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SINGAPORE MEDIATION LECTURE 2016

About the Lecture

SINGAPORE MEDIATION LECTURE

The Singapore Mediation Lecture series aims to enhance the understanding and use of mediation in resolving cross-border commercial disputes.

The Singapore Mediation Lecture 2016 will be delivered by Colin Rule, eBay and PayPal's first Director of Online Dispute Resolution.

BRINGING DISPUTE RESOLUTION TO THE INTERNET: ONLINE DISPUTE RESOLUTION

Business-to-business and business-to-consumer eCommerce is growing rapidly, which in turn is generating many millions of online disputes. Technology is not only changing society, it is changing the way disputes are resolved. Consumers, businesses, and lawyers increasingly expect to be able to resolve any issues that arise 24 hours a day and 7 days a week, right from their laptops and tablets. Also, transactions now routinely cross the globe, and disputants are unwilling to sort out complex issues of jurisdiction every time a problem crops up.

A solution to sorting out these disputes may be to use Online Dispute Resolution (ODR). ODR is the application of information and communications technology to the practice of dispute resolution. It enables the construction of low-cost, cross-border resolution systems that are independent of any one nation's jurisdiction, which better mirrors the structure of the internet.

Colin Rule, who served as eBay and PayPal's first Director of Online Dispute Resolution will discuss the challenges of resolving disputes in cyberspace and useful lessons to be learnt, drawing from his knowledge of ODR systems that are already in operation (such as eBay and PayPal's systems which resolve over 60 million disputes per year), as well as how ODR could create a new justice system for the internet – which one day may replace face-to-face justice systems altogether.

The Singapore Mediation Lecture is proudly brought to you by Harry Elias Partnership LLP and Singapore Mediation Centre, in collaboration with the Singapore Management University.

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Details of Lecture 2016

Bringing Dispute Resolution to the Internet: Online Dispute Resolution



Date: Wednesday, 12 October 2016

Time: 5.30pm to 7.00pm
(Registration starts at 5.00pm)

Speaker : Colin Rule

Venue: Singapore Management University
Mochtar Riady Auditorium
Administration Building, Level 5
81 Victoria Street
Singapore 188065
(Click here for the location map)

Attire: Business Attire

Public CPD Points: 1 point (Based on 100% attendance)

Practice Area: Alternative Dispute Resolution

Training Category: General

The lecture is open to the public and admission is free.

"Participants who wish to claim CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines. This includes signing in on arrival and signing out at the conclusion of the activity in the manner required by the organiser, and not being absent from the entire activity for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to www.sileCPDcentre.sg for more information."

DRESS CODE

The dress code for this lecture is strictly **Business Attire**.

Please note that the organisers reserve the right to refuse admission to any participant who is not properly attired.

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About the Speaker



Colin Rule

Colin Rule is Co-Founder and Chief Operating Officer of Modria.com, an online dispute resolution (ODR) provider based in Silicon Valley.

Colin served as the first Director of Online Dispute Resolution of eBay. He designed, developed and managed eBay's external ODR processes, which handle more than 60 million disputes per year. His distinguished career also includes being appointed as PayPal's Director of Online Dispute Resolution where he designed and built the Resolution Center, which reduced related customer support headcount by 40% in the first year, saving more than \$7 million in costs.

Colin holds a Master's degree from Harvard University's Kennedy School of Government in conflict resolution and technology and a graduate certificate in dispute resolution from UMass-Boston. He is currently Co-Chair of the

Advisory Board of the National Center for Technology and Dispute Resolution at UMass-Amherst and a Non-Resident Fellow at the Gould Center for Conflict Resolution at Stanford Law School.

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About the Organisers

Harry Elias Partnership LLP

Harry Elias Partnership LLP is a multidisciplinary legal practice that was established in 1988 by Mr Harry Elias, SC. Apart from offering focused and proactive advice within the larger framework of strategy and business objectives to its highly diversified clientele, it is a firm that has been on the cutting edge of legal changes, bringing about cases that were first to break new ground, and resulting in watershed judicial decisions. A firm that has been understandably referred to as 'A Practice of Firsts'.

Singapore Mediation Centre

Established in 1997, the Singapore Mediation Centre (SMC) pioneered the use of mediation as the mainstream mechanism for dispute resolution, as well as training in negotiation and conflict management. Today, SMC offers a suite of alternative dispute resolution services which brings clarity and objectivity to complex situations. These services include mediation, neutral evaluation and domain name dispute resolution. Through our panel of professional mediators with legal and industry expertise, SMC is well-placed to manage difficult negotiations and unlock standstills for businesses by providing cost-effective and timely solutions. At SMC, our vision is to help all businesses fully appreciate the value of mediation as a strategic risk-management tool that they can count on in commercial dealings.

Singapore Management University

Centre for Cross-Border Commercial Law in Asia

The Centre for Cross-Border Commercial Law in Asia (CEBCLA) facilitates research in all areas of commercial law especially in the Asian context. CEBCLA aims to be the leading Asian centre of research in commercial law which is informed by a variety of research methods including doctrinal, theoretical, empirical, historical and comparative perspectives. The goal is that CEBCLA will act as the meeting point and first port of call for scholars, leading practitioners, governments and policy makers pursuing rigorous, informed and significant research in commercial law in Asia.

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Registration

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Contact Us

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