



February 28, 2019

The Honorable Richard Blumenthal
United States Senate
Washington, DC 20510

Dear Senator Blumenthal:

Consumer Reports strongly supports your legislation, the Forced Arbitration Injustice Repeal (FAIR) Act. As its name aptly indicates, it would reverse a spreading injustice in the marketplace, in which corporations are forcing consumers – and workers, and small family businesses – to relinquish fundamental legal protections as a pre-condition for obtaining a product, service, or even a job.

Forced arbitration is being slipped into the fine print of standard-form contracts and terms of service that are presented to consumers as a routine – but take-it-or-leave-it – pre-condition for obtaining such basic products and services as a credit card, bank loan, student loan, apartment lease, mobile phone, video subscription, or nursing home admission.

The Federal Arbitration Act was enacted in 1925 to give *businesses* -- with relatively equal bargaining power – options for resolving their *business* disputes. But ill-conceived Supreme Court rulings¹ have warped that statute into a weapon that is being used against people who have *no* bargaining power. There is no meaningful sense in which these people have “agreed” to give up fundamental legal protections. Their only “choice” is to decline the product or service – or job – altogether. Many times, that’s just not a realistic option. And it is never fair.

When forced on consumers and workers in this way, the arbitration process, designed by corporations and their lawyers, inherently tends to be one-sided, tilted to favor the corporation that has arranged for it. The process is a “black hole,” where the law does not apply, there is no right of appeal, and the outcome is secret. The arbitrator, chosen by the corporation, has the incentive to heed the interests of the corporation, in hopes of repeat business. The corporation can also choose where the arbitration will take place, what the rules will be, and how the costs will be borne. There are none of the fundamental safeguards that are the hallmarks of a fair,

¹ AT&T Mobility v. Concepcion, 563 U.S. 333 (2011); American Express Co. v. Italian Colors Restaurant, 570 U.S. 228 (2013); DirectTV Inc. v. Imburgia, 136 S. Ct. 463 (2015); Epic Systems Corp. v. Lewis, 138 S. Ct. 1612 (2018).

impartial, and accessible court proceeding to protect people and hold accountable a corporation that has committed widespread abuse, or has marketed an unsafe product or service.

Justice Ginsburg has stated that the Court's forced arbitration rulings "have predictably resulted in the deprivation of consumers' rights to seek redress for losses, and turning the coin, they have insulated powerful economic interests from liability for violations of consumer protection laws."²

In an interview with the New York Times, former Federal District Judge William G. Young, appointed in 1985 by President Reagan, was even blunter: "Ominously," he said, "business has a good chance of opting out of the legal system altogether and misbehaving without reproach."³

The FAIR Act would prohibit the imposition of forced arbitration as a pre-condition for obtaining a product, or for obtaining or continuing service or employment. Once a dispute actually arises, and the stakes are clear, consumers (or workers or family businesses) could freely choose arbitration if they determined it to be actually fair, and a better option than the courts.

Isolated pledges by individual corporations, to forswear forced arbitration in specific contexts, are no substitute for a comprehensive law to prohibit it. Indeed, those isolated pledges reflect a recognition that forced arbitration is fundamentally unfair and needs to stop.

We urge Congress to enact the FAIR Act.

Sincerely,

A handwritten signature in blue ink that reads "George P. Slover". The signature is fluid and cursive, with the first name "George" being the most prominent.

George P. Slover
Senior Policy Counsel
Consumer Reports

Cc: Members, Senate Judiciary Committee

² DirectTV Inc. v. Imburgia, 136 S. Ct. at 477 (Ginsburg, J., dissenting).

³ Jessica Silver-Greenberg and Robert Gebeloff, Arbitration Everywhere, Stacking the Deck of Justice, NY Times, Oct. 31, 2015, <https://www.nytimes.com/2015/11/01/business/dealbook/arbitration-everywhere-stacking-the-deck-of-justice.html>.