ARBITRATION FORUMS, INC.

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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.

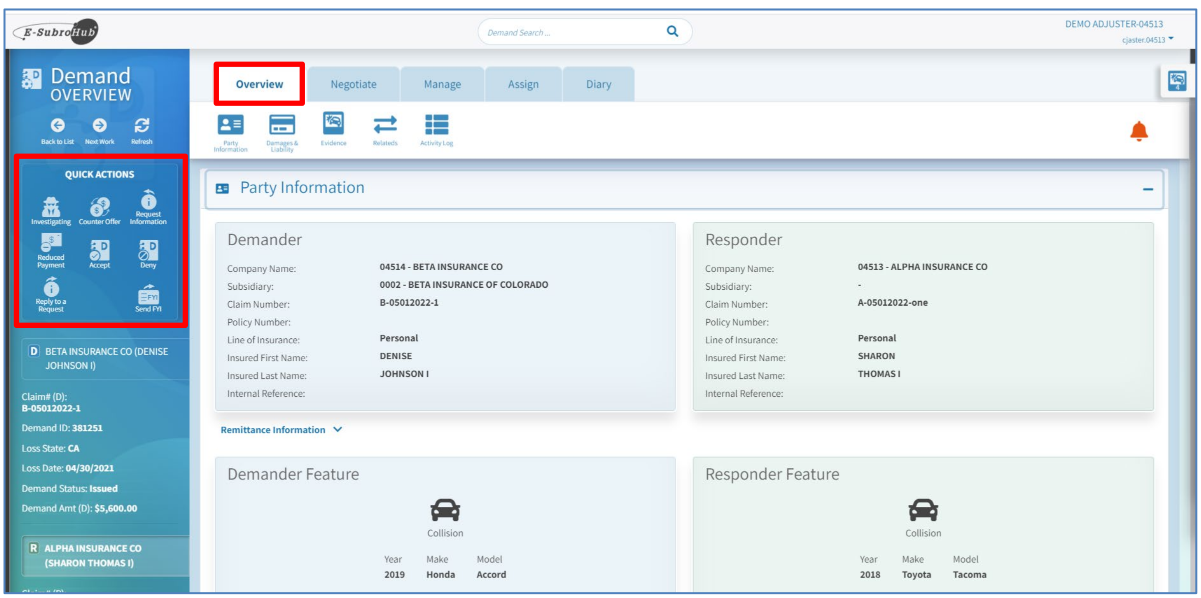
This document is to provide a reference to the new E-Subro Hub Responder Actions. It is important to note that the actions in the E-Subro Hub TRS version will closely follow what members are used to seeing in the previous E-Subro Hub view.

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

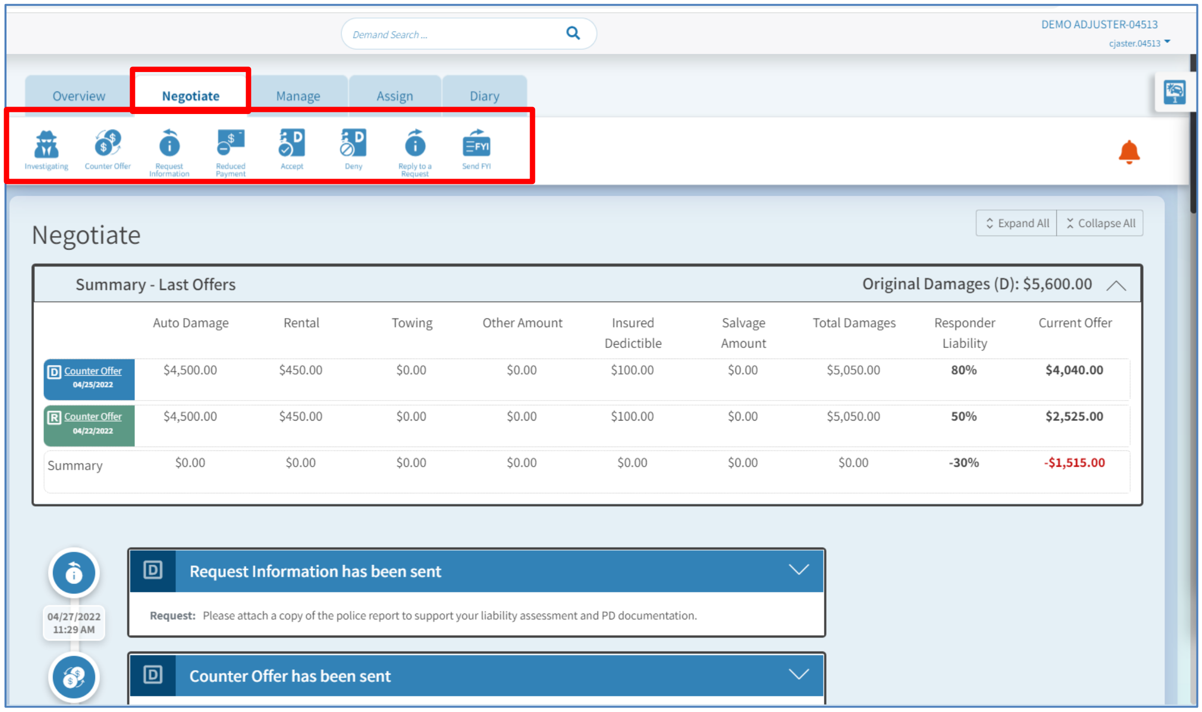
E-Subro Hub – Responder Negotiation Actions

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.



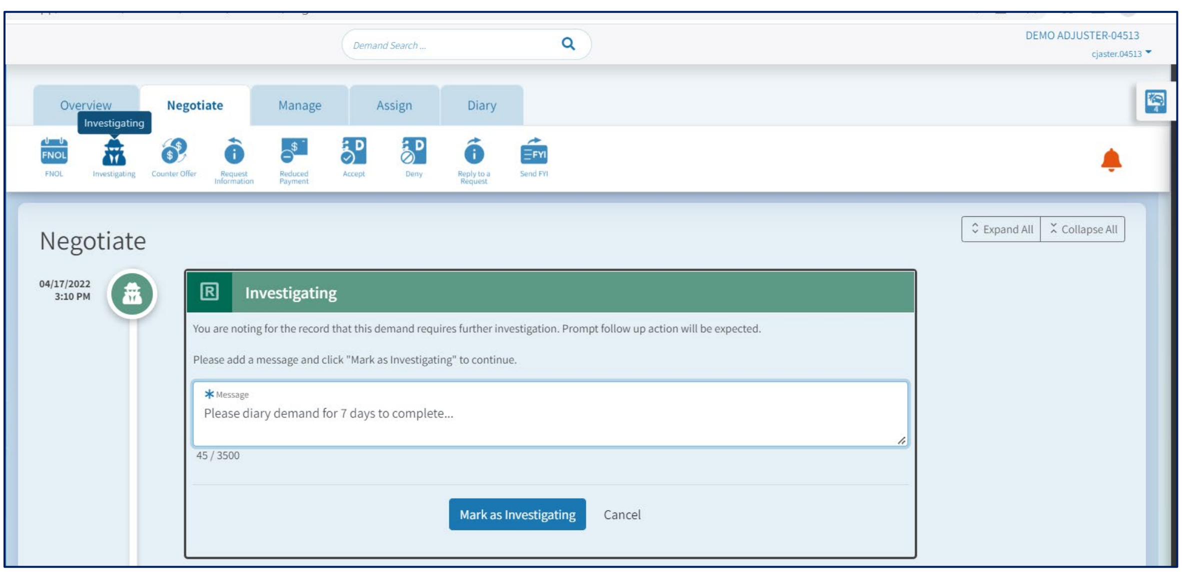
The **Negotiate** tab will offer the same quick negotiation icons, but this page will also contain a history of all negotiation events initiated by the Demander or Responder. We will use the **Negotiate** tab, rather than the **Quick Actions** box, to demonstrate the Responder negotiation options.



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.

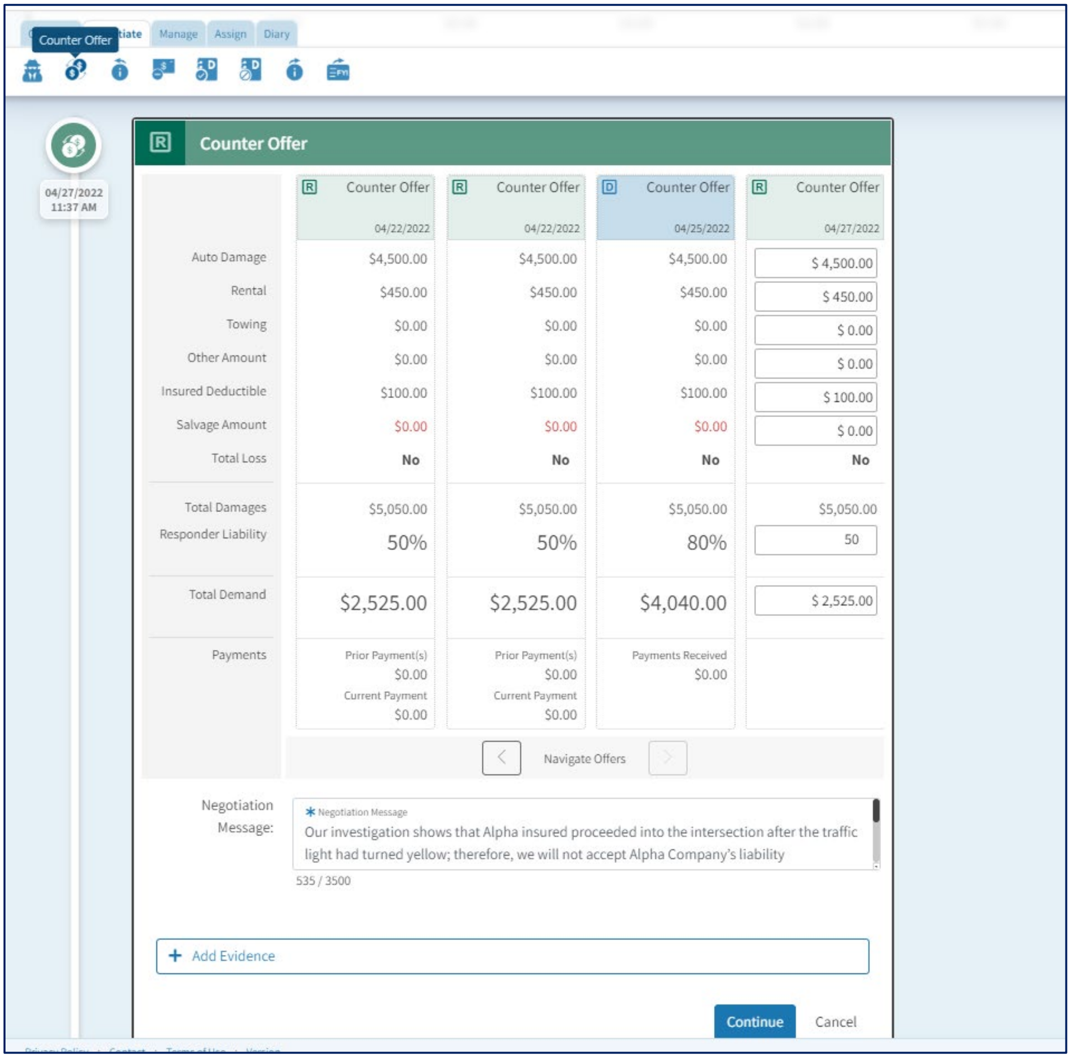


Counter Offer

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.



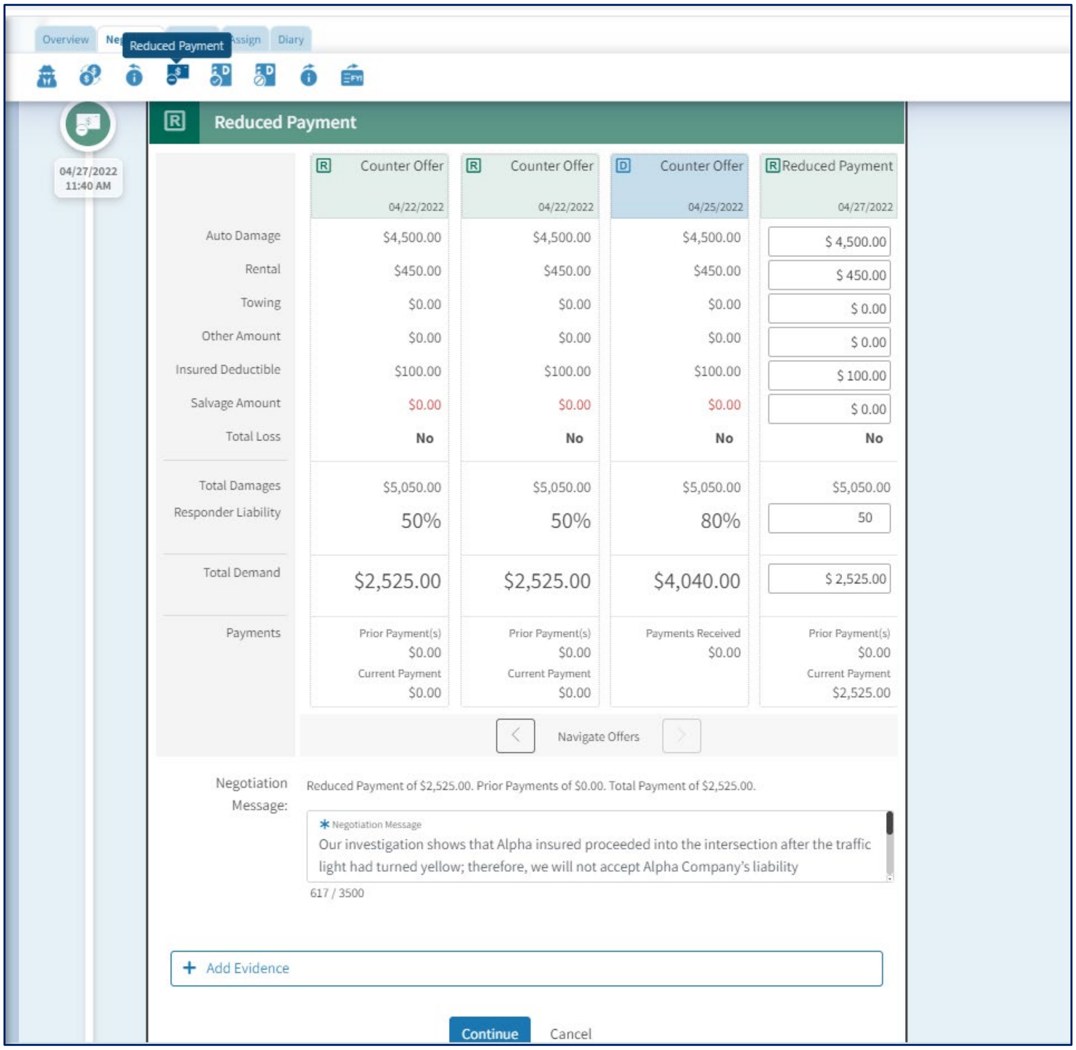
Reduced Payment

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.

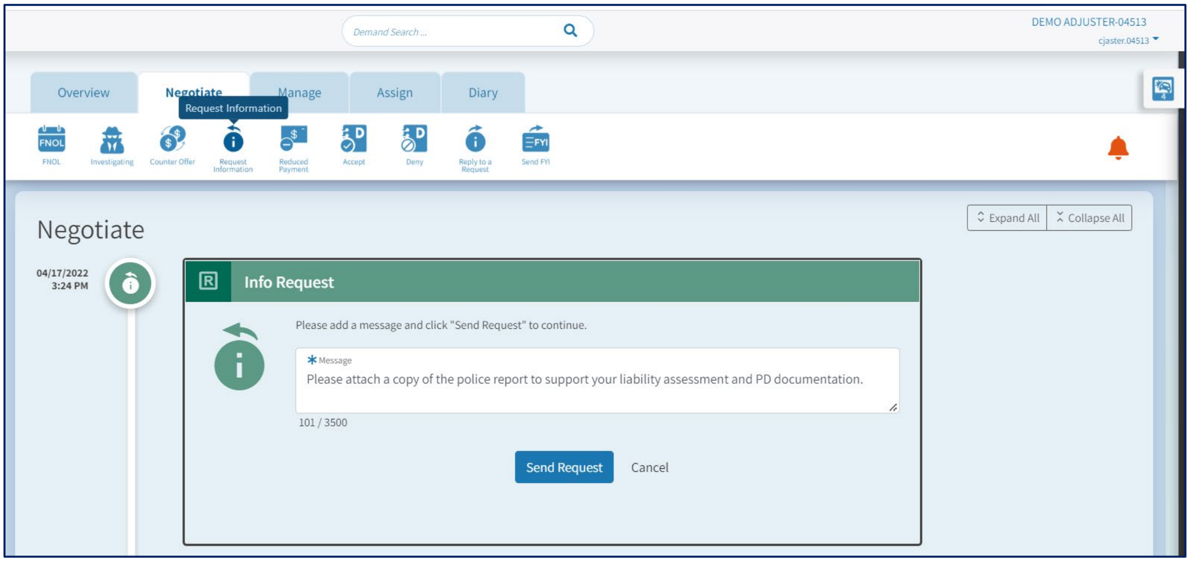
Additional evidence can be added to support a negotiation position.



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.

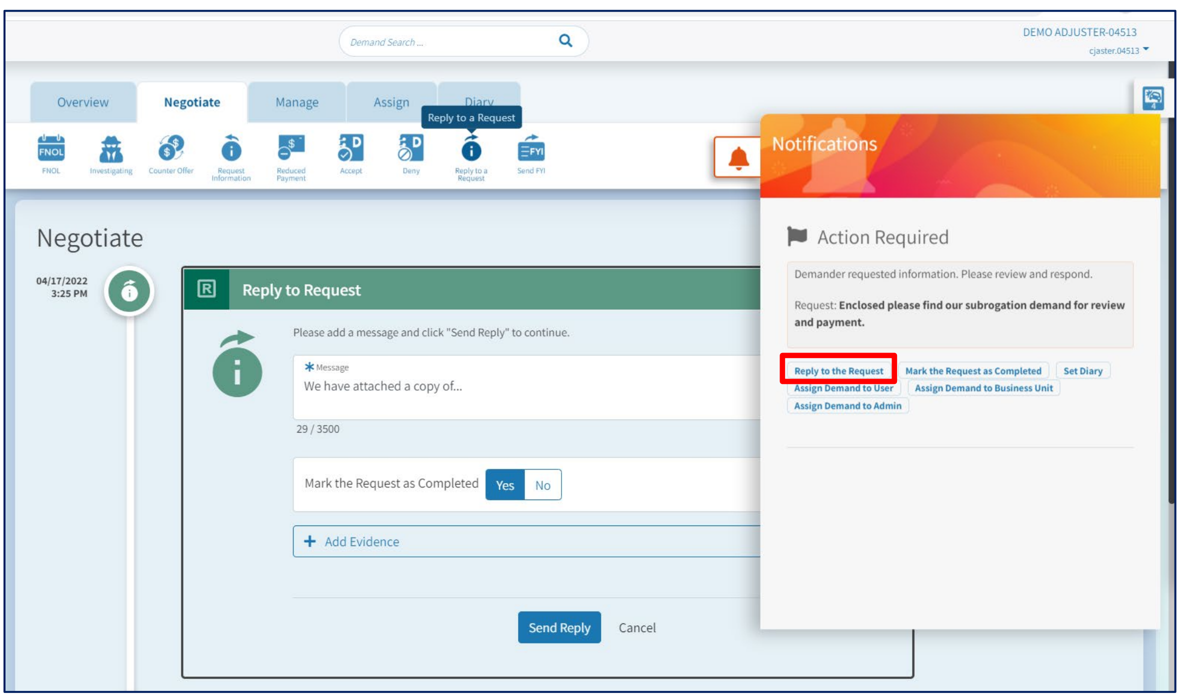


Reply to Request

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.

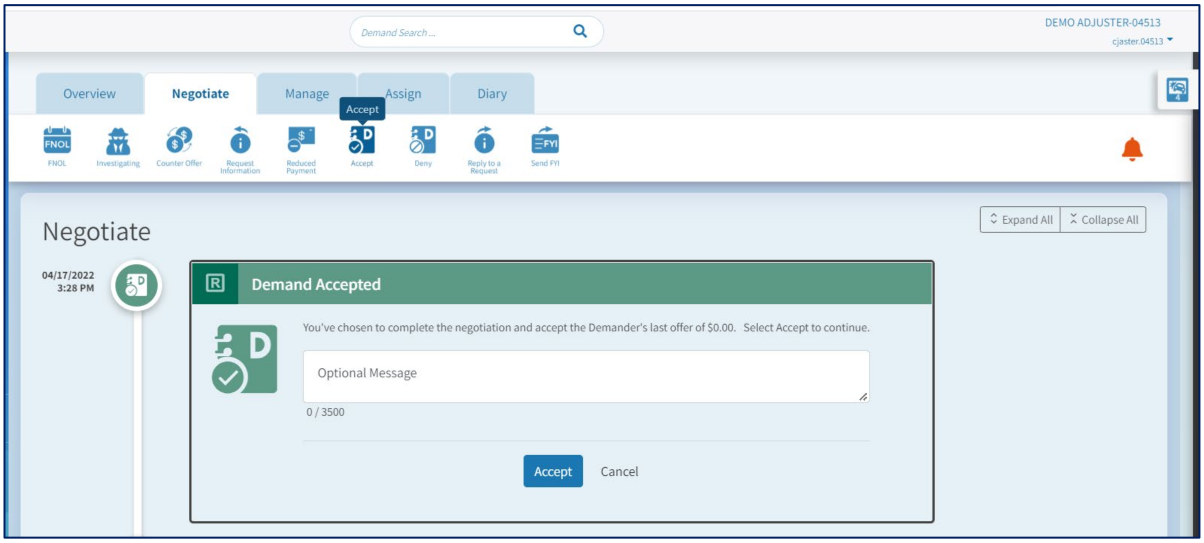
Additional evidence can be added, if needed, to resolve the request.



Accept

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

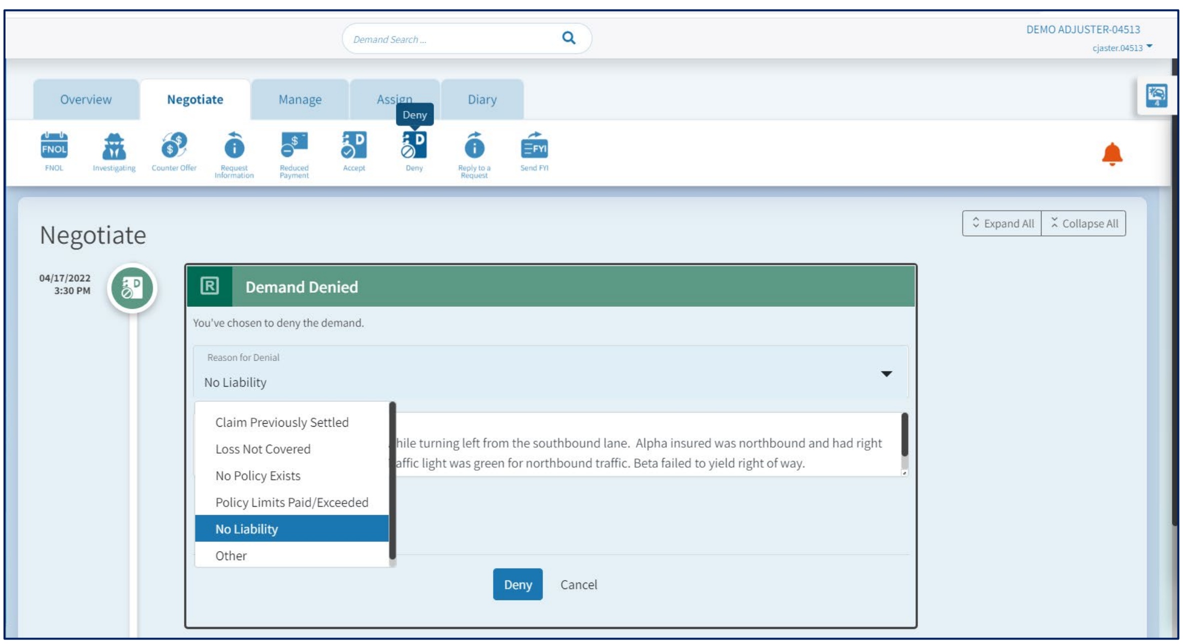
A negotiation message is not required and **Auto-Close** may be active depending on the Demander's company settings, or the Demander can manually close the claim. Click **Accept** to complete the action.



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.

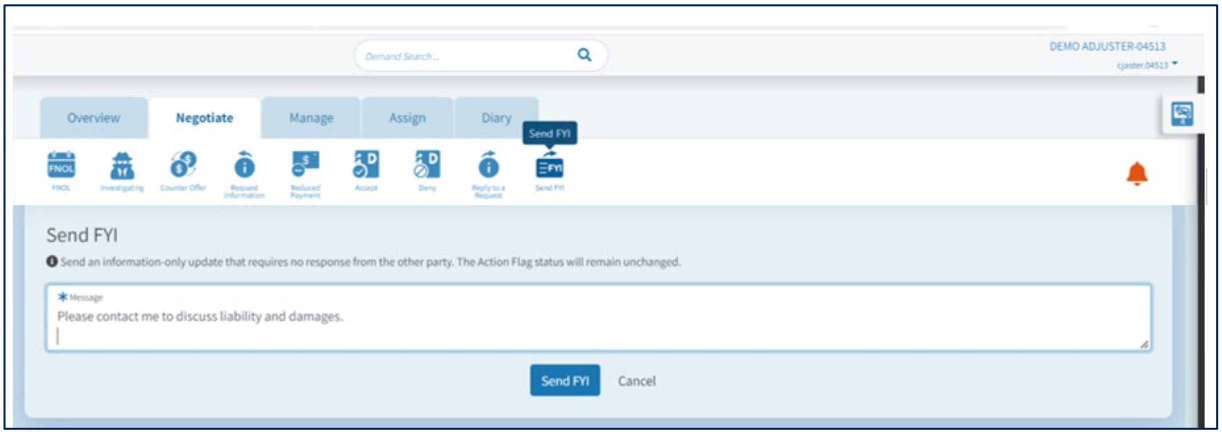
Select a **Reason for Denial**, enter a negotiation message, then click **Deny** to complete the action.



Send FYI

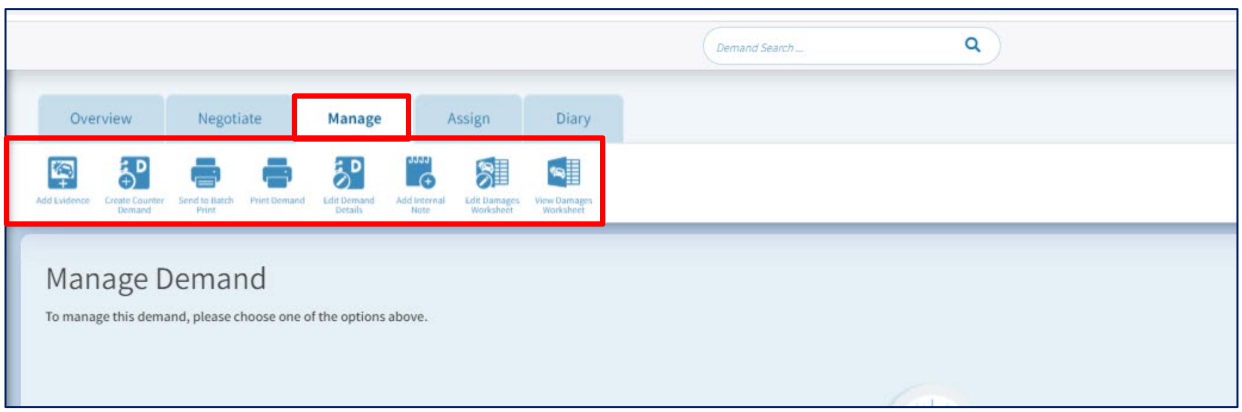
The **Send FYI** action allows the user to send a message to the Demanding party. This message can be informational or ask for a task to be completed. This action will activate an action bell for the Demander.

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.

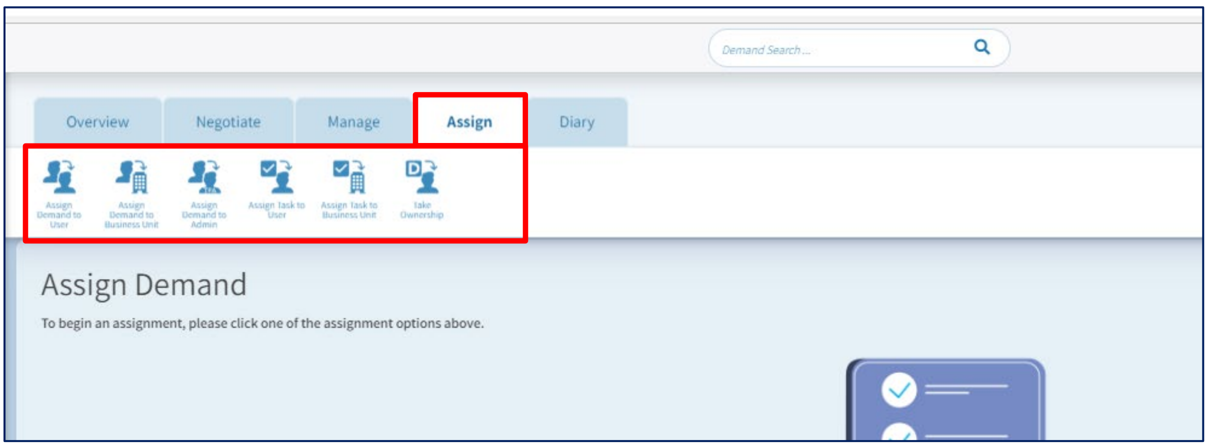
Add Internal Note: This is a link to create an **Activity Log** entry that is only visible to the Responding party.

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.