

Ask one
of our
Consumer
Services
Reps
about our
EAGLE
Mediation
Program

For more information contact:

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EAGLE
Mediation
Program



Ending
Arguments
Gently
Legally
Economically



The purpose of the Arkansas Insurance Department is to serve and protect the public interest by the equitable enforcement of the State's laws and regulations affecting the insurance industry. The primary mission of the Department is consumer protection through insurer solvency and market conduct regulation, and fraud prosecution and deterrence.

The **EAGLE** Mediation Program is a voluntary mediation program designed to assist insurance consumers and insurers with conflict resolution, in hopes of thwarting lengthy and costly litigation proceedings. The program is aimed at doing what its name implies: **"Ending Arguments Gently, Legally, and Economically."**

When there is no violation of law and the investigator is unable to resolve a question of fact, occasionally cases originating in the Consumer Services Division go unresolved. Unfortunately, in some instances these cases result in

costly litigation. The **EAGLE** program is designed to help parties in unresolved cases reach a satisfactory conclusion without having to engage in court proceedings.

Mediators for the program will be Insurance Department employees, primarily attorneys, who have been trained in mediation techniques by certified Mediators. Those serving as Mediators will not issue rulings, but will act as facilitators, attempting to reach a settlement that is beneficial to both parties.

The Mediators will be impartial and fair, and will not have been directly involved in the case in any way prior to serving as a Mediator. We believe this voluntary approach to dispute resolution will prove beneficial to consumers and insurers alike.

In order to participate in the **EAGLE** program:

- **Both opposing parties must agree to mediation proceedings before the mediation process begins.**
- **Those participating in the mediation process must have full settlement authority.**

Mediation is not arbitration. A mediator does not impose a decision on the parties. **In mediation the goal is agreement.** If the parties cannot come to an agreed settlement during mediation, all parties may walk away without having lost their rights.

The Department recognizes that it is impossible to satisfy every consumer every time. Circumstances beyond our control often dictate that a consumer's wishes cannot be granted. Those limitations notwithstanding however, **when a consumer concludes the **EAGLE** mediation process, the Department's goal is for the consumer to exit believing that all reasonable measures have been exhausted to reach an amicable agreement.**

For more information about the **EAGLE** Mediation program or questions regarding any other insurance matter, contact the **Consumer Services Division** at **1-800-852-5494** or visit the Web site at:

www.insurance.arkansas.gov