



ARBITRATION FORUMS, INC.
Membership driven. Innovation focused.

E-Subro Hub Responder Actions Reference Guide

April 2022

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E-Subro Hub Responder 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.

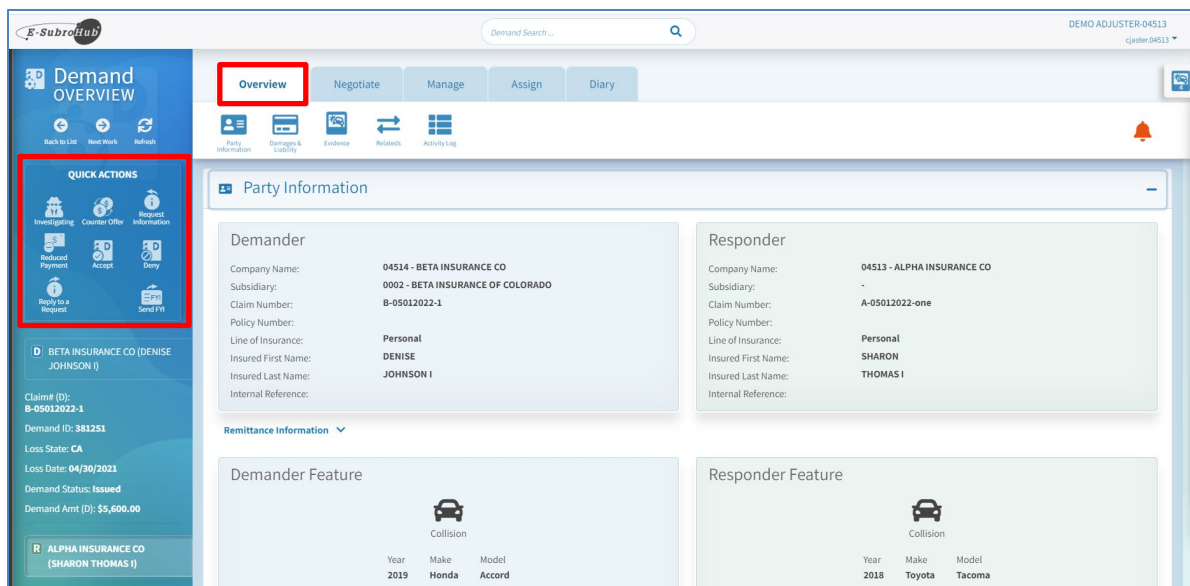
This document is to provide a reference to the new E-Subro Hub Responder Actions. It is important to note that the actions in the E-Subro Hub TRS version will closely follow what members are used to seeing in the previous E-Subro Hub view.

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

E-Subro Hub – Responder 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 an **Investigating, Counter Offer, Request Information, Reply to Request, Reduced Payment, Accept, Deny, 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. We will use the **Negotiate** tab, rather than the **Quick Actions** box, to demonstrate the Responder negotiation options.

Demand Search ...

DEMO ADJUSTER-04513
cjuster.04513

Overview **Negotiate** Manage Assign Diary

Investigating Counter Offer Request Information Reduced Payment Accept Deny Reply to a Request Send FFI

Negotiate Expand All Collapse All

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

	Auto Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Total Damages	Responder Liability	Current Offer
Counter Offer 04/26/2022	\$4,500.00	\$450.00	\$0.00	\$0.00	\$100.00	\$0.00	\$5,050.00	80%	\$4,040.00
Counter Offer 04/22/2022	\$4,500.00	\$450.00	\$0.00	\$0.00	\$100.00	\$0.00	\$5,050.00	50%	\$2,525.00
Summary	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-30%	-\$1,515.00

04/27/2022 11:29 AM

Request Information has been sent
Request: Please attach a copy of the police report to support your liability assessment and PD documentation.

Counter Offer has been sent

FNOL and Investigating

The **FNOL and Investigating** action allows the user to put the file into an investigation status to resolve any pending items, such as a liability decision or property damage review. This action will not change the action bell with the Responding party.

Enter a message and click **Mark as Investigating** to complete the action.

Demand Search ...

DEMO ADJUSTER-04513
cjuster.04513

Overview **Investigating** Negotiate Manage Assign Diary

FNOL Investigating Counter Offer Request Information Reduced Payment Accept Deny Reply to a Request Send FFI

Investigating Expand All Collapse All

04/17/2022 3:10 PM

You are noting for the record that this demand requires further investigation. Prompt follow up action will be expected.

Please add a message and click "Mark as Investigating" to continue.

*Message
Please diary demand for 7 days to complete...

45 / 3500

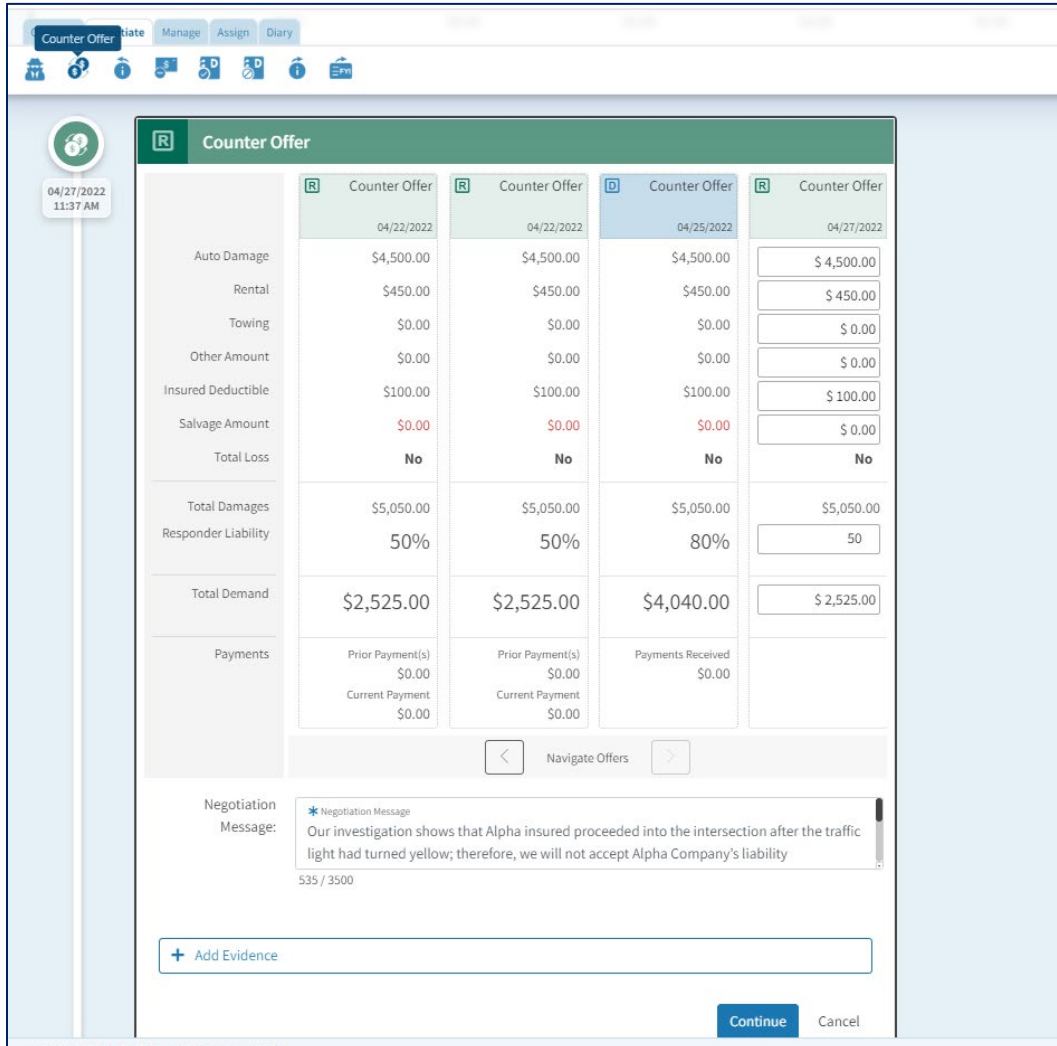
Mark as Investigating Cancel

Counter Offer

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

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 regarding how to add a supporting document, please review the [Add Evidence reference document](#) on the [E-Subro Hub training page](#).



The screenshot displays the 'Counter Offer' interface in the E-Subro Hub. It features a table with four columns representing different counter offers dated 04/22/2022, 04/22/2022, 04/25/2022, and 04/27/2022. The rows include various damage categories and their corresponding amounts, as well as liability percentages and total demands. A 'Negotiation Message' field is visible at the bottom, containing a message about an investigation finding. A 'Continue' button is located at the bottom right of the interface.

	04/22/2022	04/22/2022	04/25/2022	04/27/2022
Auto Damage	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00
Rental	\$450.00	\$450.00	\$450.00	\$450.00
Towing	\$0.00	\$0.00	\$0.00	\$0.00
Other Amount	\$0.00	\$0.00	\$0.00	\$0.00
Insured Deductible	\$100.00	\$100.00	\$100.00	\$100.00
Salvage Amount	\$0.00	\$0.00	\$0.00	\$0.00
Total Loss	No	No	No	No
Total Damages	\$5,050.00	\$5,050.00	\$5,050.00	\$5,050.00
Responder Liability	50%	50%	80%	50
Total Demand	\$2,525.00	\$2,525.00	\$4,040.00	\$2,525.00
Payments	Prior Payment(s) \$0.00 Current Payment \$0.00	Prior Payment(s) \$0.00 Current Payment \$0.00	Payments Received \$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

Reduced Payment

The **Reduced Payment** action allows the user to restate their current claim position or initiate an adjustment to the existing negotiation with a revision to damages, liability, or a combination of the two. This action will activate an action bell for the Demanding party.

If this action is taken, it is assumed a payment for the negotiation amount will be sent to the Demander Remittance Address and the Responder will consider no further negotiation.

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.

Overview **Reduced Payment** Assign Diary

04/27/2022 11:40 AM

	R Counter Offer 04/22/2022	R Counter Offer 04/22/2022	D Counter Offer 04/25/2022	R Reduced Payment 04/27/2022
Auto Damage	\$4,500.00	\$4,500.00	\$4,500.00	\$ 4,500.00
Rental	\$450.00	\$450.00	\$450.00	\$ 450.00
Towing	\$0.00	\$0.00	\$0.00	\$ 0.00
Other Amount	\$0.00	\$0.00	\$0.00	\$ 0.00
Insured Deductible	\$100.00	\$100.00	\$100.00	\$ 100.00
Salvage Amount	\$0.00	\$0.00	\$0.00	\$ 0.00
Total Loss	No	No	No	No
Total Damages	\$5,050.00	\$5,050.00	\$5,050.00	\$5,050.00
Responder Liability	50%	50%	80%	50
Total Demand	\$2,525.00	\$2,525.00	\$4,040.00	\$ 2,525.00
Payments	Prior Payment(s) \$0.00 Current Payment \$0.00	Prior Payment(s) \$0.00 Current Payment \$0.00	Payments Received \$0.00	Prior Payment(s) \$0.00 Current Payment \$2,525.00

Navigate Offers

Negotiation Message: Reduced Payment of \$2,525.00. Prior Payments of \$0.00. Total Payment of \$2,525.00.

* 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

617 / 3500

+ Add Evidence

Continue Cancel

Request Information

The **Request Information** action allows the user to ask for additional information from the Demander. An example would be to attach a piece of evidence or to provide a status. This action will activate an action bell for the Demander.

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

The screenshot shows the 'Negotiate' section of the E-Subro Hub. A modal titled 'Info Request' is open, prompting the user to add a message and click 'Send Request'. The message field contains the text: 'Please attach a copy of the police report to support your liability assessment and PD documentation.' The modal also shows a character count '101 / 3500' and buttons for 'Send Request' and 'Cancel'.

Reply to Request

The **Reply to Request** action allows the user to respond to a **Request for Information** from the Demander. This action will activate an action bell for the Demander.

Enter a message, click **Yes** on **Mark the Request as Completed**, then click **Send Reply** to complete the action.

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

The screenshot shows the 'Negotiate' section with a 'Reply to Request' modal open. The modal prompts the user to add a message and click 'Send Reply'. The message field contains the text: 'We have attached a copy of...'. Below the message field, there is a 'Mark the Request as Completed' section with 'Yes' and 'No' buttons. At the bottom of the modal are buttons for 'Send Reply' and 'Cancel'. A 'Notifications' overlay is also visible, showing an 'Action Required' notification: 'Demander requested information. Please review and respond. Request: Enclosed please find our subrogation demand for review and payment.' The notification includes buttons for 'Reply to the Request' (highlighted with a red box), 'Mark the Request as Completed', 'Set Diary', 'Assign Demand to User', 'Assign Demand to Business Unit', and 'Assign Demand to Admin'.

Accept

The **Accept** action allows the user to accept a current negotiation amount from the Demanding party.

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. Click **Accept** to complete the action.

The screenshot shows the E-Subro Hub interface with the 'Negotiate' tab selected. A modal dialog titled 'Demand Accepted' is displayed. The dialog contains the text: 'You've chosen to complete the negotiation and accept the Demander's last offer of \$0.00. Select Accept to continue.' Below this text is a text input field labeled 'Optional Message' with a character count '0 / 3500'. At the bottom of the dialog are two buttons: 'Accept' and 'Cancel'.

Deny

The **Deny** action allows the user to **Deny** the damages, liability, or both for a received E-Subro Hub demand. This action will activate an action bell for the Demander.

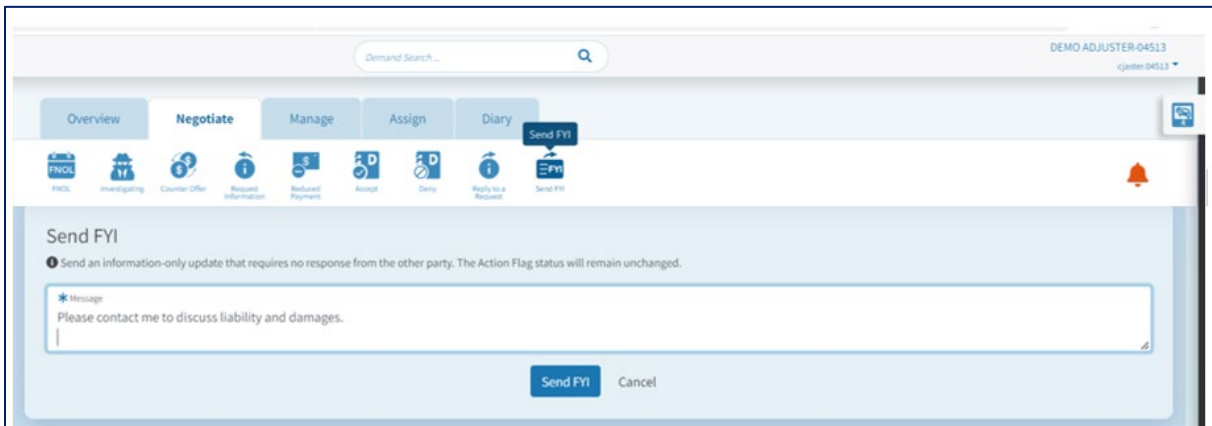
Select a **Reason for Denial**, enter a negotiation message, then click **Deny** to complete the action.

The screenshot shows the E-Subro Hub interface with the 'Negotiate' tab selected. A modal dialog titled 'Demand Denied' is displayed. The dialog contains the text: 'You've chosen to deny the demand.' Below this text is a dropdown menu labeled 'Reason for Denial'. The dropdown menu is open, showing a list of options: 'No Liability', 'Claim Previously Settled', 'Loss Not Covered', 'No Policy Exists', 'Policy Limits Paid/Exceeded', 'No Liability' (highlighted), and 'Other'. Below the dropdown menu is a text input field for a negotiation message. At the bottom of the dialog are two buttons: 'Deny' and 'Cancel'.

Send FYI

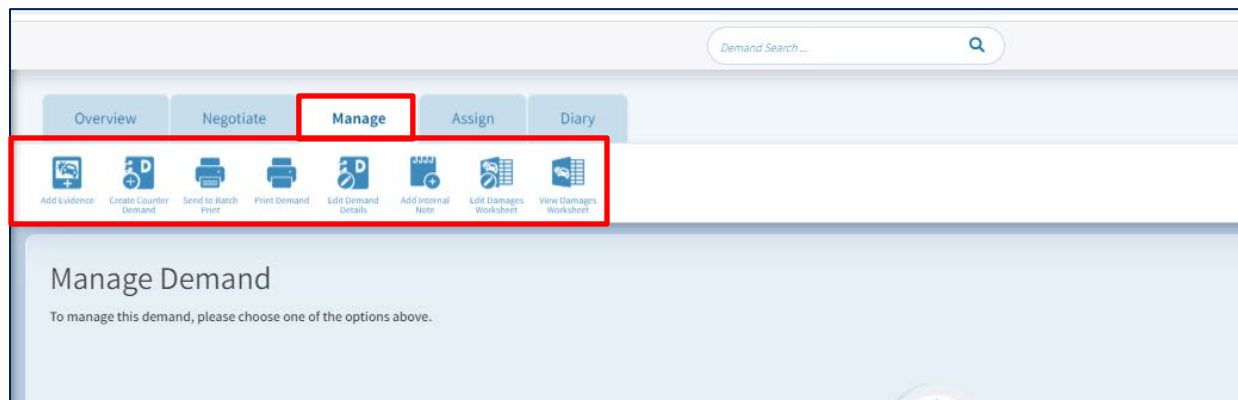
The **Send FYI** action allows the user to send a message to the Demanding party. This message can be informational or ask for a task to be completed. This action will activate an action bell for the Demander.

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



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.

Create Counter Demand: This is a link to create a subrogation demand to the Demanding party for the same loss.

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.

Edit Demand Details: This is a link to open demand entry fields that need to be revised.

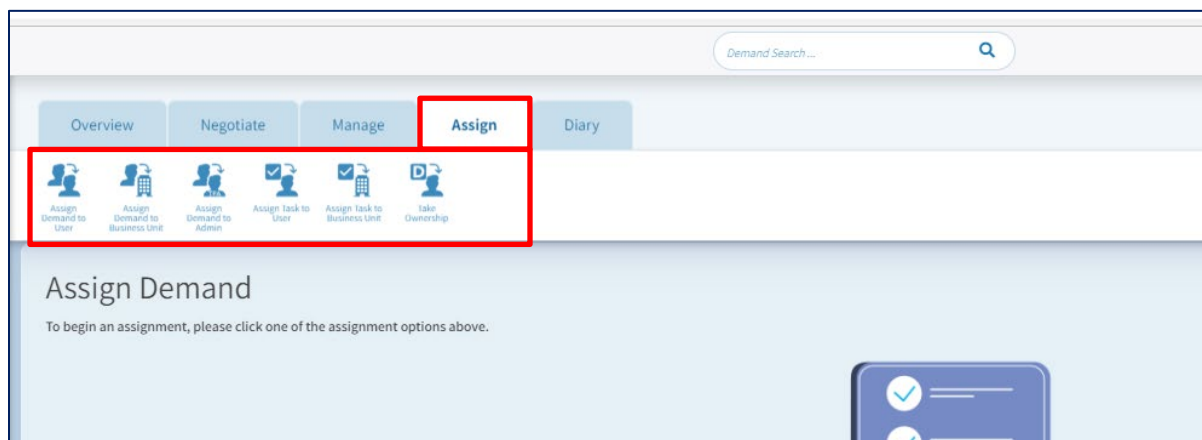
Add Internal Note: This is a link to create an **Activity Log** entry that is only visible to the Responding party.

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 will allow the demand to be assigned to another user.

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

Assign Demand to TPA: This will allow the demand to be assigned to a business unit associated to an outside administrator as part of a subrogation or liability claim handling workflow.

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

Take Ownership: This 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.

Demand Search ...

Overview Negotiate Manage Assign **Diary**

Set Diary

Set Diary

Diary

Set New Diary

Choose an expiration date for this diary, and add a comment that describes its purpose.

Diary View **User** Business Unit

Expiration Date

< Apr 2022 >

April 2022							May 2022						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3	1						
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31	1	2	3	4	5

Showing diaries for the next 120 days

Comment