

More Questions	<u>Online Arbitration Centre</u>	Traditional Arbitration	Traditional Litigation
Who handles your case?	The Centre recommend a Arbitrator. Parties are allowed to object.	Parties can agree to an Arbiter and can also object, depending on the rules.	Judge is allocated to the matter.
How long does it take?	Usually up to 60 days.	It can take as long as 12 - 18 months.	An average of 24 - 48 months.
Simplicity	The process is much simpler, with no technical rules, issues and processes to complicate proceedings.	Less complicated than litigation but there are still many technical rules, issues and processes.	A lot of technical rules, issues and processes make this the most complicated option.
How is it handled?	Cases are judged on the documents and online discussions (if required). There are no formal hearings.	Cases are argued before an arbitrator during a formal hearing involving testimonies of witnesses.	Cases are argued before a judge during a formal hearing involving testimonies of witnesses.
Cost	<p>Everything is handled online without the need for a formal hearing, making it a very affordable option.</p> <p>Costs are also fixed, so there won't be any surprises that will hurt your pocket.</p>	<p>Extremely expensive due to the facilities required and all of the role players involved that needs to be paid privately.</p> <p>There are also legal costs that can escalate as the process goes on.</p>	<p>Extremely expensive due to the lengthy time frame of litigation and high legal fees.</p> <p>Your legal costs also escalate with every action and attendance.</p>
Do you need legal representation?	No legal representation needed. The Arbitrator assists both parties with any technicalities.	Traditional arbitration can be complicated, and you need a legal representative.	It is best practice to have a legal representative due to the complicated nature of litigation.

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Where can I get help if I need it?	You can get procedural advice and guidance free from the Centre.	You have to pay for procedural advice and guidance from a legal representative.	You have to pay for procedural advice and guidance from a legal representative.
Is it discreet?	The process is handled privately and confidential.	Parties may request a confidential hearing.	Public hearings mean your case will neither be private nor confidential.
Can the defendant/respondent appeal?	An award through Online Arbitration is final and binding - no appeal is allowed.	An appeal is possible, which will extend your case, depending on the rules.	Parties may appeal a judgment, which can extend your case by another 24 to 36 months.