



Attention NAAA Members

Updated Arbitration Policy and Guideline Changes – Effective Date: January 15, 2021

The NAAA protects and promotes the interests of its members and leads with the highest ethical standards. The NAAA Auction Standards Committee strives to create and uphold policies that instill confidence in our industry by ensuring transparency in all transactions.

The purpose of this updated arbitration policy and guidelines are to continue efforts to conduct transactions with transparency and to build credibility within our industry, our products and our relationships. It creates a consistent experience, which in turn benefits the seller, the auction, and the customers.

Please take time to review the policy and guideline changes. All materials are posted under the “Policy” section on www.naaa.com.

Questions? Please email: **Matt Arias**, matt.arias@americasautoauction.com

Below are quick links to that section for your review convenience.

[Arbitration Policy](#)
(English)

[Arbitration Policy
\(With Change Mark-ups\)](#)
(English)

[2021 Arbitration Policy
& Guidelines
Display Posters](#)