

## Uploading a Member Arbitration Agreement

In this video, we'll show you How to Upload a Member Arbitration Agreement (or MAA) as part of the enrollment process on [account.kp.org](https://account.kp.org).

As the administrator for a group in California or Hawaii, you're responsible for maintaining a copy of each subscriber's signed enrollment form, which includes the arbitration agreement.

For easy access, we recommend uploading a digital copy while enrolling a member online. Sign into [account.kp.org](https://account.kp.org), click Manage Members, and begin your enrollment by clicking Enroll Subscriber and, or Family in the top right of the Group page.

During the enrollment process in California and Hawaii, "Arbitration Agreement" will appear as one of the steps.

Select "Maintain Agreement" if you'd prefer to keep a hard copy of the signed enrollment form.

If you'd rather upload an online version, click Upload Agreement.

You can either drag and drop the file into the designated area on the page, or click 'Select File to Upload' to look for the file on your computer.

When the file has been successfully uploaded, its name appears.

Click 'Next' and complete the enrollment process.

### *Viewing Member Arbitration Agreements*

To view a member arbitration agreement, click the member's name in the group list.

Once on their Member page, click 'View Arbitration Agreement' in the top right.