



CONSUMER LITIGATION AND ARBITRATION TRENDS AND RISK MITIGATION STRATEGIES

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Consumer litigation and arbitration claims show no signs of slowing. Some recent court decisions have been helpful to the industry by limiting consumers' ability to file suit and requiring a stay of litigation pending an appeal under the Federal Arbitration Act. But with consumer debt hitting all-time highs, and plaintiffs' lawyers using more aggressive tactics and technology to find more plaintiffs, consumer claims are on the rise. This session will review the incentives driving consumer litigation and arbitration, provide an update on recent case law developments, and suggest tactics for minimizing consumer litigation exposure.