



ARBITRATION FORUMS, INC.  
*Membership driven. Innovation focused.*

## E-Subro Hub Demand Overview Reference Guide

---

April 2022

## Table of Contents

E-Subro Hub Demand Overview .....	3
Introduction.....	4
E-Subro Hub – Demand Overview .....	4
Party Information .....	5
Damages & Liability .....	6
Evidence .....	7
Relateds .....	7
Activity Log .....	8
Claim Handling Headers.....	8
Overview Header.....	9
Negotiate Header.....	9
Manage Header .....	10
Assign Header .....	10
Diary Header .....	10
Action Bell.....	11
Demand Search.....	11
Navigation Actions .....	12

## E-Subro Hub Demand Overview

©2022 Arbitration Forums, Inc.

All rights reserved. No part of this work may be reproduced in any form or by any means – graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems – without the written permission of Arbitration Forums, Inc.

While every precaution has been taken in the preparation of this document, Arbitration Forums, Inc. assumes no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall Arbitration Forums, Inc. be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Published: July 2021

Revised: April 2022

## Introduction

Arbitration Forums, Inc. (AF) has transferred the E-Subro Hub program to the Total Recovery Solution® (TRS®) platform to more closely align with the view and performance of the arbitration version.

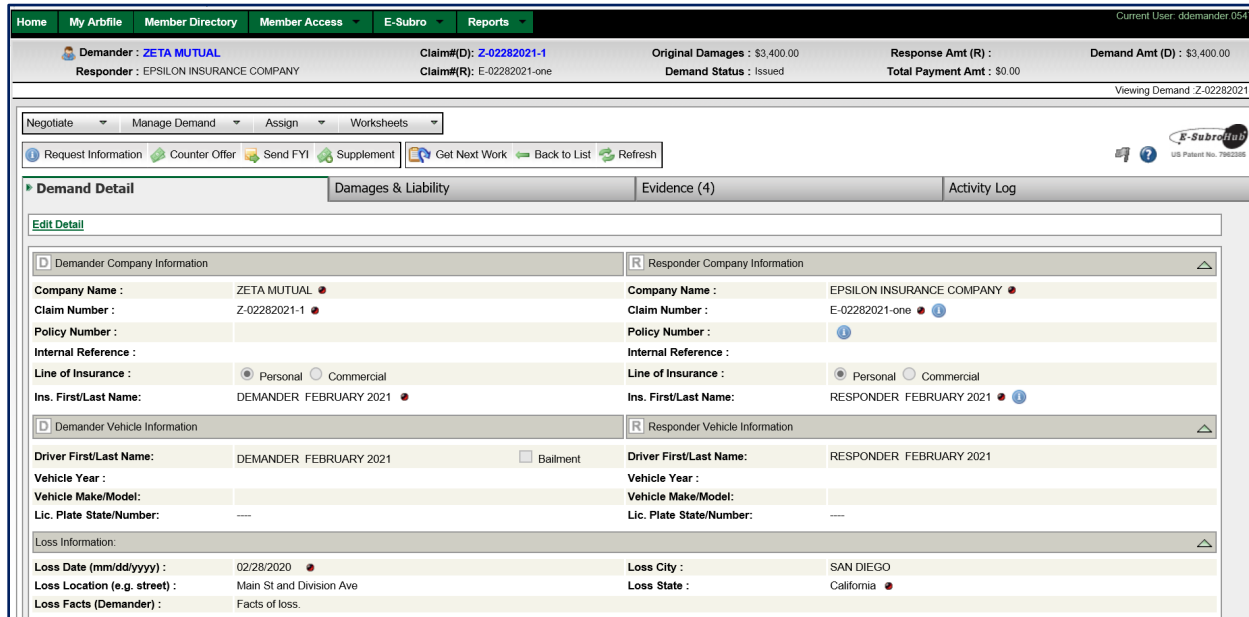
This document is to provide a reference to the new E-Subro Hub Demand Overview. It is important to note that the claim entries in the E-Subro Hub TRS version will closely follow what members are used to seeing in the previous E-Subro Hub view.

## E-Subro Hub – Demand Overview

After logging in, the user can access a demand through My Work List or a Demand Search.

The term Demand Overview essentially refers to the different components of an issued E-Subro Hub Demand.

In the former view, this would include the Demand Summary section (upper page), the different tabs, the Negotiation options, and the dropdown menus.



The screenshot displays the E-Subro Hub Demand Overview interface. At the top, there is a navigation bar with tabs: Home, My Arbitfile, Member Directory, Member Access, E-Subro, and Reports. The current user is identified as 'ddemander 054'. Below the navigation bar, the demand details are summarized:

- Demander:** ZETA MUTUAL
- Responder:** EPSILON INSURANCE COMPANY
- Claim#(D):** Z-02282021-1
- Claim#(R):** E-02282021-one
- Original Damages:** \$3,400.00
- Demand Status:** Issued
- Response Amt (R):** \$0.00
- Total Payment Amt:** \$0.00
- Demand Amt (D):** \$3,400.00

Below the summary, there are several tabs: Demand Detail (selected), Damages & Liability, Evidence (4), and Activity Log. The Demand Detail tab is expanded, showing the following information:

Demander Company Information		Responder Company Information	
Company Name :	ZETA MUTUAL	Company Name :	EPSILON INSURANCE COMPANY
Claim Number :	Z-02282021-1	Claim Number :	E-02282021-one
Policy Number :		Policy Number :	
Internal Reference :		Internal Reference :	
Line of Insurance :	<input checked="" type="radio"/> Personal <input type="radio"/> Commercial	Line of Insurance :	<input checked="" type="radio"/> Personal <input type="radio"/> Commercial
Ins. First/Last Name:	DEMANDER FEBRUARY 2021	Ins. First/Last Name:	RESPONDER FEBRUARY 2021

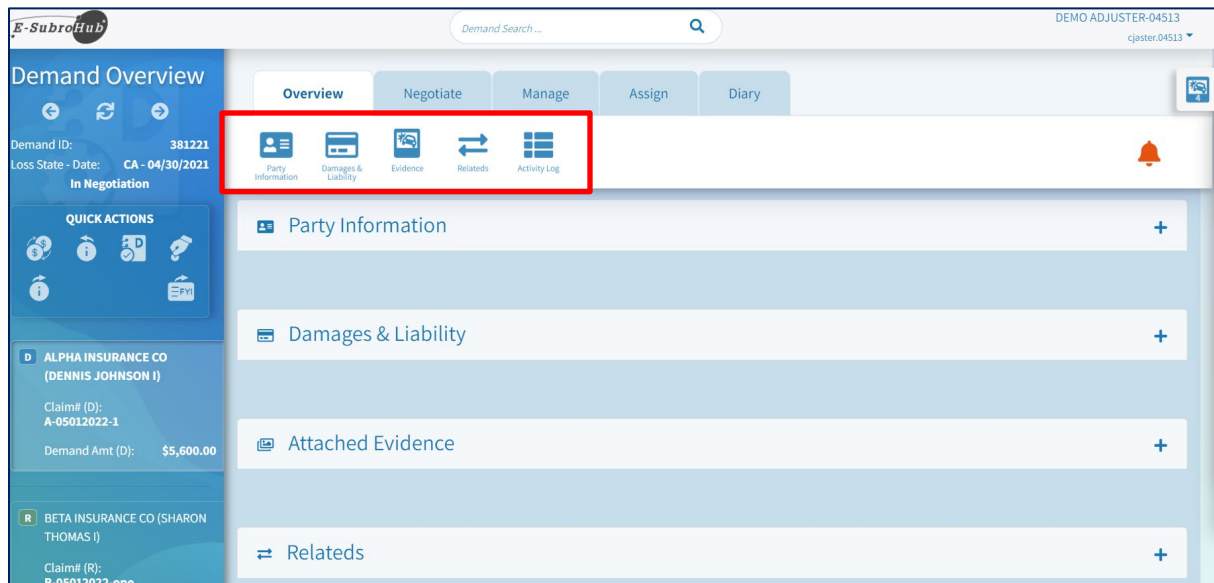
  

Demander Vehicle Information		Responder Vehicle Information	
Driver First/Last Name:	DEMANDER FEBRUARY 2021	Driver First/Last Name:	RESPONDER FEBRUARY 2021
Vehicle Year :		Vehicle Year :	
Vehicle Make/Model:		Vehicle Make/Model:	
Lic. Plate State/Number:	---	Lic. Plate State/Number:	---

Loss Information:		Loss City :	
Loss Date (mm/dd/yyyy) :	02/28/2020	Loss City :	SAN DIEGO
Loss Location (e.g. street) :	Main St and Division Ave	Loss State :	California
Loss Facts (Demander) :	Facts of loss.		

The updated E-Subro Hub Demand Overview will include similar distinct sections of a demand. The user can access the different parts of an issued demand by scrolling down the screen or jumping to an area by clicking a related icon at the top of the page.



**Party Information:** This provides Demander and Responder claim information and includes Remittance Information, vehicles (Features) involved, assigned claim handler, and Loss Facts.

**Damages & Liability:** This provides a record of the current demand amounts between the Demander and Responder.

**Evidence:** This is supporting documentation added by the Demander or Responder.

**Relateds:** These are documents, demands, and arbitrations that are associated with the current demand being viewed.

**Activity Log:** This documents the history of events completed by the Demander, Responder, and automated system actions.

## Party Information

The **Party Information** offers the Demander and Responder claim information in different sections, which includes:

- Remittance information that can be expanded or collapsed with a dropdown arrow
- The Demander and Responder vehicles (Features) involved (not required fields)
- The assigned claim handler for the Demander and Responder companies and the Facts of Loss, if provided

**Demander**

Company Name: 04513 - ALPHA INSURANCE CO  
 Subsidiary: 0002 - ALPHA INSURANCE OF FLORIDA  
 Claim Number: A-05012022-1  
 Policy Number: Policy A-05012022-1  
 Line of Insurance: Personal  
 Insured First Name: DENNIS  
 Insured Last Name: JOHNSON I  
 Internal Reference: Internal A-05012022-1

**Remittance Information** (highlighted with a red box and arrow, labeled 'Remittance Address')

**Demander Feature**

Collision

Year	Make	Model
2019	Honda	Accord

License Plate:  
 Driver Status: Same As Insured  
 Driver: DENNIS JOHNSON I

**Demander Rep**

Contact Name: DEMO ADJUSTER-04513  
 Phone:  
 Address 1: 3350 Buschwood Park Dr Ste 295  
 Address 2:  
 City, State, Zip: Tampa, FL 33618  
 Country: US

**Responder**

Company Name: 04514 - BETA INSURANCE CO  
 Subsidiary:  
 Claim Number: B-05012022-one  
 Policy Number: Policy B-05012022-one  
 Line of Insurance: Personal  
 Insured First Name: SHARON  
 Insured Last Name: THOMAS I  
 Internal Reference:

**Responder Feature**

Collision

Year	Make	Model
2018	Toyota	Tacoma

License Plate:  
 Driver Status: Same As Insured  
 Driver: SHARON THOMAS I

**Responder Rep**

Contact Name: BILL RESPONDER  
 Phone: 888-888-8888  
 Address 1: 3350 Buschwood Park Dr Ste 295  
 Address 2:  
 City, State, Zip: Tampa, FL 33618  
 Country: US

Loss Facts

## Damages & Liability

This section provides a record of the current negotiation between the Demander and Responder. The complete negotiation history can be seen, if needed, by clicking the Negotiate tab at the top of the page.

**Damages & Liability**

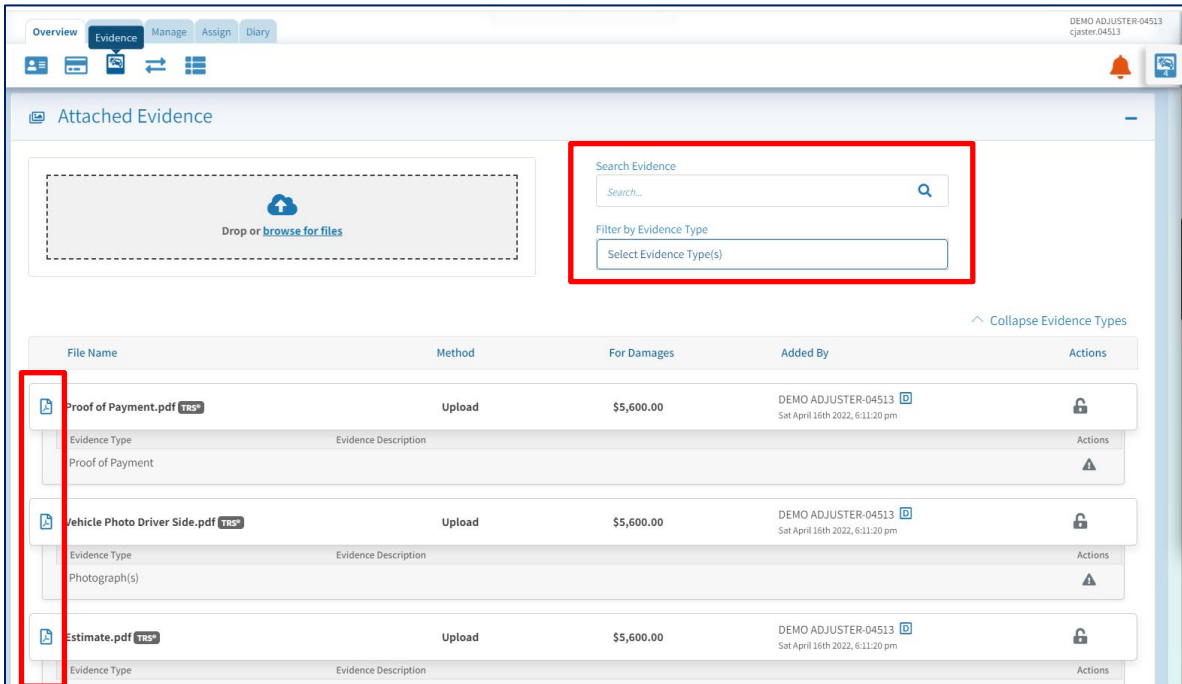
Summary - Last Offers Original Damages: \$5,600.00

	Auto Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Total Damages	Responder Liability	Current Offer
<b>Initial Demand</b> 04/16/2022	\$5,000.00	\$500.00	\$0.00	\$0.00	\$100.00	\$0.00	\$5,600.00	100%	\$5,600.00
<b>Counter Offer</b> 04/16/2022	\$4,000.00	\$400.00	\$0.00	\$0.00	\$100.00	\$0.00	\$4,500.00	75%	\$3,375.00
	-\$1,000.00	-\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	-\$1,100.00	-25%	-\$2,225.00

## Evidence

**Evidence** is supporting documentation added by the Demander or Responder and can be viewed by clicking the PDF icon on the left.

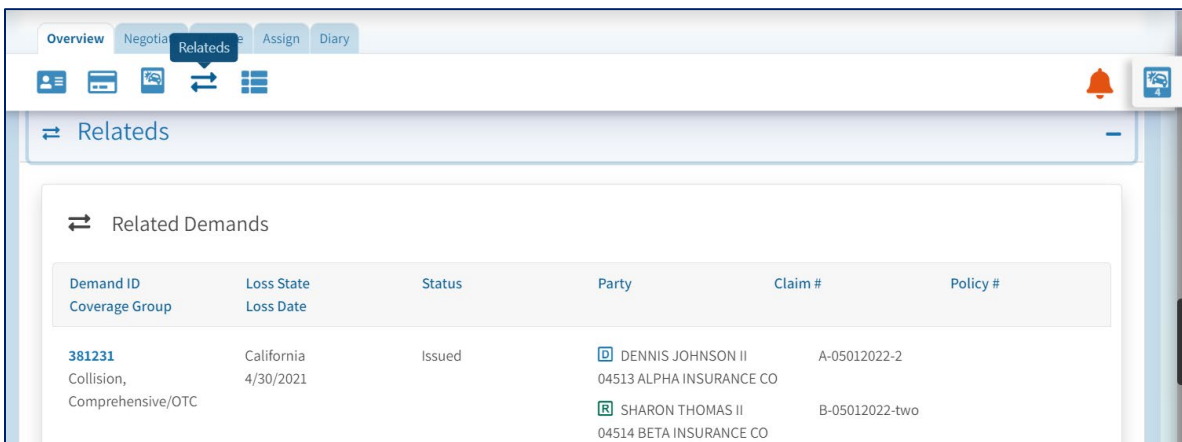
The evidence can be filtered by using the **Search by File Name** or **Select Evidence Type** options.



File Name	Method	For Damages	Added By	Actions
Proof of Payment.pdf <small>TRSP</small>	Upload	\$5,600.00	DEMO ADJUSTER-04513 Sat April 16th 2022, 6:11:20 pm	
Evidence Type: Proof of Payment		Evidence Description: Evidence Description		Actions:
Vehicle Photo Driver Side.pdf <small>TRSP</small>	Upload	\$5,600.00	DEMO ADJUSTER-04513 Sat April 16th 2022, 6:11:20 pm	
Evidence Type: Photograph(s)		Evidence Description: Evidence Description		Actions:
Estimate.pdf <small>TRSP</small>	Upload	\$5,600.00	DEMO ADJUSTER-04513 Sat April 16th 2022, 6:11:20 pm	
Evidence Type: Evidence Type		Evidence Description: Evidence Description		Actions:

## Relateds

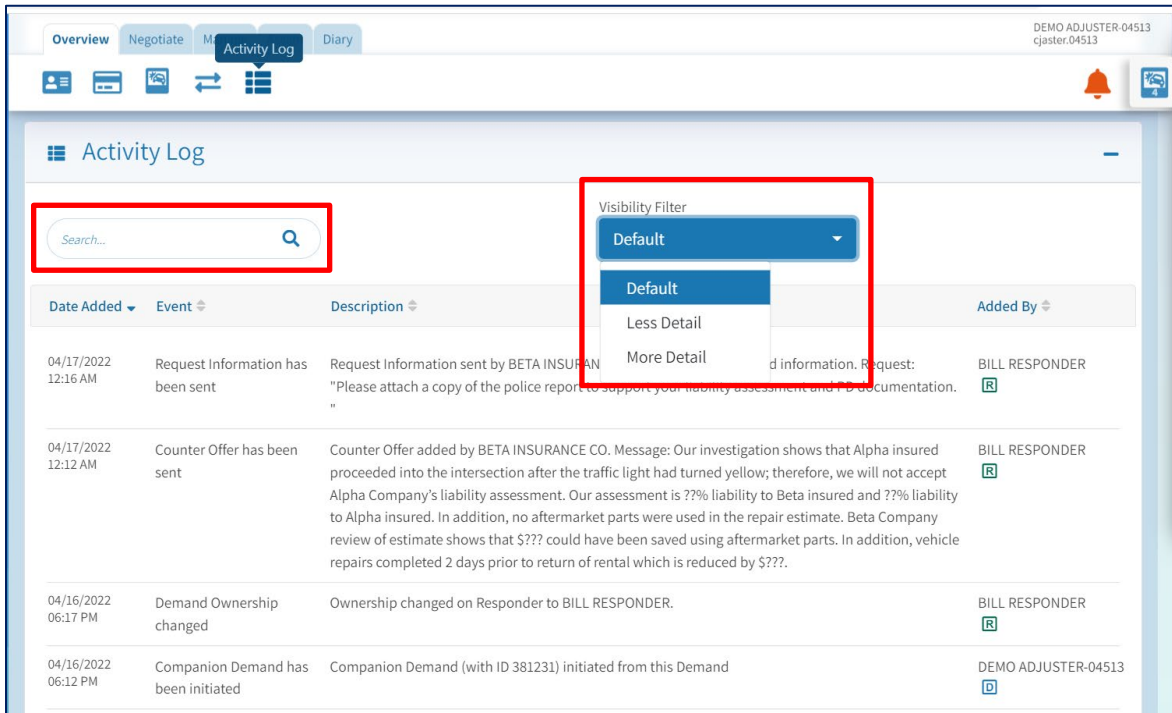
This section will provide links to demands and arbitrations that are associated with the current demand being viewed.



Demand ID	Loss State	Status	Party	Claim #	Policy #
Coverage Group	Loss Date				
<b>381231</b>	California	Issued	DENNIS JOHNSON II 04513 ALPHA INSURANCE CO	A-05012022-2	
Collision, Comprehensive/OTC	4/30/2021		SHARON THOMAS II 04514 BETA INSURANCE CO	B-05012022-two	

## Activity Log

The **Activity Log** documents the history of events completed by the Demander, Responder, and automated system actions. The **Visibility Filter** and **Search** options can expand or narrow the documented activity events.



The screenshot shows the 'Activity Log' section of the E-Subro Hub interface. A search bar is highlighted with a red box. A 'Visibility Filter' dropdown menu is also highlighted with a red box, showing options: 'Default', 'Less Detail', and 'More Detail'. Below the search and filter, a table lists activity events.

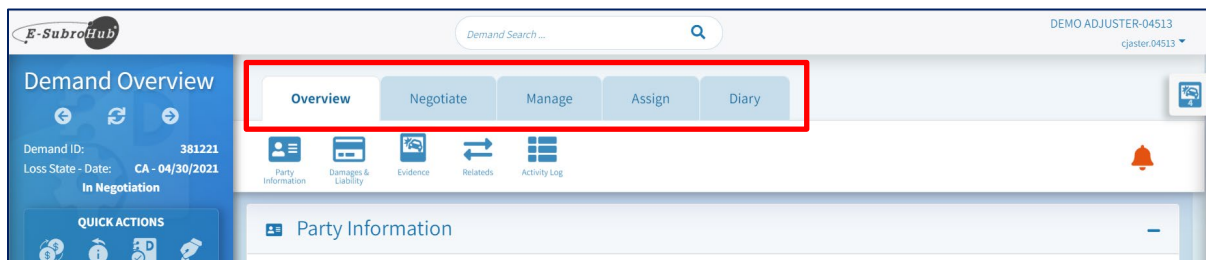
Date Added	Event	Description	Added By
04/17/2022 12:16 AM	Request information has been sent	Request Information sent by BETA INSURANCE CO. Message: Please attach a copy of the police report to support your liability assessment and FD documentation.	BILL RESPONDER
04/17/2022 12:12 AM	Counter Offer has been sent	Counter Offer added by BETA INSURANCE CO. Message: Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turned yellow; therefore, we will not accept Alpha Company's liability assessment. Our assessment is ??% liability to Beta insured and ??% liability to Alpha insured. In addition, no aftermarket parts were used in the repair estimate. Beta Company review of estimate shows that \$??? could have been saved using aftermarket parts. In addition, vehicle repairs completed 2 days prior to return of rental which is reduced by \$???	BILL RESPONDER
04/16/2022 06:17 PM	Demand Ownership changed	Ownership changed on Responder to BILL RESPONDER.	BILL RESPONDER
04/16/2022 06:12 PM	Companion Demand has been initiated	Companion Demand (with ID 381231) initiated from this Demand	DEMO ADJUSTER-04513

## Claim Handling Headers

On the Demand Overview page, there are several panes that allow a Demander or Responder to manage the current demand. It is important to note some actions are available to both a Demander or Responder, while other negotiation items may be specific to your role.

As an example, a **Supplement** action can only be initiated by a Demander, while a **Deny** option is only available to a Responding party.

Additionally, some actions only become visible when certain trigger events occur. There is no need to **Reply to a Request** until a request is actually initiated by the other party.

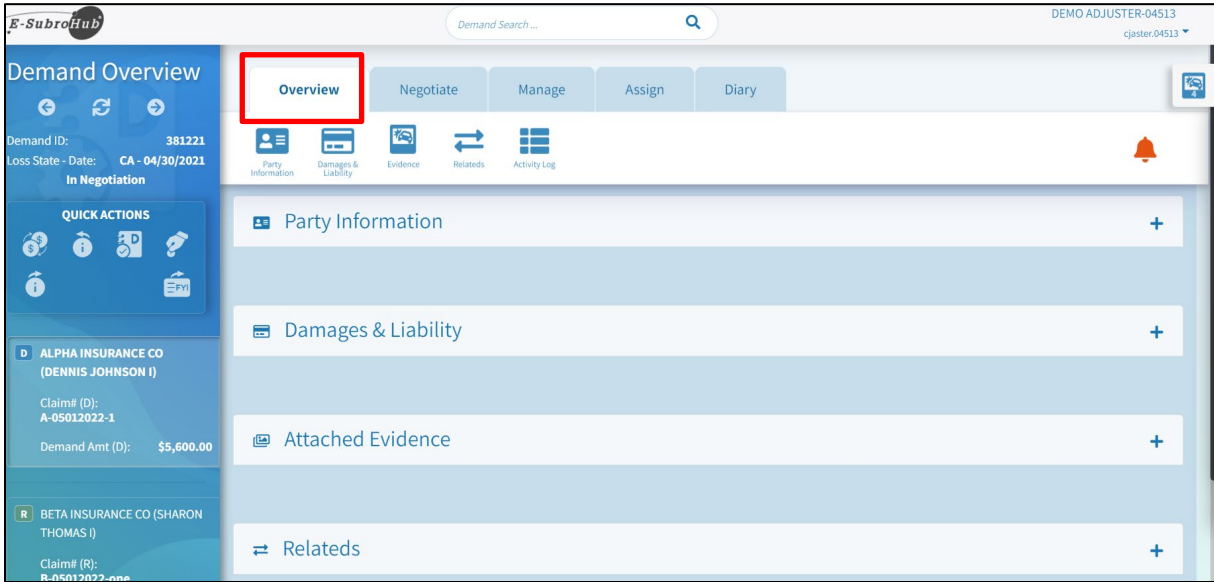


The screenshot shows the 'Demand Overview' section of the E-Subro Hub interface. A search bar is visible at the top right. Below it, a navigation bar contains tabs: 'Overview', 'Negotiate', 'Manage', 'Assign', and 'Diary'. The 'Overview' tab is highlighted with a red box. Below the navigation bar, there are icons for 'Party Information', 'Damages & Liability', 'Evidence', 'Relateds', and 'Activity Log'. The 'Party Information' pane is currently active.



## Overview Header

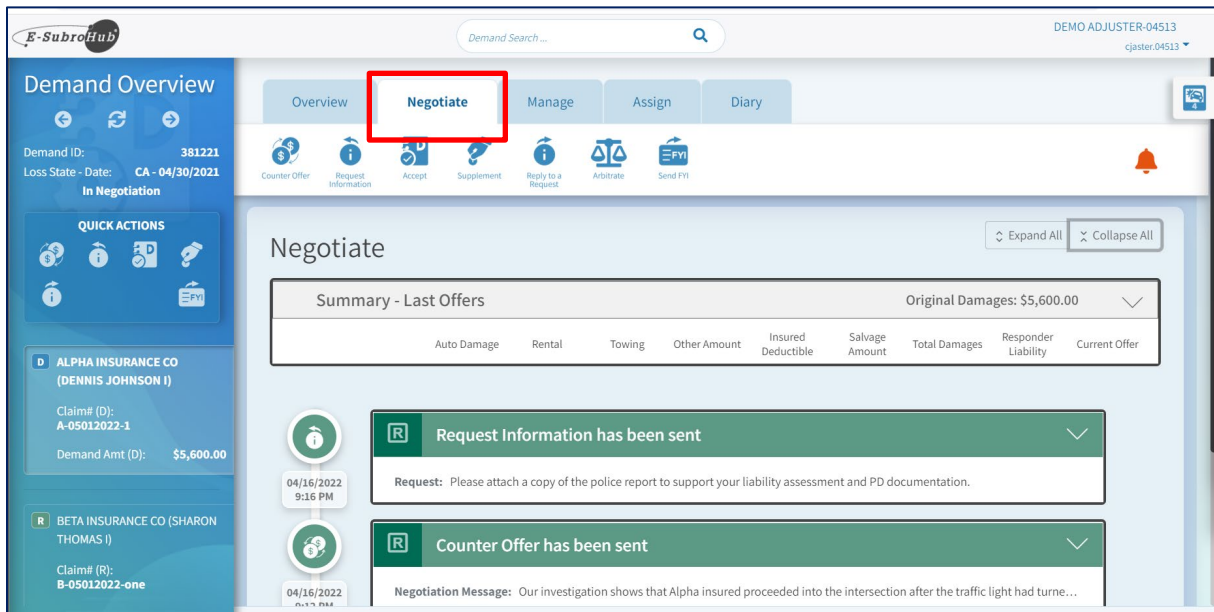
The **Overview** header provides quick links to different sections of the demand as previously covered.



## Negotiate Header

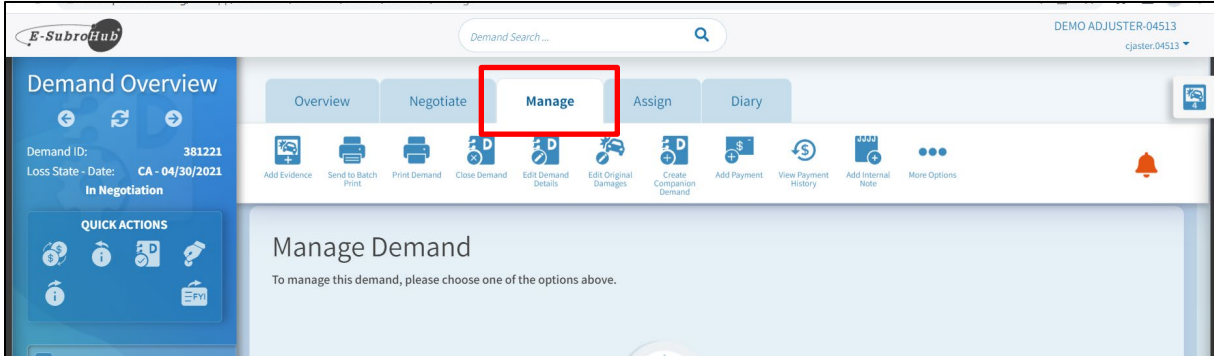
The **Negotiate** header provides quick links to common negotiation actions for either the Demander or Responder.

Additionally, this page will take the user to the **Full Negotiation History** of the demand.



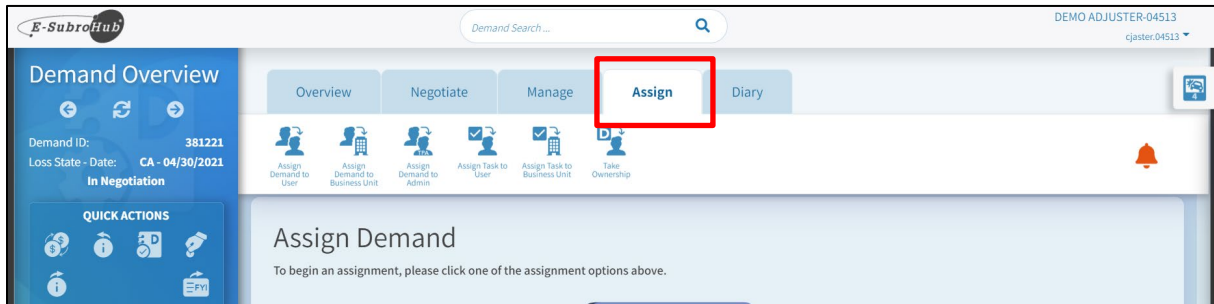
## Manage Header

The **Manage** header provides quick links to actions important to maintaining the demand for both the Demander and Responder.



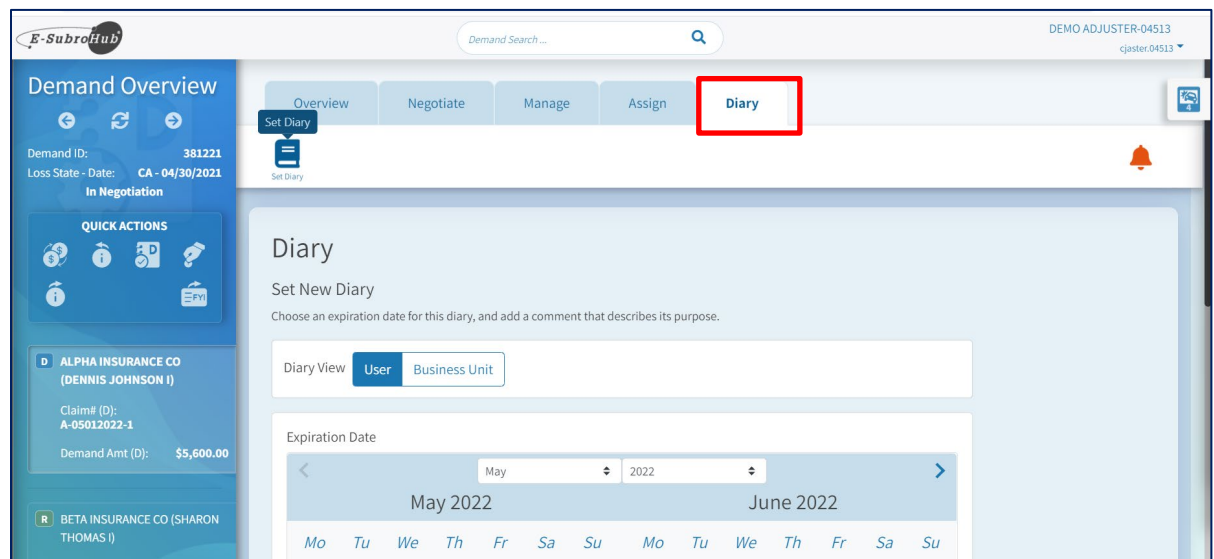
## Assign Header

The **Assign** header provides quick links to demand assignment options for the handling associate.



## Diary Header

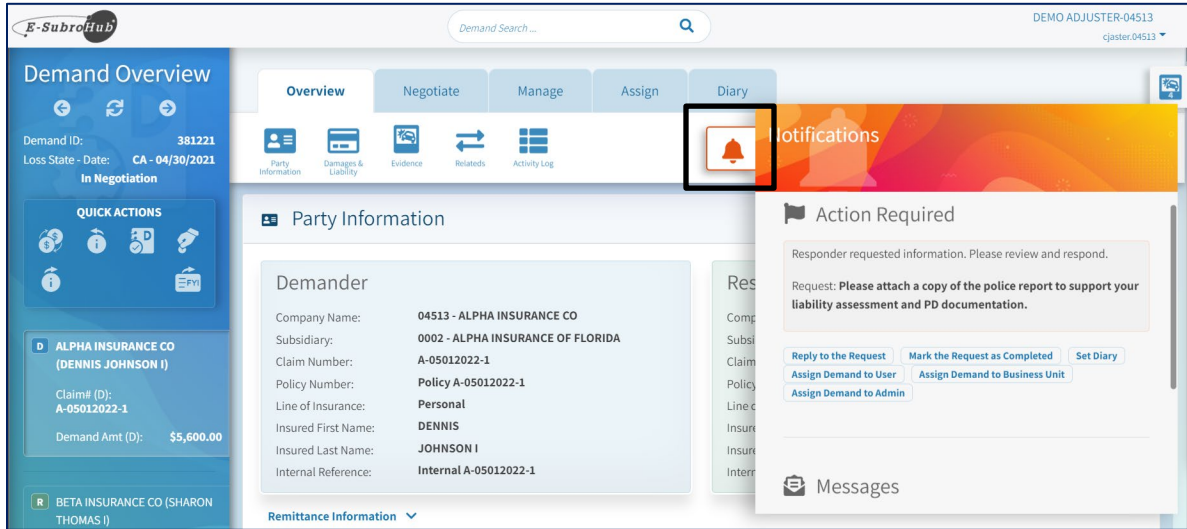
The **Diary** header provides access to the diary options for a pending demand.



## Action Bell

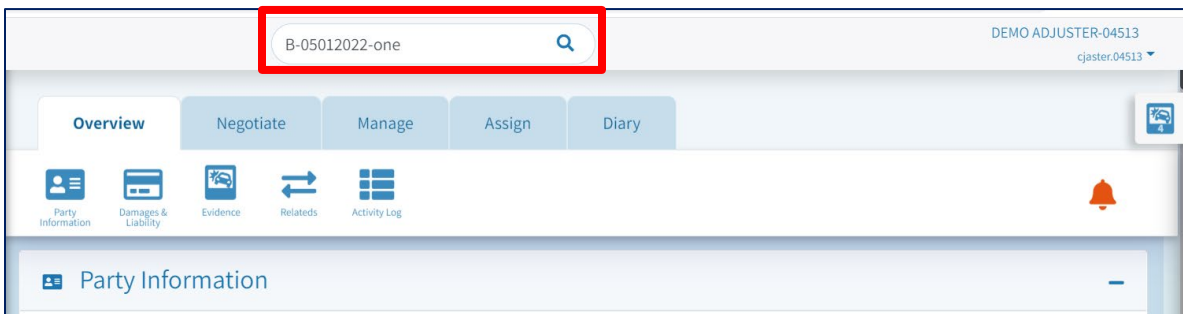
The **action bell** will alert the user to pending items needing attention, such as a message from the other party or negotiation event.

Clicking on the **bell** icon will open the events for review.

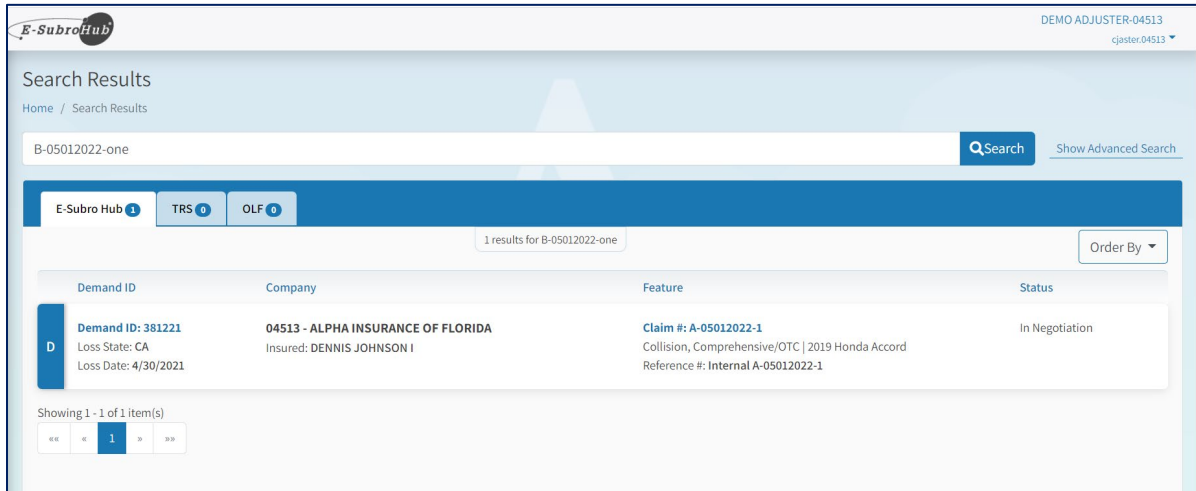


## Demand Search

The Demand Overview gives the user the ability to locate a single demand using the enhanced **Demand Search** field at the top of the page. This entry will return a result if entering a valid Responder or Demander claim number, policy number, internal reference number, or AF demand ID number.



The result will match to a related E-Subro Hub demand, TRS arbitration, or online filing.

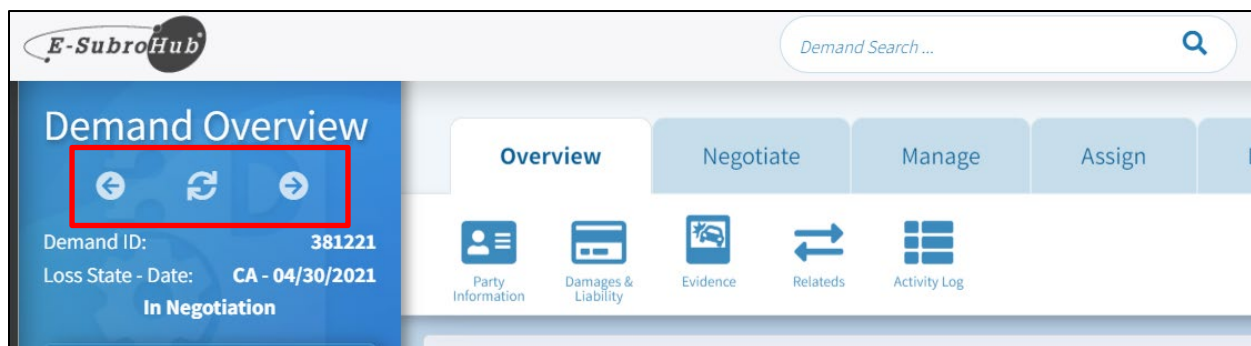


## Navigation Actions

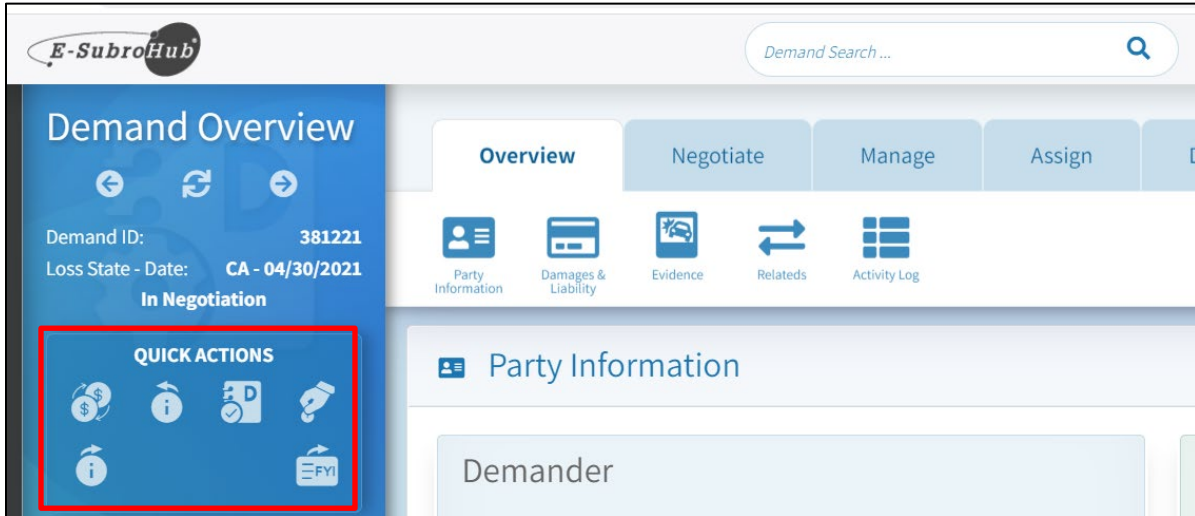
On the Demand Overview page, the user can click **Back to List** to return to a Work List, Custom Search list, or other selected list.

The user can click **Next Work** to open the next available demand on a Work List.

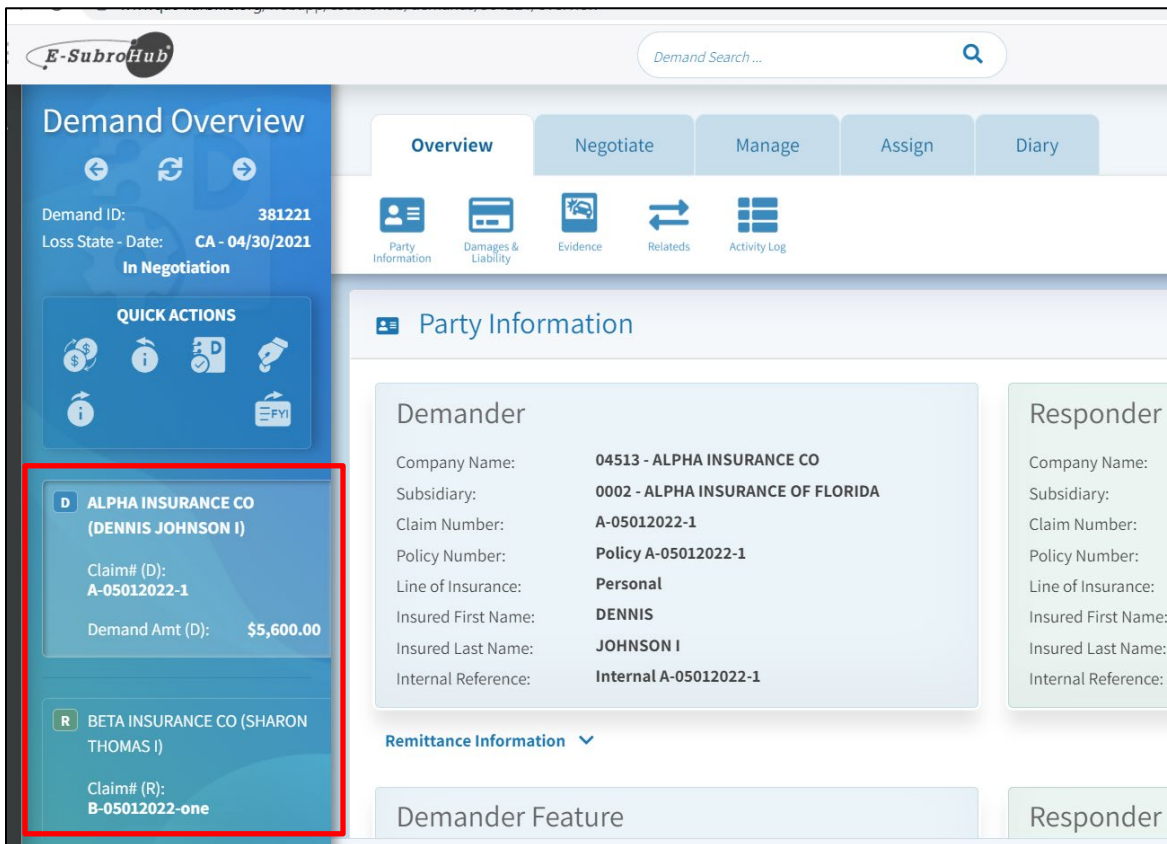
The **Refresh** button will update the demand with any new information that has been entered since the user has been viewing claim.



The **Quick Negotiation Action** links will allow the user to jump directly to a negotiation option as a Demander or Responder.



The **Demand Summary** will always be visible on the left side of the screen.





The **Home** icon will take the user to the main AF dashboard page.

The **Add Demand** link will allow the user to create a new demand.

The **AF logo** will open the menu options to move to different locations within the AF platform.

