

## Arbitration Procedures of the Maryland Movers Conference Registered Mover Program

Any dispute between the customer and a member of the Registered Mover Program (RMP) that cannot be resolved, arising out of or relating to a contract or the goods affected thereby, whether such claims be found in tort or contract, shall be settled by final and binding Arbitration administered by either the American Arbitration Association in accordance with its Commercial Arbitration Rules; or by the Better Business Bureau in accordance with its Moving and Storage Rules of Binding Arbitration, (the "Administrator"). The Registered Mover Program member will make the final determination regarding selection of the Administrator for the anticipated arbitration proceedings. Both the customer and the RMP member agree to comply with all applicable rules and requirements outlined by the chosen Administrator that is facilitating the arbitration proceedings. Additionally, neither the arbitration proceedings nor Administrator may vary or modify any of the provisions contained within the original contract executed between the customer and the RMP member. Lastly, the arbitrated claims must be resolved in accordance with the Maryland Uniform Arbitration Act, as well as in accordance with the Administrator's rules and procedures in effect at the time the claim was filed.

Effective August 16, 2017