

## Code of Conduct for NY PIP Arbitration Appearances

It is in the best interest of arbitrators, AF employees, and the representatives that make personal appearances on behalf of an involved company to set forth generally accepted standards of ethical conduct.

1. The arbitrator, AF employee, and company representative making a personal appearance must abide by high standards of conduct so that the arbitration process preserves its integrity and fairness.
2. Discussions must be limited to the matter(s) in dispute for the specific case on which the appearance is made.
3. The arbitration [Rules](#) must be adhered to during the appearance.
4. Unprofessional behavior will not be tolerated. An arbitrator will have the right to end the appearance and proceed to render a decision if a representative is argumentative, abusive, hostile, or disruptive.
5. The arbitrator and company representative must maintain confidentiality concerning each party and the contents of a case.

Effective: May 5, 2021