Re: CMTFOA Group 110546

From: Mark Dukerschein <Mark.Dukerschein@arbitersports.com>
To: Christopher Woods
Cc: Richard Pearson
Date: Aug 25, 2026, 11:05 AM

Chris,

Those badges just appear that it reflects they are insured for the sports I can only imagine they are officiating for. Officials can definitely sign up for insurance on their own so we cannot prevent that at all.

Since the insurance covers the official for all sports across the board, if they have paid more than once then I would have them reach out to support to request a refund of difference then and we can refund them but we will need proof of payment that they paid more than once for the insurance then and have them send that to support@arbitersports.com

ARBITER

Mark Dukerschein
Account Representative
+1 (801) 736-8504
arbiter.io

From: Christopher Woods <fhsrr@verizon.net>
Sent: Tuesday, August 25, 2026 6:47 AM
To: Mark Dukerschein <mark.dukerschein@arbitersports.com>
Cc: Richard Pearson <rpearson@miaa.net>
Subject: CMTFOA Group 110546

Good Morning Mark:

Getting ready for another year of officiating, so it's time for me to monitor our members eligibility in group 110546. What I am noticing is some of my members have three or four "sheild" icons to the right of their names, which is the symbol for AOA. Last year we paid for close to 100% of our members liability insurance in October out of our members dues.

My concern is despite my efforts to communicate to our members not to buy the insurance, it appears that some have anyway. In some case three or four times? I'm not really sure. The icons seem to imply that. Would it make sense that if a member has current insurance, they become restricted from buying it again?

USATF uses Sport:80 to track it's members, and the platform prevents members from buying duplicate services. Why can't Arbiter do the same? In a sense Arbiter is making money off of individual mistakes. This problem happens every year. When a member clicks on the link provided by our state association (see attached) they have two choices: MIAA State Office and Arbiter Officials Association. If an individual insurance is good for one year from the date of purchase, in our case October, 2026, why is the second option even displayed? It's creating confusion.

I thought I would share this with you. I guarantee I will have members telling me they are in good standing, when in fact, they won't be because they chose the wrong option. Then they want to be refunded, and I can only give them an email address, or a phone number, to try to get their money back. It can be a frustrating experience for all involved.

I hope you can share this concern with the developers of the Arbiter platform. This should be an easy fix.

Thanks for reading!

Chris Woods, President
CMTFOA