



REAL ESTATE MEDIATION  
CENTER FOR CONSUMERS

The California Association of REALTORS® Real Estate Mediation Center for Consumers provides consumers with a supportive and confidential process to work with a neutral mediator of their choosing to assist them to reach a mutually agreeable settlement and avoid the cost and expense of litigation.

## OUR MEDIATORS

- **Highly trained and experienced in real estate matters, including the RPA-CA**
- **Reliable and prepared to assist you and your clients**
- **Experienced in mediation services**
- **Available to serve you and your clients in all metropolitan areas of the state**
- **Affordable and efficient**

Parties agree to mediate at the C.A.R. Real Estate Mediation Center  
in the RPA-CA, revised: 11/14



CALIFORNIA  
ASSOCIATION  
OF REALTORS®

# What is Mediation?

- **A confidential process that brings the disputing parties together with a neutral and unbiased party (the mediator) who will assist them in reaching a settlement.**
- **The mediator does NOT make a decision. The parties must agree for a settlement to be reached.**

## Parties Decide

The parties have control over resolution of the dispute.

## Why Mediate?

### Avoid Financial and Emotional Costs

Mediation is affordable, efficient and reliable. The majority of disputes settle.

### Confidential

Parties discuss issues openly, leading to better understanding and increased likelihood of settlement.

Information, directions and forms to start the process are available at [www.consumermediation.org](http://www.consumermediation.org) or call (213) 739-8376