

M Resolution Scheduling Process FAQ

When is the next release of dates?

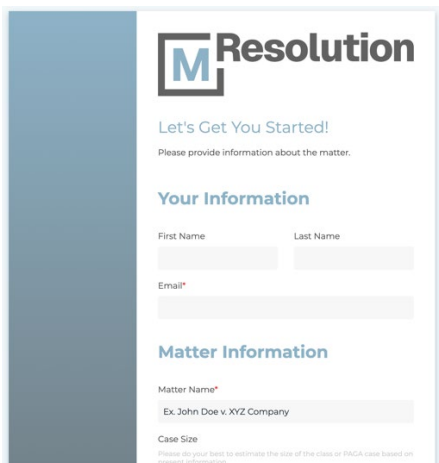
New dates are released online on our website on the third Wednesday of each month, typically at 10:00 a.m.

How will the new online release process work?

Dates will be made available on Brandon's online calendar on our website at 10:00am the day of the release. If you wish to secure a date, you must fill out an online form available on the website and type in the form a list of dates both parties are available to mediate. You must fully fill out the online form, including all the necessary information, to be eligible to receive a date. You will then be notified within 48 hours if you receive a date.

Where can the online form be found and filled out?

The online form will be made available on the Mediation Scheduling page on our website. The form will be found near Brandon's availability calendar. The form will look like this and should be easy to find and fill out.



The screenshot shows a web form titled "M Resolution" with the heading "Let's Get You Started!". Below this, it says "Please provide information about the matter." The form is divided into two main sections: "Your Information" and "Matter Information".

Your Information

- First Name: [text input]
- Last Name: [text input]
- Email*: [text input]

Matter Information

- Matter Name*: [text input] with an example "Ex. John Doe v. XYZ Company"
- Case Size: [text input] with a note "Please do your best to estimate the size of the case or FRCA case based on present information."

<https://mresolution.com/mediation-scheduling/brandon>

SACRAMENTO

455 Capitol Mall, Ste. 405
Sacramento, CA 95814
916-960-2211

SAN FRANCISCO

201 Spear St., Ste. 1100
San Francisco, CA 94105
415-660-3001

SOUTH LAKE TAHOE

3079 Harrison Ave.
South Lake Tahoe, CA 96150
530-600-6528

FRESNO

8050 N. Palm Ave., Ste. 300
Fresno, CA 93711
559-389-5097

LOS ANGELES

700 Flower St., Ste. 1000
Los Angeles, CA 90017
213-221-1315

How is the form to be filled out and what information will it be asking for?

The form will ask for the following information:

- Mutually agreeable date(s) the parties are interested in reserving that match with the dates available on the calendar
- Full names of the matter being mediated and all parties involved in the matter
- Full names of all counsel handling the matter and service list and information
- Agreed-upon fee split (default 50-50 or pro rata)
- Estimated number of employees involved (for multi-plaintiff, class, and PAGA cases)

The screenshot shows a web form titled "Add Firm Information" with a sub-header "Please add as much information as you can provide." The form is divided into two main sections: "Firm #1" and "Counsel and Staff".

Firm #1

- Represented Party:** Radio buttons for "Plaintiff" and "Defendant".
- Law Firm Name:** A text input field.
- Street Address:** A text input field.
- City:** A text input field.
- State:** A dropdown menu currently showing "California".
- Zip Code:** A text input field.

Counsel and Staff

- First Name:** A text input field.
- Last Name:** A text input field.
- Assistant, admin, or other non-counsel:** A checkbox.
- Email:** A text input field.
- Cell Number:** A text input field.

Why is the pre-release process changing?

The release process is changing so that we can better serve our customers and provide you with a better and easier way to reserve dates. We've received feedback from many of you that the current release process has been challenging. We want to say we are sorry for any challenges you have encountered and for the frustration, and we appreciate you sharing your feedback. Based on your feedback, we have improved the release process to make it easier and more reliable. We appreciate your grace and patience as we implement a better system and process to accommodate this demand.

Why is the new process all online?

The online process will be significantly more efficient and reliable than the current process. Our old process (and the process most mediators use) involves a very inefficient exchange of multiple emails. With the traditional process, attorneys, paralegals, and legal assistants regularly email us asking for

dates of availability. We then respond to these emails one by one, often simply to confirm there are no dates available during the time requested. This is because dates are usually snatched up within 48 hours of a release. Thus, we field scores of requests each month asking for dates that are no longer available. This is frustrating for you and for us. And even if you are able to hold a date, the confirmation process typically requires a number of back-and-forth emails to confirm the date, which often delays the confirmation process.

The new online process will allow you to communicate to us through a single form on a set day every month (the third Wednesday) and for us to quickly confirm whether you received a mediation date or not (within 48 hours). Once the mediation dates available for the month being released are confirmed, the online calendar will reflect that there is no additional availability, making it easy for you to see whether dates are available. If you visit our website and the calendar shows no dates available, you will know there are no dates available until the next release. If there is a cancellation and a date becomes available, it will appear on the online calendar.

How do you determine who gets a date?

We typically get 80 to 100 requests each month for a limited number of dates available on the calendar. Simply put, there are far more requests for dates than there are available dates. Our proprietary reservation system considers the types of cases, the number of requests received, the size of the cases (number of employees involved), the dates of availability, and an element of first-come-firstserved to determine who secures a date. For example, our system will consider whether your office received a date in the prior release and will prioritize those who requested but did not receive a date in the prior month(s). We do our best to equitably share dates across multiple law firms to ensure everyone gets a chance to mediate with us.

What is the hack or the trick to getting a date?

This is simple. Have all the information required for the form ready to go (including all the dates you and opposing counsel are available to mediate) on the third Wednesday of every month, then log in at 10:00am, and get your form submitted!

Why are we changing the process?

At M Resolution, we are committed to reimagining mediation and making the experience better for all involved. We believe our new release process will be a simpler, easier, and more reliable way to secure a mediation date. If you are having any trouble or have feedback on this new system, please let us know. We appreciate your business and your input.