

Use of data, technology, and artificial intelligence tools for enhanced accountability



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<https://simc.com.sg/>

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MEDIATION

THE NEXT FRONTIER: MAIA

CHUAN WEE MENG, CEO
SINGAPORE INTERNATIONAL MEDIATION CENTRE

01 May 2025

Agenda

- 1.SIMC's AI Journey
- 2.Mediators' Feedback
- 3.MAIA's Governance & Best Practices
- 4.Q&A



Agenda

1.SIMC's AI Journey

2.Mediators' Feedback

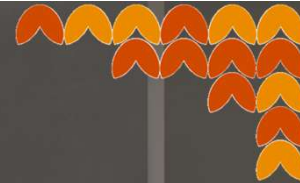
3.MAIA's Governance &

Best Practices

4.Q&A



Timeline of a mediation with MAIA's support



7 days out

Submission of mediation materials

Each party will submit to SJMC and mediator(s) its case statement, expert report(s) and bundle of documents.

MAIA

Review large volumes of data to generate MAIA's deliverables:
a) Summaries, b) Chronology of events, c) Names of parties/individuals and their roles d) Table of similarities & differences between the parties, & e) Possible interests/needs.

3-5 days out

Pre-mediation meetings with counsel & parties

Communicate with and build rapport with parties using MAIA's deliverables.

MAIA

Explore potential interest using inputs from the parties.

Mediation Day

Commencement of mediation

Engage parties and facilitate the mediation process.

MAIA

Provide real-time support with the help of MAIA as required.

Post-Mediation

Post-mediation analysis

Consider learning points, best practices and any improvements to the mediation process.

MAIA

- Prepare case note with summary and outcome of mediation, and
- Explore potential learning points for future reference, anonymised as appropriate.

Settlement

Settlement of Mediation

Counsel to finalise the settlement agreement.








MAIA

Provide initial draft settlement agreement (incorporating recitals and boilerplate clauses) to be finalized by counsel and parties



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ILLUSTRATION : 1107 PAGES & 34.38MB – 40 SECS

Name ↑↓	Document type ↑↓	Updated ↑↓	File type ↑↓	Size ↑↓
 20230628_Party A - 2023.11.22 - Applicant's Mediation Case St...	● Other	4:52 PM	Word	0.16 MB (52 pages)
 Redacted - 1st Affidavit - Part 1 - WT Vol 1 of 2.docx	● Other Court Filing	5:14 PM	Word	7.80 MB (247 pages)
 Redacted_WT(2nd Affidavit) FINAL.docx	● Other Court Filing	5:12 PM	Word	8.18 MB (448 pages)
 REV_20230628_Party A - Applicant's Mediation Case Statemen...	● Other	4:53 PM	Word	0.16 MB (53 pages)
 REV_20240628_Party C _Mediation Case Statement for Party C...	● Other Court Filing	4:53 PM	Word	0.04 MB (7 pages)
 REV_20240628_Party D - 2023.11.22 Letter to Mediator (enc M...	● Discovery	4:53 PM	Word	12.75 MB (103 pages)
 Rev_20240628_PartyB_2023.11.22 -(Vol 3).docx	● Other	4:53 PM	Word	5.29 MB (197 pages)

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MAIA: Some feedback from 16 Mediations

“Providing parties with a settlement agreement template would be useful”

“Thank you for this - I shall read it with interest. O brave new world!”

“It is a useful tool but as always needs to be supplemented with hard nosed judgment calls after seeing parties in person.”

“I generally found the comparison of the expert reports helpful, especially the second output generated in response to my specific questions [during the mediation]. Pages 5-6 were especially beneficial for me in preparation for the mediation.”

“Useful but only after first reading all the materials”

“Many parties involved so the Table of Individuals is helpful”

MAIA: Some feedback from 16 Mediations

“MAIA data is very useful in providing the list of personalities and chronology and comparison table. The options suggested appear to be proforma and not tailored to the circumstances of the mediation facts. However it is a good start with potential to be a lot more useful.”

“Useful for large volumes of documents”

“Some other ways in which MAIA could assist mediators: suggest solutions based on the type of dispute. At the moment, the solutions were rather broad and generalised, but it could potentially suggest useful solutions if trained on SIMC’s data of previous settlements (with necessary permission obtained from previous parties of course)”

“Annotations provided are very helpful too”

“Very useful, and provides a good overview and summary for all documents”

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3. MAIA's Governance & Best Practices



No Web/internet search

- No Web/internet search i.e reducing risk of hallucinations.
- MAIA 's deliverables are generated solely based on the documents submitted by the parties and uploaded by SIMC.

Automatic deletion of data and secure server

- Data is processed in a secure private server.
- Data, prompts and documents will be deleted 15 minutes after processing, reducing the risk of leakage.

Regular audit/quality control of MAIA deliverables

- Checking the annotations in the MAIA deliverables to ensure accuracy.
- This is done by SIMC executives on a regular basis. During pilot phase, SIMC checked each and every annotation, with results of 100% accuracy.

Not restricted to a sole AI provider

- MAIA currently relies on > 1 service providers.
- SIMC is constantly seeking more innovative solutions and will continue to leverage on latest AI technologies.

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