Arbitration Forums, Inc.

Membership driven. Innovation focused.

E-Subro Hub Demander Actions Reference Guide

April 2022

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E-Subro Hub Demander Actions

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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.

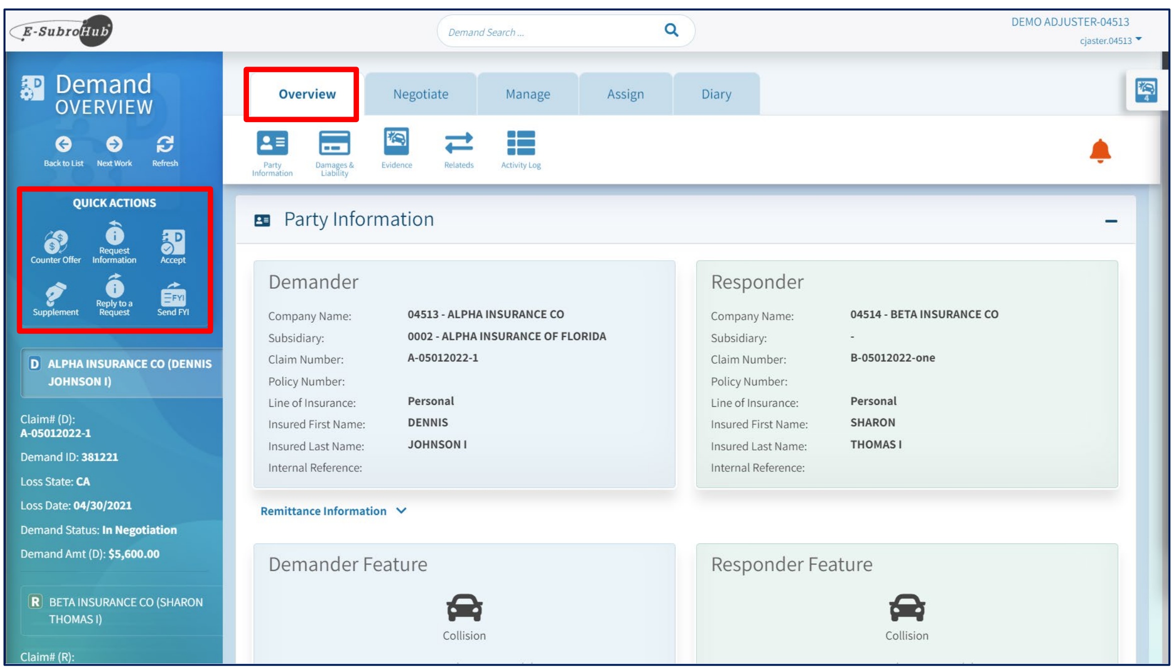
This document serves as a guide for the new E-Subro Hub Demander Actions. It is important to note that the actions in the E-Subro Hub TRS version will closely follow what members are used to seeing in the previous E-Subro Hub view.

The term "Demander Actions" refers to the different negotiation actions in an issued E-Subro Hub Demand that are available to the Demanding party.

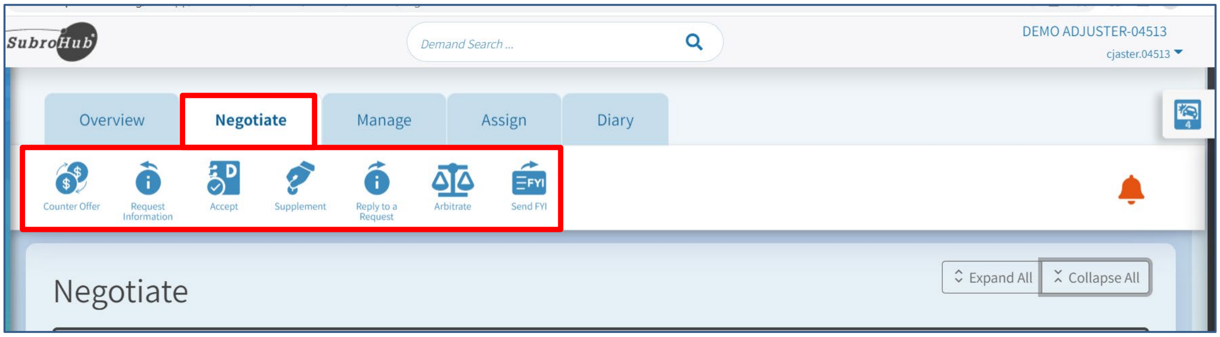
E-Subro Hub – Demander Negotiation Actions

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

The **Demand Overview** tab is the default page when accessing a demand and the **Quick Actions** box on the left provides the ability to initiate a **Counter Offer, Request Information, Reply to Request, Accept, Supplement**, and **Send FYI** event. Additionally, there are links to jump to the different sections of the Overview page.



The **Negotiate** tab will offer the same quick negotiation icons, but this page will also contain a history of all negotiation events initiated by the Demander or Responder. The **Arbitrate** feature is also located on the **Negotiate** tab. We will use the **Negotiate** tab, rather than the **Quick Actions** box, to demonstrate the Demander negotiation options.

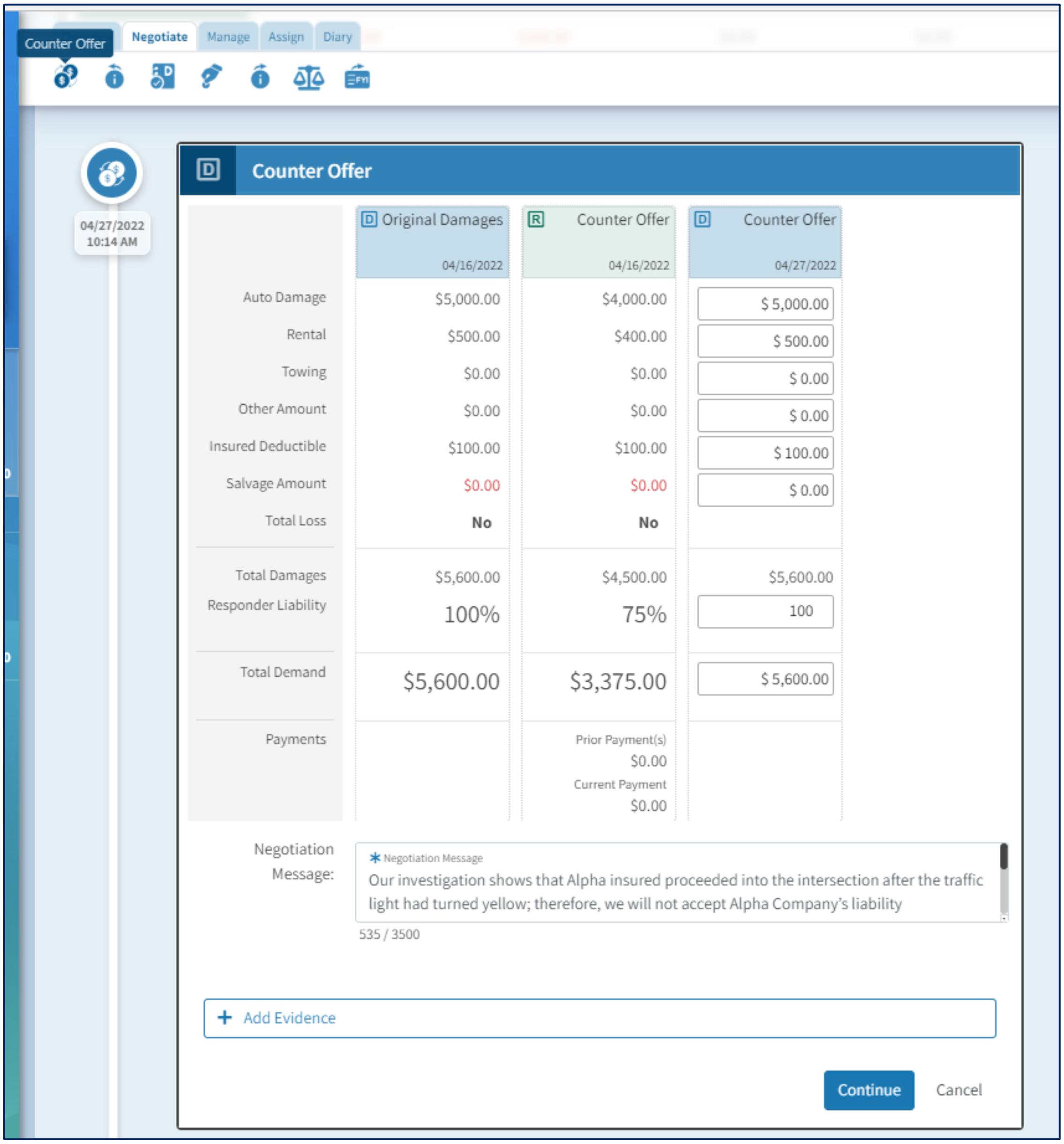


Counter Offer

The **Counter Offer** action allows the user to restate their current claim position or initiate a reduction to their existing status with a revision to damages, liability, or a combination of the two. This action will activate an action bell for the Responding party.

Complete the necessary fields, enter a negotiation message, and click **Continue** to complete the action.

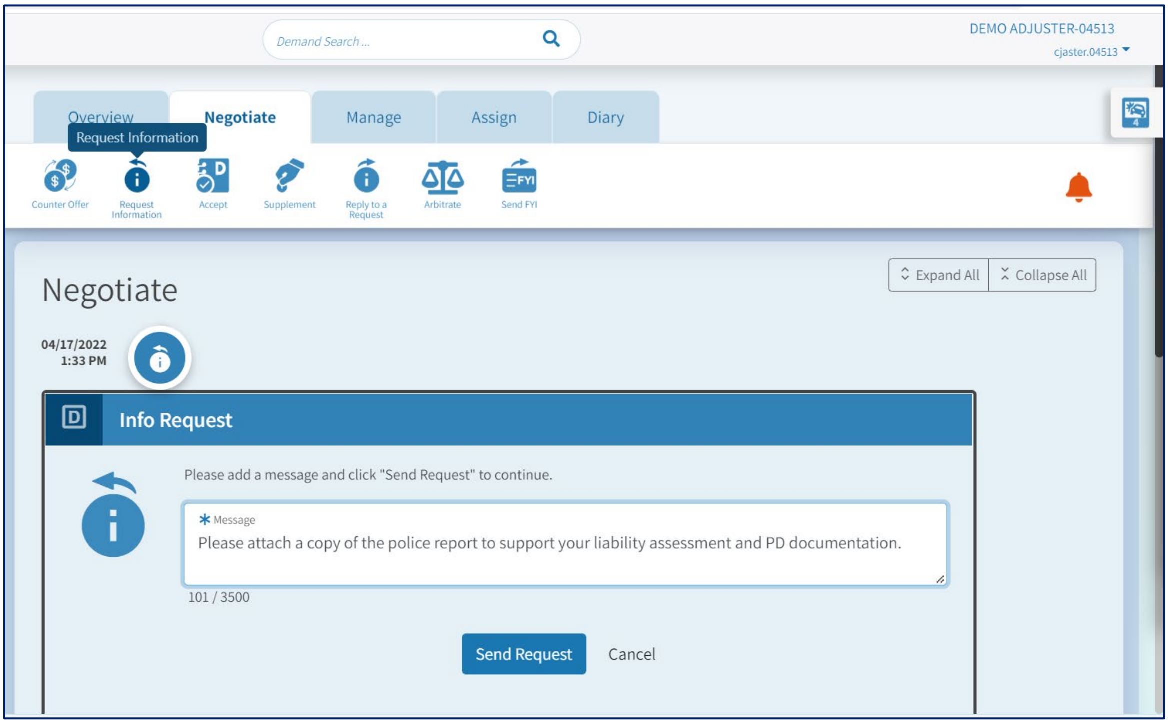
Additional evidence can be added to support a negotiation position. If you wish to see more information on how to add a supporting document, please review the Add Evidence reference document on the E-Subro Hub training page.


Counter Offer
Negotiate
Manage
Assign
Diary
04/27/2022
10:14 AM
Counter Offer
Original Damages
04/16/2022
Counter Offer
04/16/2022
Counter Offer
04/27/2022
Auto Damage $5,000.00 $4,000.00 $ 5,000.00
Rental $500.00 $400.00 $ 500.00
Towing $0.00 $0.00 $ 0.00
Other Amount $0.00 $0.00 $ 0.00
Insured Deductible $100.00 $100.00 $ 100.00
Salvage Amount $0.00 $0.00 $ 0.00
Total Loss No No
Total Damages $5,600.00 $4,500.00 $5,600.00
Responder Liability 100% 75% 100
Total Demand $5,600.00 $3,375.00 $ 5,600.00
Payments
Prior Payment(s)
$0.00
Current Payment
$0.00
Negotiation Message:
* Negotiation 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
535 / 3500
+ Add Evidence
Continue
Cancel

Request Information

The **Request Information** action allows the user to ask for additional information from the Responder, such as attaching a piece of evidence or providing a status. This action will activate an action bell for the Responding party.

Enter a message and click **Send Request** to complete the action.

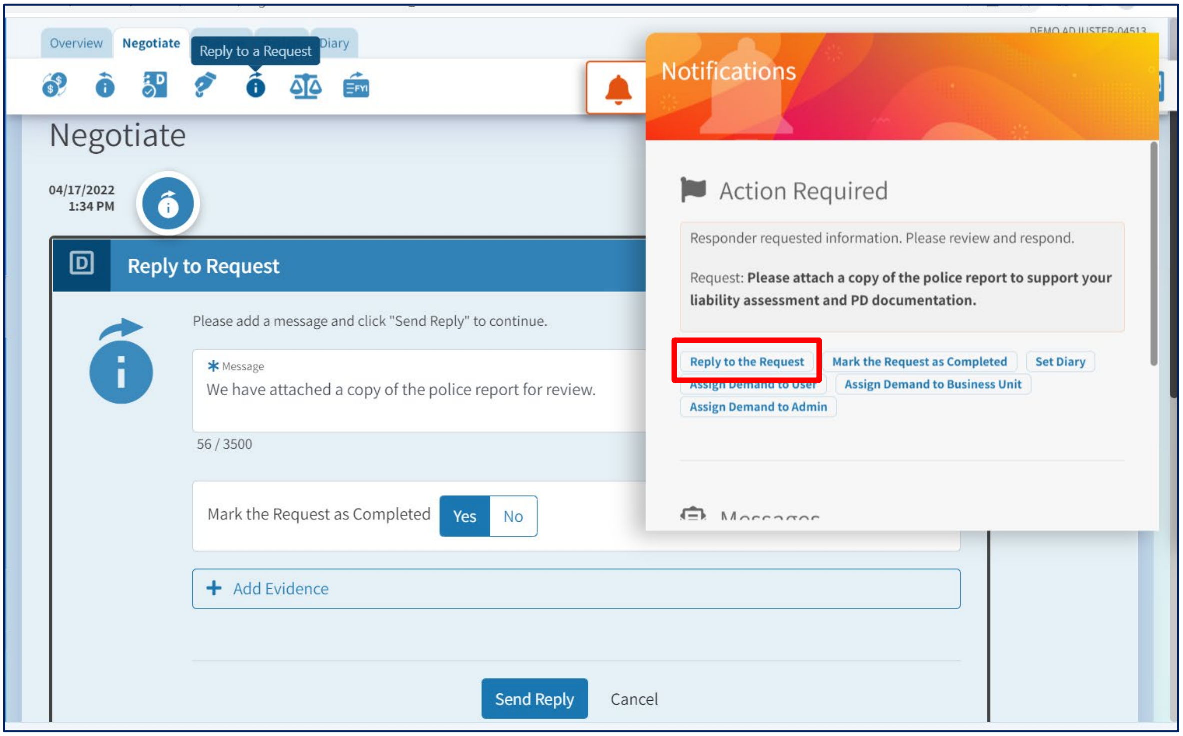


Reply to Request

The **Reply to Request** action allows the user to respond to a request for information from the Responder. This action will activate an action bell for the Responder.

Enter a message, mark the request as completed, then click **Send Reply** to complete the action.

Additional evidence can be added, if needed, to resolve the request.

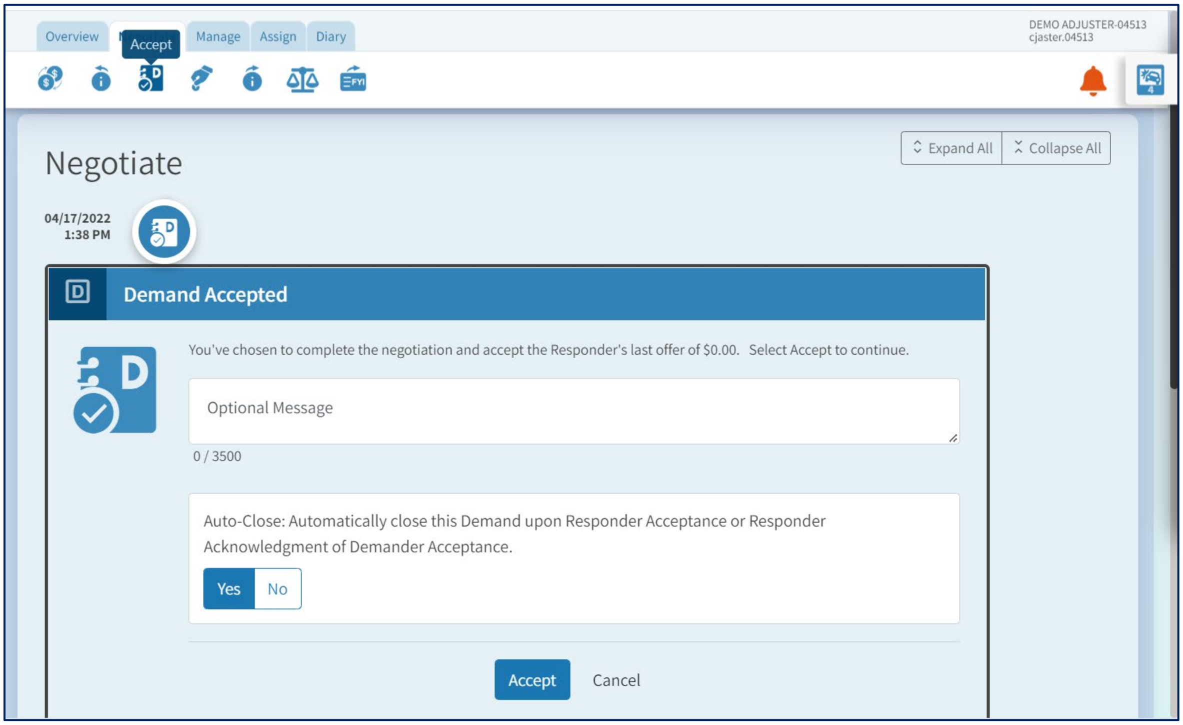


Accept

The **Accept** action allows the user to accept a current counter offer from the Responding party. If accepting a counter offer, this may set a diary for the Demanding party depending on company configuration. An action bell will be activated for the Responder.

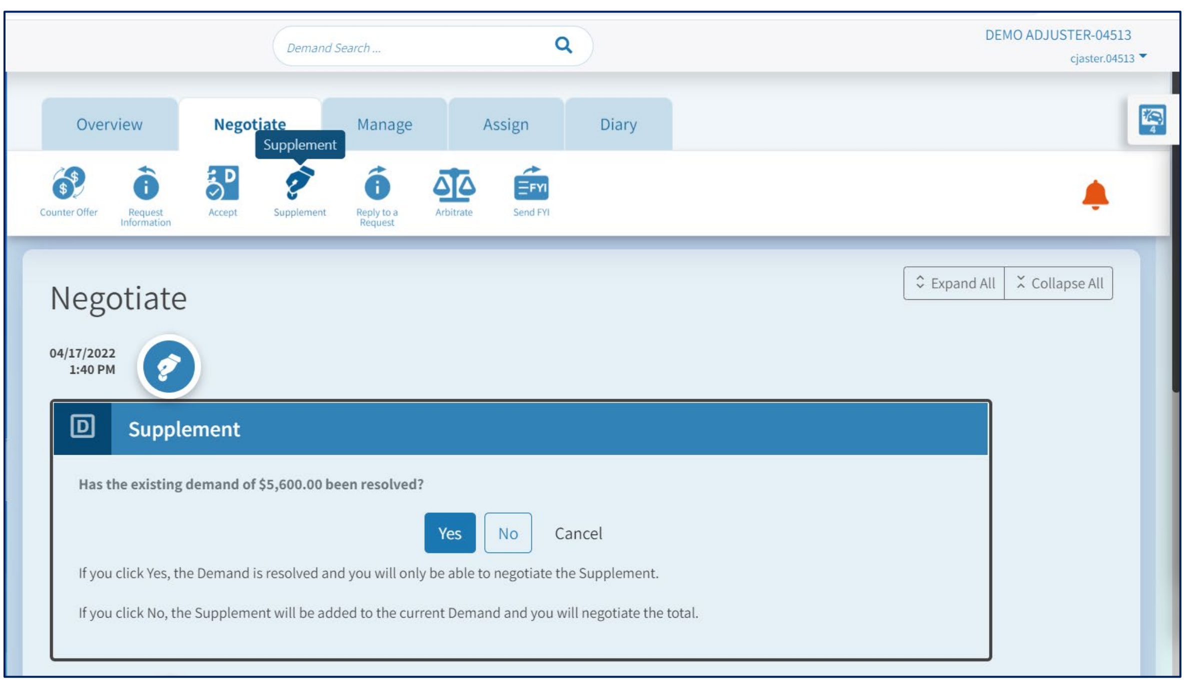
A negotiation message is not required and auto close may be active depending on the Demander's company settings, or the Demander can manually close the claim when the settlement is received. Click **Accept** to complete the action.

Agreeing to a Reduced Payment amount from the Responder would likely lead to the demand being closed upon receipt of the payment.



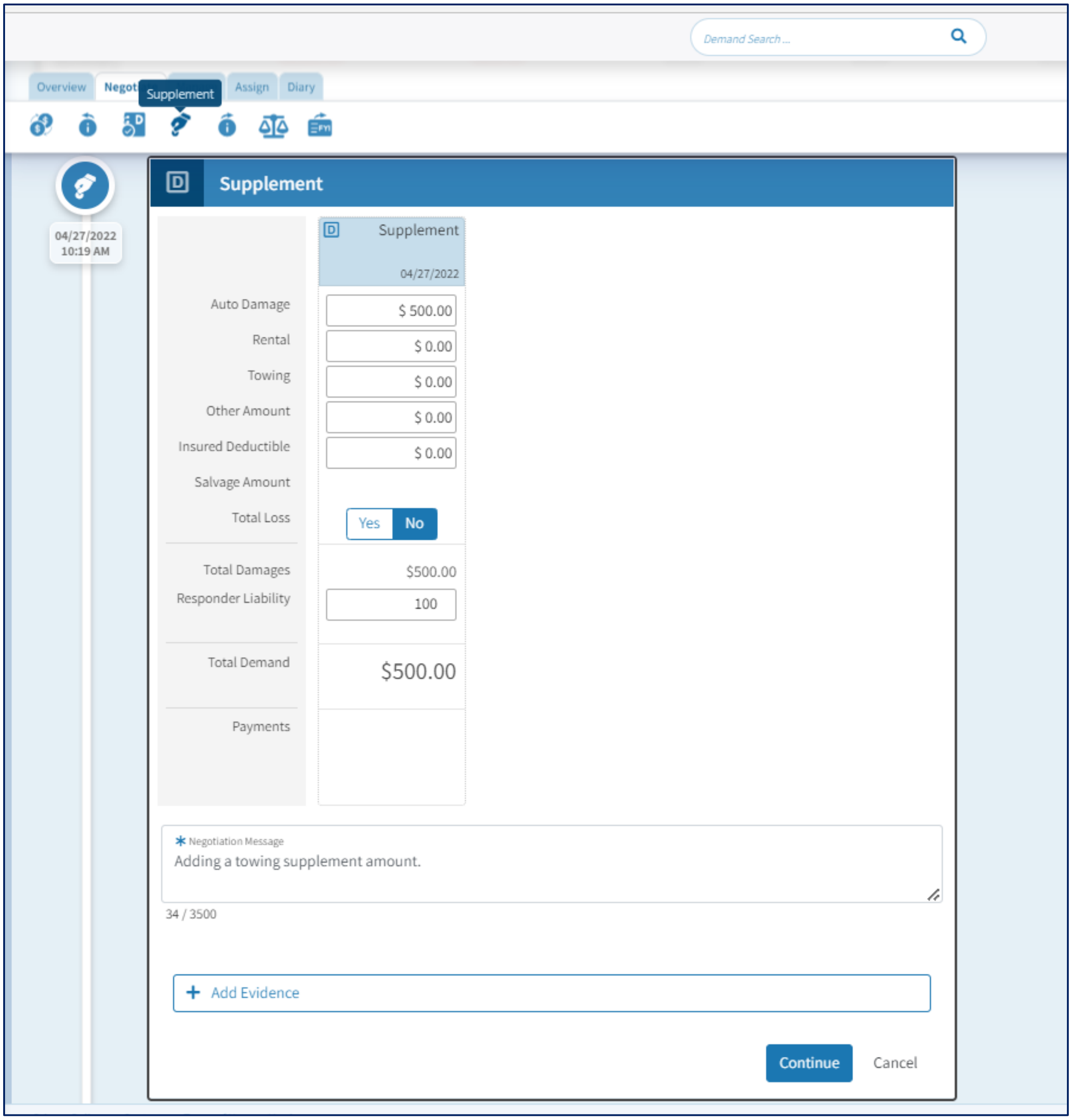
Supplement

The **Supplement** action allows the user to add additional damage amounts to an existing E-Subro Hub demand. This is a two-step process. The first step is to confirm if the underlying claim has been resolved. A “Yes” will create a new demand stream for the supplement amount. A “No” will add the supplement to the pending amount. This action will activate an action bell for the Responder.



Next, fill in the necessary fields, enter a negotiation message, and click **Continue** to complete the action.

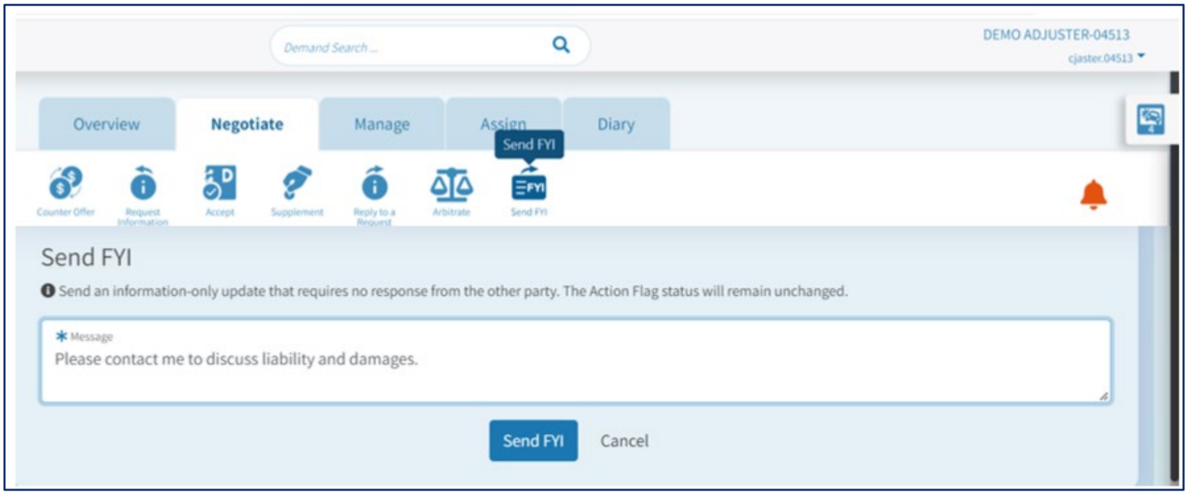
Additional evidence can be added to support a negotiation position. If you wish to see more information on how to add a supporting document, please review the Add Evidence reference document on the E-Subro Hub training page.



Send FYI

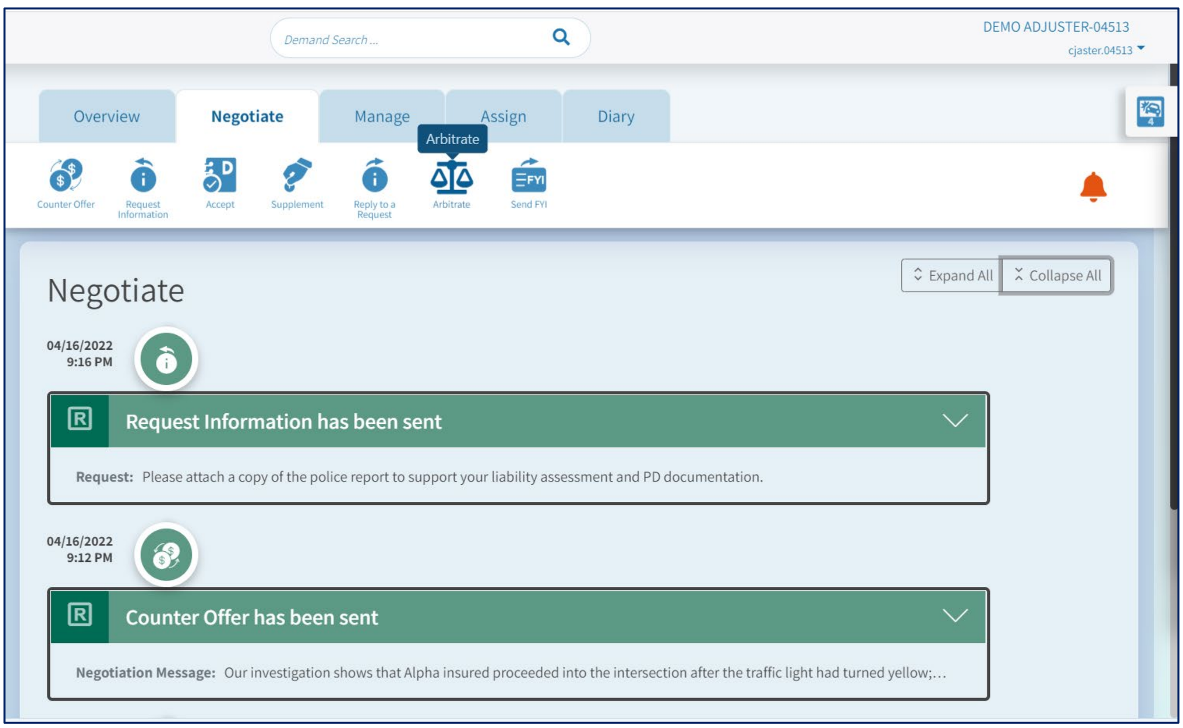
The **Send FYI** action allows the user to send a message to the Responding party. This message can be informational or a request to have a task completed. This action will activate an action bell for the Responder.

Enter a message and click **Send FYI** to complete the action.



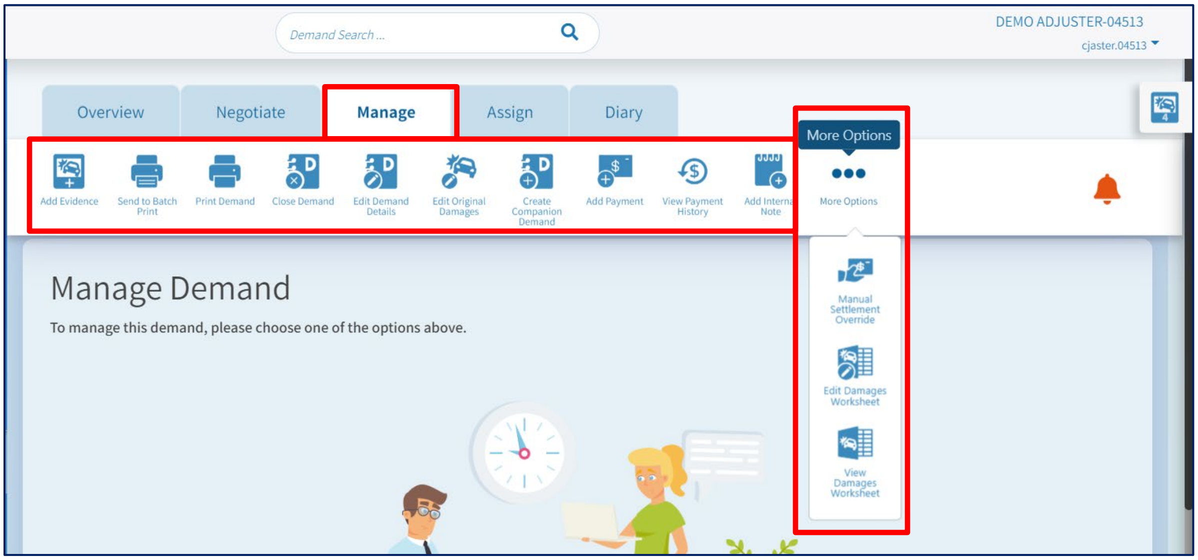
Arbitrate

The **Arbitrate** action allows the user to initiate arbitration through the E-Subro Hub demand. This icon is only available under the Negotiate tab. It is not available in the Quick Actions section. This action will activate an action bell for the Responder.



Manage Demand Tab

The **Manage Demand** tab allows the user to initiate actions that are not directly related to negotiating a claim. The actions will be summarized here, but for a detailed review, please access the related reference document on the E-Subro Hub training page.



Add Evidence: This is a link to the **Attached Evidence** section of the Demand Overview and is used to attach documentation to the demand. The **Evidence** icon on the right side of the page is a related link and is always available when viewing a demand to see a current list of evidence.

Send to Batch Print: This is a link to send a copy of the demand to a **Batch Print** workflow. This would only be active if your company has an established **Batch Print** process.

Print Demand: This is a link to manually generate a PDF copy of the E-Subro Hub demand for review or file retention requirements.

Close Demand: This is a link to initiate a manual close of the matter by the Demander.

Edit Demand Details: This is a link to open **Demand Entry Fields** that need to be revised.

Edit Original Damages: This is a link to open the **Damage Entry Fields** if a data entry error needs to be corrected. This would **not** be the location to add a supplement.

Create Companion Demand: This is a link to create a related demand to an additional Responding party.

Add Payment: This is a link to document the receipt of an inbound payment.

View Payment History: This is a link to see all payments documented for the demand.

Add Internal Note: This is a link to create an **Activity Log** entry that is only visible to the Demanding party.

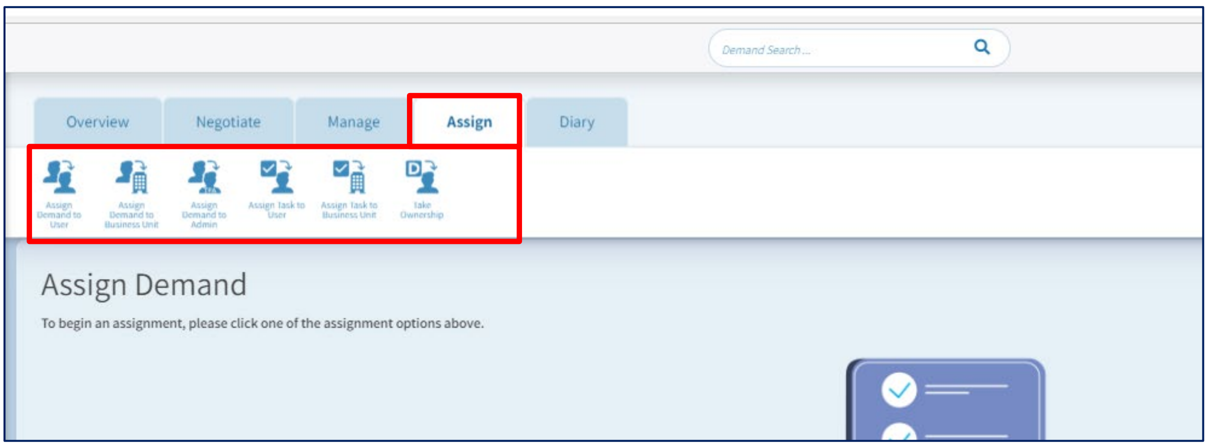
Manual Settlement Override: This is a link to enter a settlement amount to close a demand that occurred outside the typical negotiation actions. The **Reduced Payment** command from the Responder would typically remove the need for this method to close a demand.

Edit Damages Worksheet: This is a link to create an internal **Damages Worksheet**.

View Damages Worksheet: This is a link to see the current internal **Damages Worksheet**.

Assign Tab

The **Assign** tab allows the user to initiate assignment actions to different handlers based on the necessary workflow.



Assign Demand to User: This action will allow the demand to be assigned to another user.

Assign Demand to Business Unit: This action will allow the demand to be assigned to a unit that is associated to one or more users.

Assign Demand to Third-Party Administrator (TPA): This action will allow the demand to be assigned to a business unit associated with an outside administrator as part of a subrogation or liability claim handling workflow.

Assign Task to User: This action will allow a task to be assigned internally to another user. The member company should only take this action when there is an established workflow.

Assign Task to Business Unit: This action will allow a task to be assigned internally to a unit that is associated with one or more users. The member company should only take this action when there is an established workflow.

Take Ownership: This action will allow the demand to be assigned to the user currently viewing the demand.

Diary Tab

The **Diary** tab allows the user to set a diary for a demand based on claim follow-up requirements.