Count me as a solid no. We used to let non-attorneys represent clients and it was a disaster. They would bring anything to arbitration and it would cost firms a fortune. If you let non-attorneys represent clients then you need to also amend arbitration so it is handled fairly:

1) All parties pay the same going in
2) Arbitrators cannot be trained not to award firms and brokers forum fees and attorney fees
3) Forums are held where specified in the client agreement. If clients don’t like it, they don’t have to sign it, how simple is that?
4) Case can be moved for dismissal at anytime

The above are just some of the changes that need to be made to make arbitration fair for all sides.

Jed Bandes