

Online Dispute Resolution Pioneer Colin Rule Named Mediate.com CEO

Former eBay and PayPal Exec to Focus on Global Expansion and Online Dispute Resolution

EUGENE, OR, June 9, 2020—Mediate.com announced today that Colin Rule has been named President and Chief Executive Officer. Jim Melamed, the company’s co-founder and CEO for 25 years, is now chair of the board and general counsel.

Rule returns to Mediate.com where he served as General Manager in 1999. Rule spun his company OnlineResolution out of Mediate.com in 2000, creating one of the world’s first ODR providers. In 2003, Rule became the first director of ODR for eBay and PayPal. In 2011, he co-founded Modria.com, where he was CEO and COO. Tyler Technologies (NYSE: TYL) acquired Modria in 2017, and Rule became Tyler’s first vice president of Online Dispute Resolution (ODR).

“I am very excited to be re-joining Mediate.com,” said Rule. “Mediate is the most important dispute resolution website on the internet with a deep library of mediation and dispute resolution resources and vibrant communities of mediators and other dispute resolution professionals. Mediate is uniquely positioned to lead the global effort to apply technology to the task of resolving disputes. I am excited to work with the established Mediate.com team to further evolve the practice of mediation over the next decade and to expand access to resolution around the world.”

As director of ODR at eBay and PayPal, Rule led a worldwide team that resolved more than 400 million cross-border disputes over seven years. At Modria, Rule led the development of the ODR platform used by the American Arbitration Association to manage its largest caseload, eventually growing the company to resolve millions of disputes in government, insurance, eCommerce, and the courts. At Tyler Technologies, Rule helped to launch court ODR systems across the United States, including counties in Georgia, Texas, California, Florida, New Mexico, Ohio, and Nevada.

“Colin is the right leader for Mediate.com,” said Jim Melamed, Mediate.com co-founder and CEO since it launched in 1996. “There is only one person on this planet that I wanted to take over the leadership of Mediate.com, and that is Colin Rule. In addition to his having become the world’s leading expert and voice for ODR, Colin is, quite simply, a prince of a person. Colin’s intelligence, passion, integrity and generosity make him the perfect choice to lead Mediate.com going forward. While Covid-19 has driven nearly all dispute resolution online seemingly overnight, Colin and Mediate.com have been preparing for this time for over 25 years. For Mediate.com to have Colin Rule now leading our way forward is a blessing for our company and for the world.”

Rule is the author of *Online Dispute Resolution for Business*, published by Jossey-Bass in 2002, and *The New Handshake: Online Dispute Resolution and the Future of Consumer Protection*, published by the American Bar Association in 2017. He received the first Frank Sander Award for Innovation in ADR from the American Bar Association in 2020 and the Mary Parker Follett Award from the Association for Conflict Resolution in 2013.

Mediate.com also announced that Dr. Clare Fowler continues as Executive Vice-President, Carol Knapp as CTO, Josh Remis as COO, Byron Knapp as Systems Administrator and Angela Letney as Customer Services Director.

About Resourceful Internet Solutions

Resourceful Internet Solutions, Inc. (RIS), home of the flagship site Mediate.com, is the leading online technology provider to the dispute resolution industry. Founded by Jim Melamed and John Helie in 1995, RIS provides proven online technologies for mediation, ombuds and online dispute resolution programs. In addition to Mediate.com, RIS hosts leading websites and professional directories, including Arbitrate.com, OnlineMediators.com, OnlineArbitrators.com, and many other dispute resolution resources. RIS also offers the dispute resolution industry’s leading case management system at CaseloadManager.com, in use by the IMF, ICANN, NASA, the International Red Cross, and several statewide dispute resolution systems. To learn more, visit www.resourceful.net.

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