Exhibit 5

Proposed new language is underlined; deletions are in brackets.

Customer Code

12402. Cases with One Arbitrator

    (a) - (b) No change.

    (c) Sending Lists to Parties

        (1) The Director will send the list generated by the Neutral List Selection System to all parties at the same time, within approximately 30 days after the last answer is due, regardless of the parties' agreement to extend any answer due date. The parties will also receive employment history for the past 10 years and other background information for each arbitrator listed.

        (2) No change.

    (d) - (g) No change.

12403. Cases with Three Arbitrators

    (a) No change.

    (b) Sending Lists to Parties

        (1) The Director will send the lists generated by the Neutral List Selection System to all parties at the same time, within approximately 30 days after the last answer is due, regardless of the parties' agreement to extend any answer due date. The parties will also receive employment history for the past 10 years and other background information for each arbitrator listed.

        (2) No change.

    (c) - (h) No change.

* * * *

Industry Code

13403. Generating and Sending Lists to the Parties

For disputes involving statutory employment discrimination claims, see Rule 13802.

   (a) - (b) No change.

   (c) Sending Lists to Parties

      (1) The Director will send the lists generated by the Neutral List Selection System to all parties at the same time, within approximately 30 days after the last answer is due, <u>regardless of the parties' agreement to extend any answer due date</u>. The parties will also receive employment history for the past 10 years and other background information for each arbitrator listed.

      (2) No change.