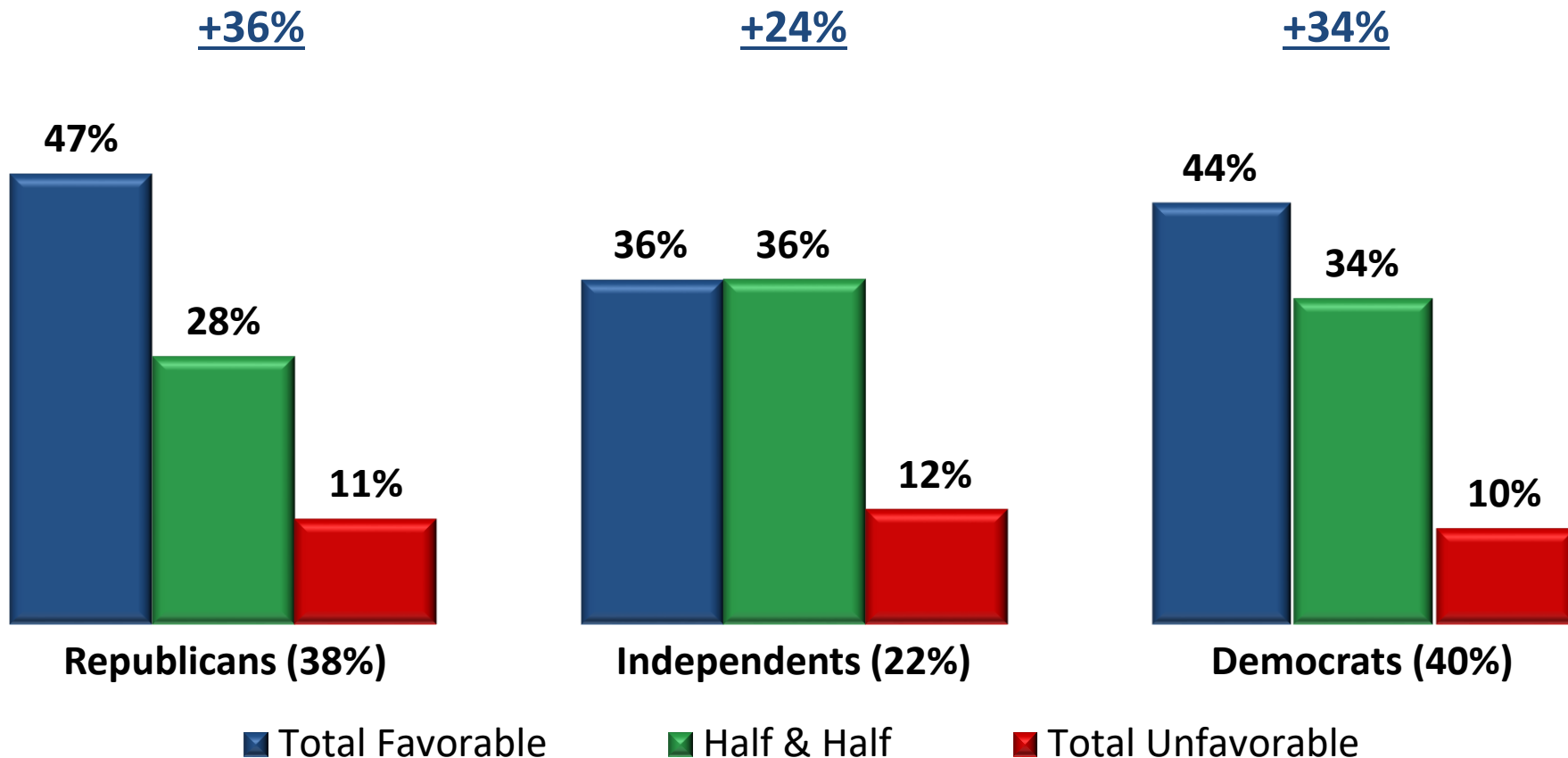
Arbitration is viewed much more favorably than both class action and individual lawsuits.



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



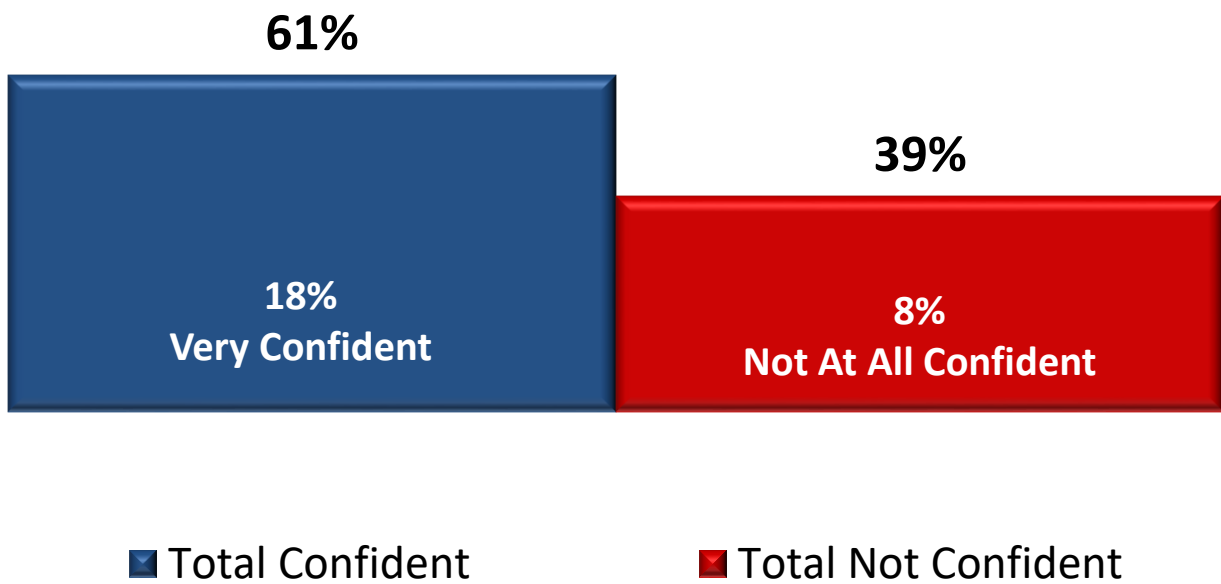
Below is a list of different ways to resolve disputes between companies and consumers. Please indicate if your opinion of that way to resolve disputes between companies and consumers is very favorable, mostly favorable, half-and-half, mostly unfavorable, or very unfavorable.

Views of Consumer Arbitration

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

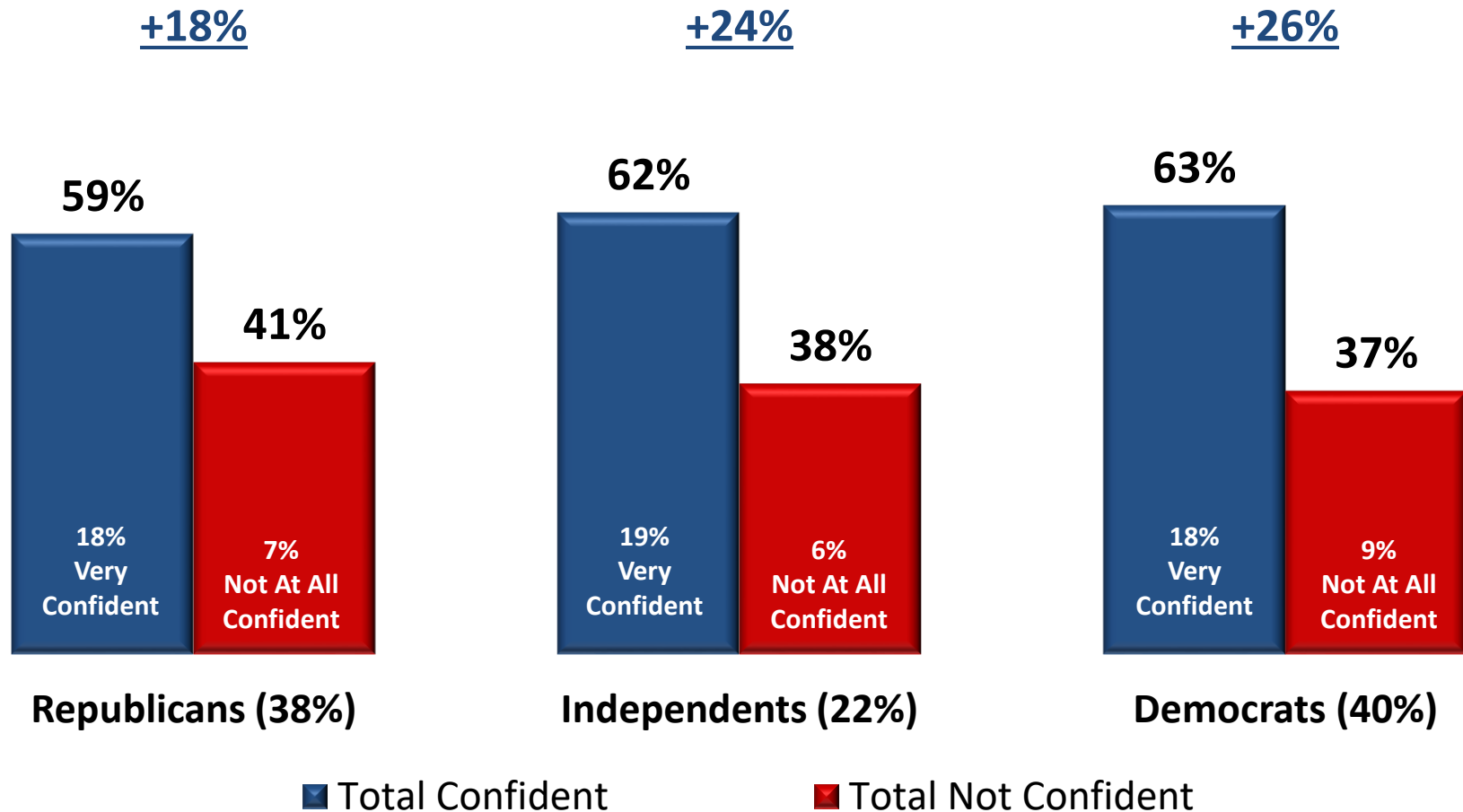
Confidence that a Dispute Between You and a Company Would be Fairly Resolved

+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.

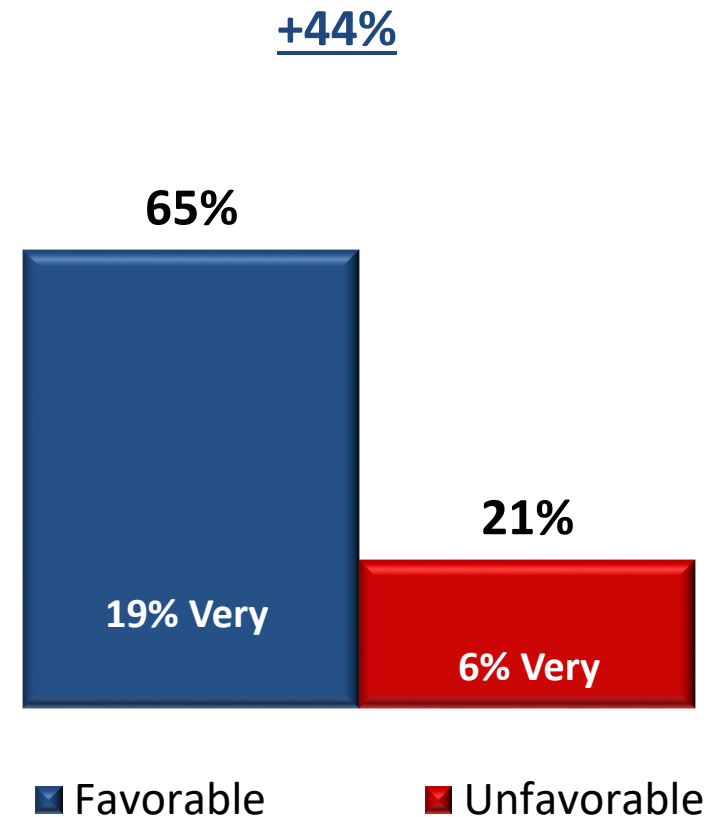


And, how confident are you that if you were in a dispute with a company the dispute would be resolved fairly?

Voters are favorable towards using arbitration to resolve disputes.

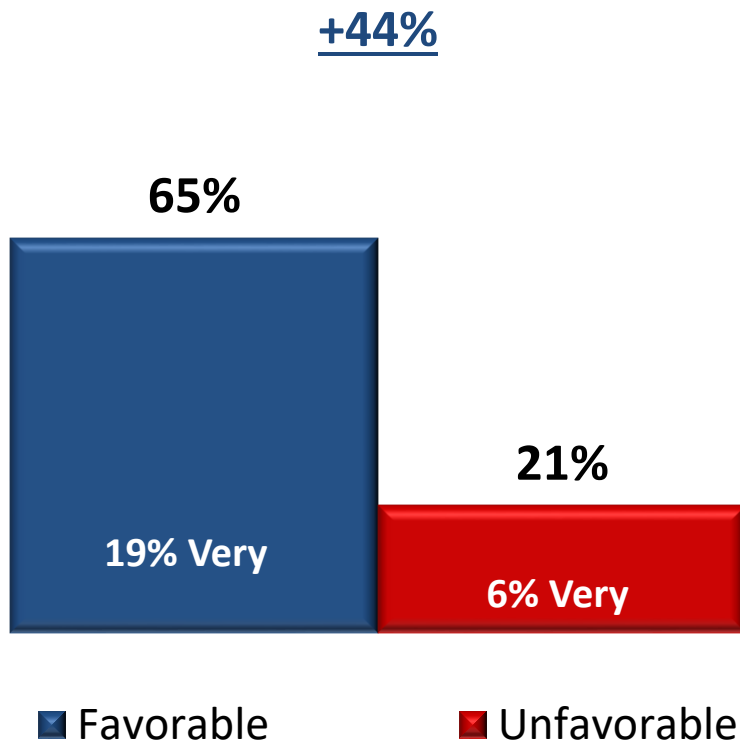
Some consumers have agreements with companies that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the company and the individual must go to arbitration in order to resolve the dispute.

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%
Ages 18-34	63%	21%
Ages 35-54	66%	20%
Ages 55+	66%	22%
Less than College Degree	64%	20%
College Degree +	67%	22%

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.

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%

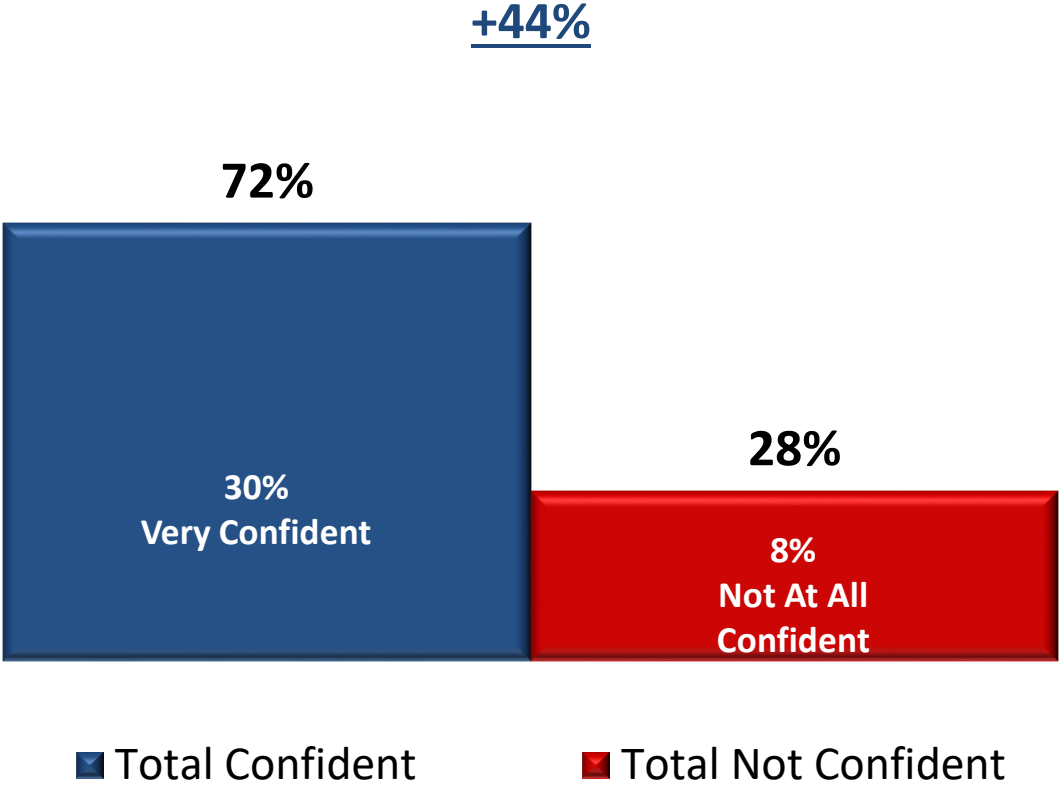
Filing a Lawsuit 21%

No Strong Opinion 31%

Views of Arbitration Between You and Your Employer

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)

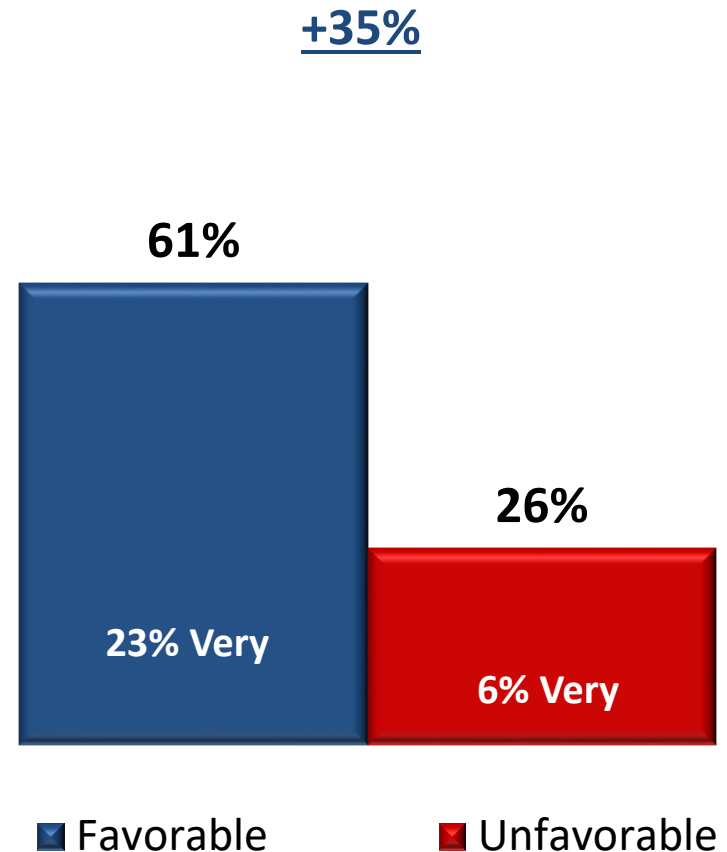


How confident are you that if you were in a dispute with your employer the dispute would be resolved fairly?

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

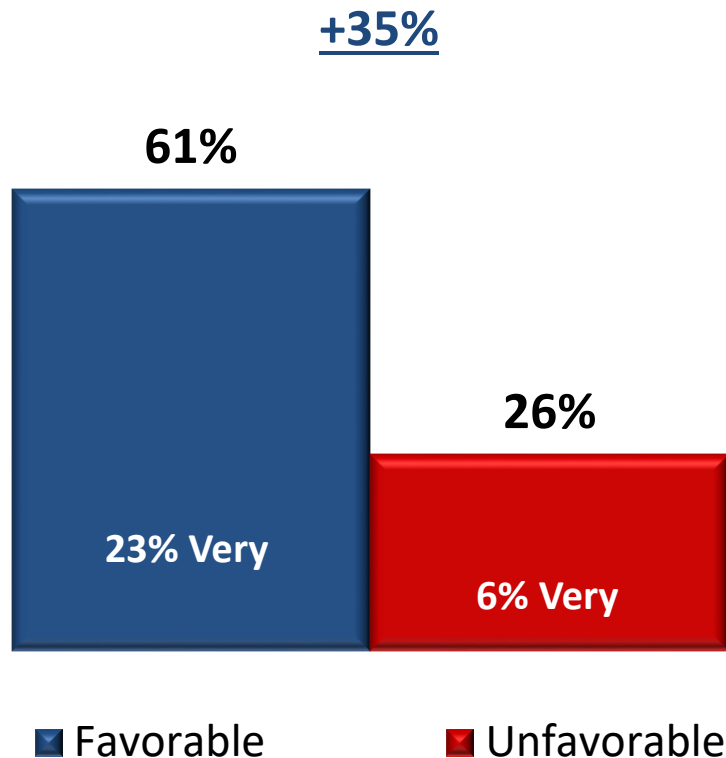
Some employers have agreements with their employees that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the employee and the employer must go to arbitration in order to resolve the dispute.

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, with majority support across key sub-groups.

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%
Ages 18-34	59%	27%
Ages 35-54	60%	26%
Ages 55+	65%	24%
Less than College Degree	58%	28%
College Degree +	64%	24%

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.

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%

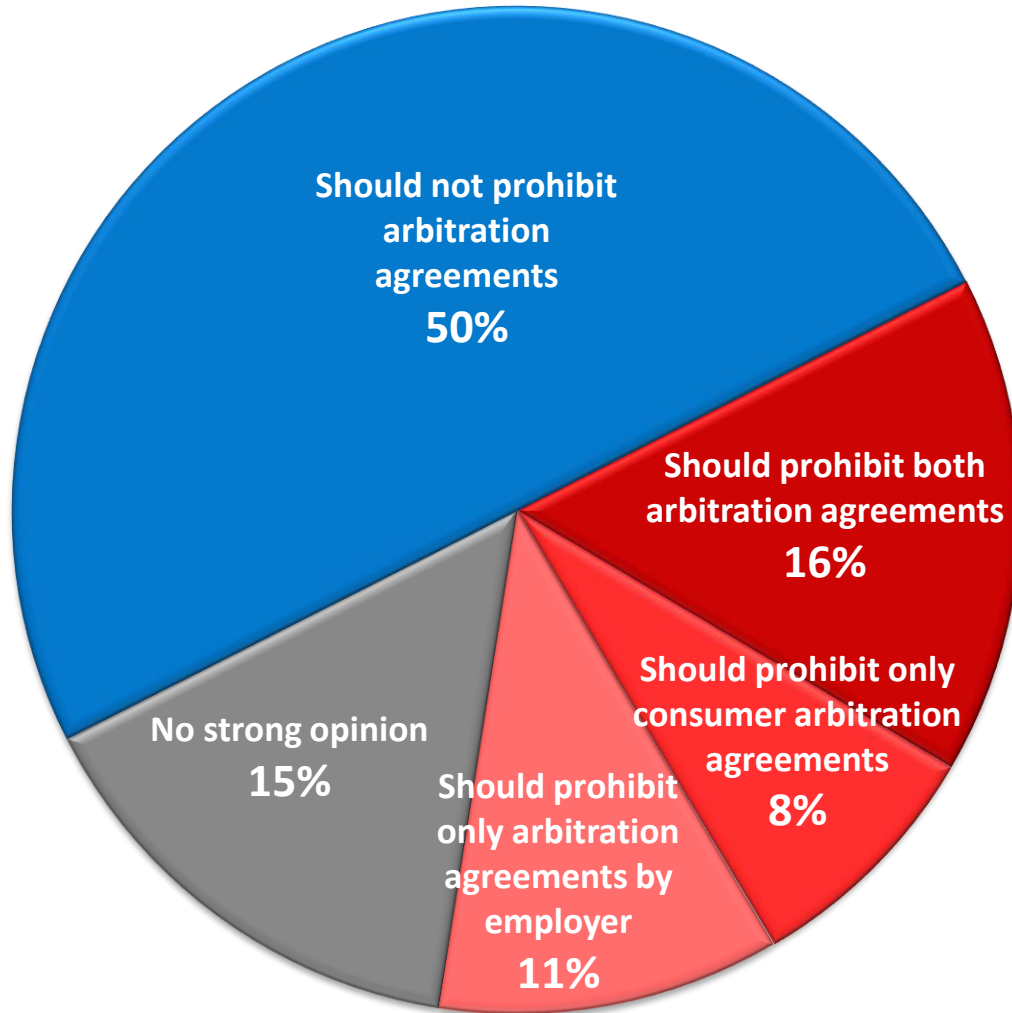
Filing a Lawsuit 21%

No Strong Opinion 25%

Proposals to Change Arbitration

Voters do not support eliminating arbitration.

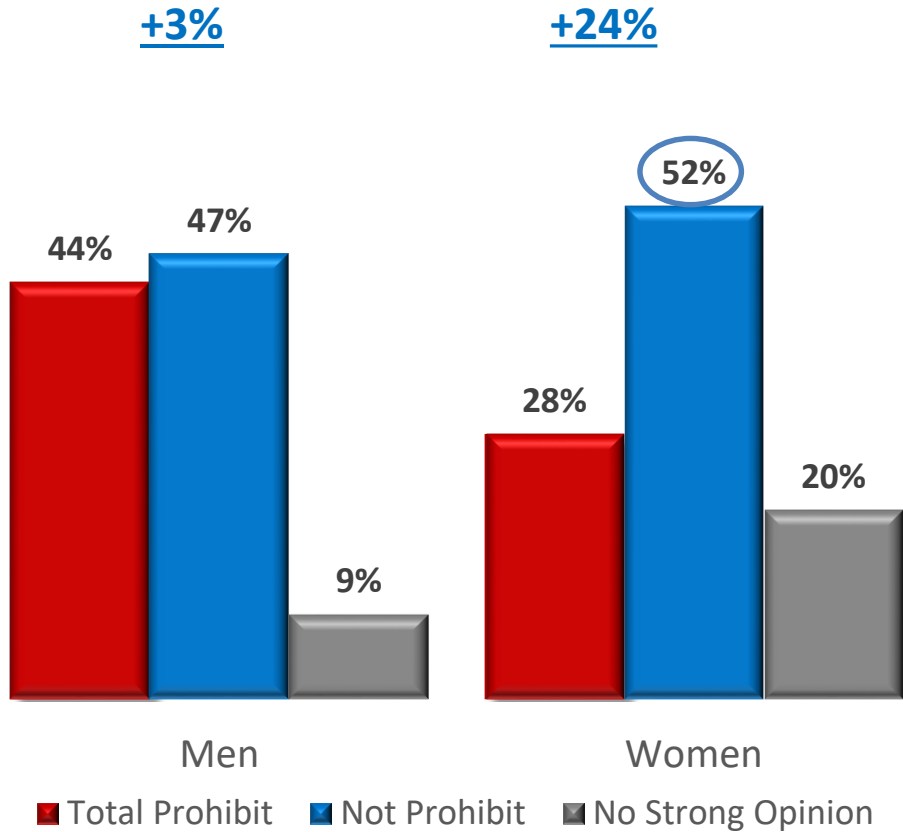
The U.S. Congress is considering proposals to prohibit arbitration agreements in contracts signed by consumers and employees with their employers. Which of the following best describes your opinion?



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

Women are even 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%

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