

AMERICAN ARBITRATION ASSOCIATION RMFM PROGRAM

This user guide will show counselor administrators how to find and execute the online version of the **Certificate of Results** for foreclosure counseling in the AAA's RMFM Program. Questions should be directed to 800 218 5524 or emailed to RMFMOperations@adr.org.

This form will trigger your organization's fee payments in our System. When it is completed, it will automatically become a PDF and be in the Document List for the electronic case file.

Certificate of Results link will appear on case summary page under the case toolbar. It will be displayed only to financial counselors and on active cases.

CASE NUMBER: 36-562-000145-10	
Claimant: TestBank At Work Lending Money Mary Mortgagerep	Filing Date: 07/28/2010
Respondent: Test Borrower Waiting for stimulus Dina Defendant	Case Manager: Case Manager Circuit 18
SUMMARY CLAIMS PARTIES HEARINGS DOCUMENTS	
Certificate of Results	
Prepare a Request for Payment	
List Requests for Payment	
Compensation Deposits and Disbursements	

After you click the link you will see the page below::

DATA SEARCH RESUME UPDATE PROFILE CALENDARS PAYMENTS TRAINING HELP HOME LOG OUT

American Arbitration Association, RMFM Program Manager
Counselor's Certificate of Results

Foreclosure Counselor must upload this Certificate onto the American Arbitration Association's (AAA) XML secured website along with either settlement documents or the Borrower's financial disclosures, if any, within 45 days (30 days in 8th Circuit counties) from the date the information concerning the Borrower is forwarded to the counseling agency from the AAA.

Fill out **BOTH** parts one and two.

Part One:

Borrower name: Ana Figueroa
Borrower address: 16170 NW 67 Ave
Miami, FL 33026

Foreclosure counselor was able to contact Borrower: ☒ YES ☐ NO
Counselor met with Borrower ☒ in Person ☐ by Telephone
If in person, County: Broward

If not counseled in county of residence, provide explanation ☐ Borrower Request
☒ Borrower Attorney Request ☐ Counselor Availability

Part Two:

☐ Borrower has failed or refuses to meet with a foreclosure counselor, or
☐ Borrower has failed or refuses to comply with the Borrower's Financial Disclosure for Mediation, or
☐ Borrower and Lender settled the matter without beginning counseling or
☐ Borrower and Lender settled the matter while counseling was underway or
☒ Case not settled, Borrower completed the requisite Borrower's Financial Disclosure for Mediation forms or
☐ Other - Explain:

Counselor Fee: ☒ \$0 ☐ \$25 ☐ \$100

Signature: rg Date: 08/16/2010 (mm/dd/yyyy)

Name/Company: Name & Company


CONTINUE CANCEL

Enter the information and click the continue button. This will generate PDF document and return you back to case summary page. If you want to return without saving the information click the cancel button. You will return to case summary page.

The generated PDF document will be available on the **DOCUMENTS** page under Certificate of Results document type.

[SUMMARY](#) | [CLAIMS](#) | [PARTIES](#) | [HEARINGS](#) | [DOCUMENTS](#)

[Upload](#) [Download All](#)

To download a zip  file containing all documents associated with the current case, click on the Download All button.

Document types within source [Document types](#)

To view a list of documents for a document type, click on a Document Type link.

Source	Document Type	Number of Documents	New
AAA	Document List	15	X
Arbitrator/Mediator/FC	Certificate of Result - Counseling Completed	1	X

When you click the link under the document type you will see a document like the list displayed below.

[SUMMARY](#) | [CLAIMS](#) | [PARTIES](#) | [HEARINGS](#) | [DOCUMENTS](#)

[Upload](#)

[Back to document list](#)

To view a document, click on a link in the Description column.

To download one or more documents in a zip file, select the associated checkboxes and click the "Download Selected" button.

[SELECT ALL](#) [DESELECT ALL](#) [DOWNLOAD SELECTED](#)

	Source	Description	Timestamp	Pages	New
1 <input type="checkbox"/>	Arbitrator/Mediator/FC	Certificate Of Results	08/31/2010 11:56:10 AM	1	X

Click a link under the description column to see the corresponding document.