

Now we have a few questions on the issue of arbitration...

8a. Overall, how much would you say you know about arbitration as a way of resolving disputes?

	<u>12/17</u>	<u>12/14</u>	
Know a great deal about arbitration	6	5	[141]
Know a fair amount about arbitration	20	18	
Know some about arbitration	35	34	
Know just a little about arbitration	25	28	
Know nothing about arbitration	14	15	
Total Great Deal/Fair Amount	26	23	
Total Some/Just A Little	60	62	

8b. Arbitration is one method of resolving disputes outside of the courts. In arbitration, a third party known as the "arbitrator" reviews the case and makes a ruling that is legally binding on both sides. Usually this decision cannot be appealed in court. When people purchase a product or service, many companies include legal language requiring that all disputes be handled through binding arbitration instead of through the courts.

What is your reaction to the idea of a company requiring that disputes between the company and consumers be handled only through arbitration?

Very favorable	10	[142]
Somewhat favorable	31	
Neutral.....	22	
Somewhat unfavorable	27	
Very unfavorable.....	10	
Total Favorable	41	
Total Unfavorable	37	

8c. Do you think you have ever signed a contract or agreed to terms and conditions with a company requiring that you resolve all disputes through arbitration, instead of in court?

	<u>12/17</u>	<u>12/14</u>	
Definitely have	16	15	[143]
Probably have.....	31	30	
Probably have NOT	18	17	
Definitely have NOT	20	15	
Not sure	15	23	
Total Have	47	45	
Total Have NOT	38	32	

Here are a number of specific actions that Congress is considering to limit lawsuits. Please indicate your general reaction to each one.

THIS TABLE HAS BEEN RANKED BY THE PERCENTAGE WHO SAY STRONGLY FAVOR OR SOMEWHAT FAVOR

	<u>Total Favor</u>	<u>Total Oppose</u>	<u>Strongly Favor</u>	<u>Somewhat Favor</u>	<u>Somewhat Oppose</u>	<u>Strongly Oppose</u>	
Require people to demonstrate that they all have an injury of the same type and scope in order to participate in a class-action lawsuit	72	28	25	47	18	10	[308]
Require people who feel they have been harmed by a bank or credit card company to settle any dispute in arbitration, before an arbitrator selected by the bank or credit card company, instead of having the ability to file a lawsuit	43	57	11	32	27	30	[311]
Set a maximum cap or limit of \$250,000 for life-altering injuries that a jury can award to victims of medical malpractice, separate from their compensation for medical costs or lost income	40	60	12	28	27	33	[309]
Allow nursing homes to force residents to agree to settle any disputes in arbitration, before an arbitrator selected by the nursing home, and agree not to file any lawsuits	19	81	5	14	31	50	[310]