

Total Recovery Solution® (TRS®) Metrics Descriptions and Definitions

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TRS Metrics Chart Elements and Tooltip Navigation

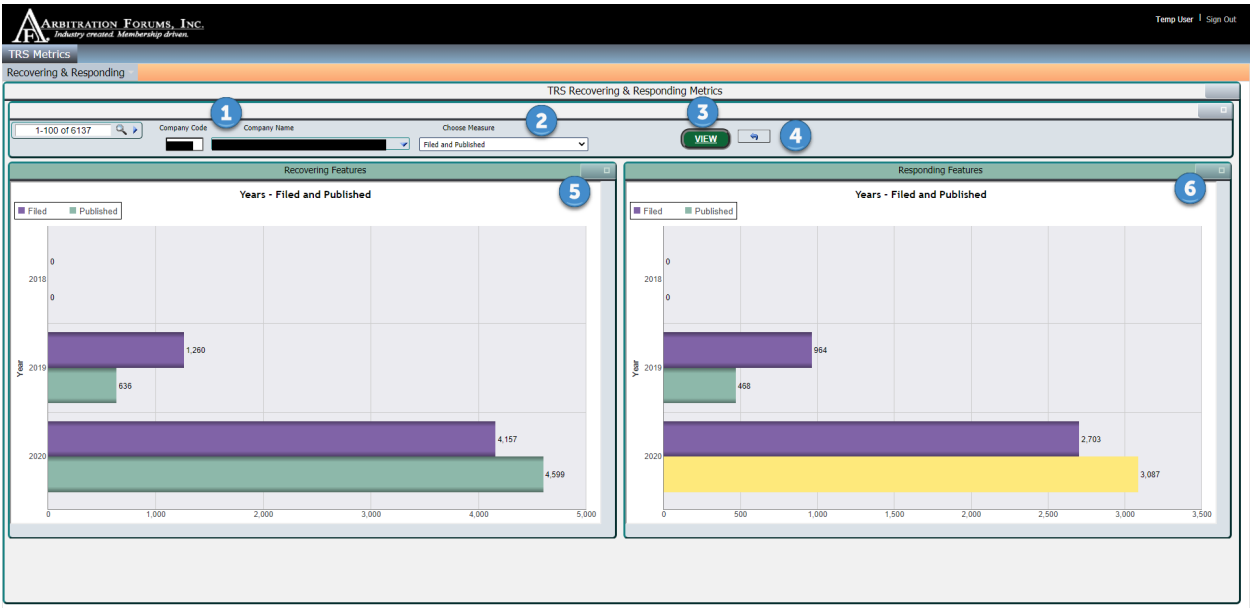


Chart Elements

1. Company Code and Company Name: These fields will default to the company associated with the user logging in to the Arbitration Forums, Inc. (AF) application.

• If the company has other associated companies (also referred to as peer or web-enabled companies), then the user will have the ability to select a different company

- and view the charts with that data. When web-enabled companies are available, the user can also select all and see the charts with all the company data combined.

2. Choose Measure: This defaults to the Filed and Published chart that displays a Recovering and Responding party view for the last four years of TRS activity.
 - Each chart shows the number of features filed and the number of features published in that timeframe.

3. View button: This directs the charts to refresh after you have selected different criteria in the charts.

4. Chart Reset button: This resets the chart display to the default when you initially enter the charts.



5. Single-chart view toggle: The Recovering chart in the upper right hand corner of the chart window is the icon shown below. This icon allows the user to maximize the view in the window to one chart vs. two charts. It works as a toggle, so the display returns to the two-chart view.



6. Single-chart view toggle: The Responding chart in the upper right hand corner of the chart window is the icon shown below. This icon allows the user to maximize the view in the window to one chart vs. two charts. It works as a toggle, so the display returns to the two chart view.



Year, Quarter, and Month Views

The metrics displayed in each chart have built in tooltips that appear when the user highlights a bar on the chart, giving additional metric details.

7. At the bottom of each tooltip are two navigation options (e.g. if you are reviewing the Year chart, the navigation options will be Quarter and Month view options).

Year:	2020
Filed:	1,066
Average Amt. Sought - Feat. Filed:	\$2,293
Actual Amt. Sought - Feat. Filed:	\$2,444,086
Actual Amt. Awarded - Feat. Pub:	\$1,808,555
% with Damage Disputes:	6%
% Cases from E-Subro Hub:	12%
Quarter Breakdown	
Month Breakdown	

7

8. In the Quarter view chart, the navigation options will be Year and Month view options.

Quarter:	3
Published:	70
Average Amt. Sought - Feat. Filed:	\$2,794
Actual Amt. Sought - Feat. Filed:	\$413,561
Actual Amt. Owed - Feat. Pub:	\$341,607
% with Damage Disputes:	11%
% Cases from E-Subro Hub:	5%
Year Breakdown	
Month Breakdown	

8

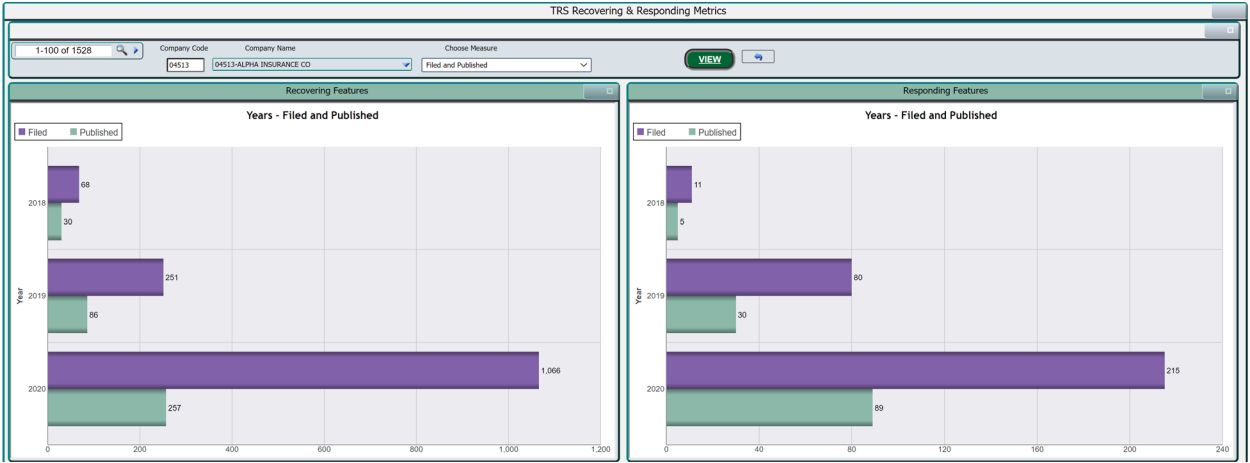
9. In the Month view chart, the navigation options will be Year and Quarter view options.

Month:	August
Filed:	117
Average Amt. Sought - Feat. Filed:	\$2,717
Actual Amt. Sought - Feat. Filed:	\$317,865
Actual Amt. Owed - Feat. Pub:	\$300,000
% with Damage Disputes:	10%
% Cases from E-Subro Hub:	0%
Year Breakdown	9
Quarter Breakdown	

Charts: Features Filed and Published

The Filed and Published charts provide summarized view of features filed compared to features published. The features filed and features published are independent counts, meaning the features published are not the same features that are filed; however, when you view the longer timeframe charts, there will be some overlap between features filed and published.

Depending on when your organization began using TRS, you may not have counts for 2017 and 2018. The key milestone for TRS members was October 1, 2019, when all Auto arbitrations transitioned from Online Filing (OLF) to TRS.



Recovering Features Filed Tooltips

- Recovering Features Filed: The Year view provides a count of features filed for each calendar year (January 1 to December 31).

Year:	2020
Filed:	1,066
Average Amt. Sought - Feat. Filed:	\$2,293
Actual Amt. Sought - Feat. Filed:	\$2,444,086
Actual Amt. Awarded - Feat. Pub:	\$1,808,555
% with Damage Disputes:	6%
% Cases from E-Subro Hub:	12%
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Filed: This displays a count of the features filed for the time view selected in the chart.
- Average Amt. Sought – Features Filed: This displays the average amount sought per feature filed for the time view selected in the chart.
- Actual Amt. Sought – Features Filed: This displays the actual amount sought for the features filed for the time view selected in the chart.

- Actual Amt. Awarded – Features Published: This displays the actual amount awarded for the features published for the time view selected in the chart.
- % with Damage Disputes: This displays the percent of features your company filed where the responding party disputed your damages.
- % Cases from E-Subro Hub: This displays the percent of cases that originated from an E-Subro Hub case.

Responding Features Filed Tooltips

- Responding Features Filed: The Year view displays the count of features filed, and represents features filed against your company for each calendar year (January 1 to December 31).

Year:	2020
Filed:	215
Average Amt. Sought - Feat. Filed:	\$3,201
Actual Amt. Sought - Feat. Filed:	\$688,312
Actual Amt. Owed - Feat. Pub:	\$445,847
% with Damage Disputes:	11%
% Cases from E-Subro Hub:	12%
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Filed: This displays a count of the features filed against your company (Responding Party) for the time view selected in the chart.
- Average Amt. Sought – Features Filed: This displays the average amount sought per feature filed against your company (Responding Party) for the time view selected in the chart.
- Actual Amt. Owed – Features Published: This displays the actual amount owed for the features published that were filed against your company (Responding Party) for the time view selected in the chart.
- % with Damage Disputes: This displays the percent of features filed against your company (Responding Party) where your response disputed damages for the time view selected in the chart.
- % Cases from E-Subro Hub: This displays the percent of cases that originated from an E-Subro Hub case.

Recovering Features Published Tooltips

- Recovering Features Published: The Year view provides a count of features published for each calendar year (January 1 to December 31).

Year:	2020
Published:	257
Average Amt. Sought - Feat. Filed:	\$2,293
Actual Amt. Sought - Feat. Filed:	\$2,444,086
Actual Amt. Awarded - Feat. Pub:	\$1,808,555
% with Damage Disputes:	6%
% Cases from E-Subro Hub:	12%
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Published: This displays a count of the features published for the time view selected in the chart.
- Average Amt. Sought – Features Filed: This displays the average amount sought per feature filed for the time view selected in the chart.
- Actual Amt. Sought – Features Filed: This displays the actual amount sought for the features filed for the time view selected in the chart.
- Actual Amt. Awarded – Features Published: This displays the actual amount awarded for the features published for the time view selected in the chart.
- % with Damage Disputes: This displays the percent of features your company filed where the responding party disputed your damages.
- % Cases from E-Subro Hub: This displays the percent of cases that originated from an E-Subro Hub case.

Responding Features Published Tooltips

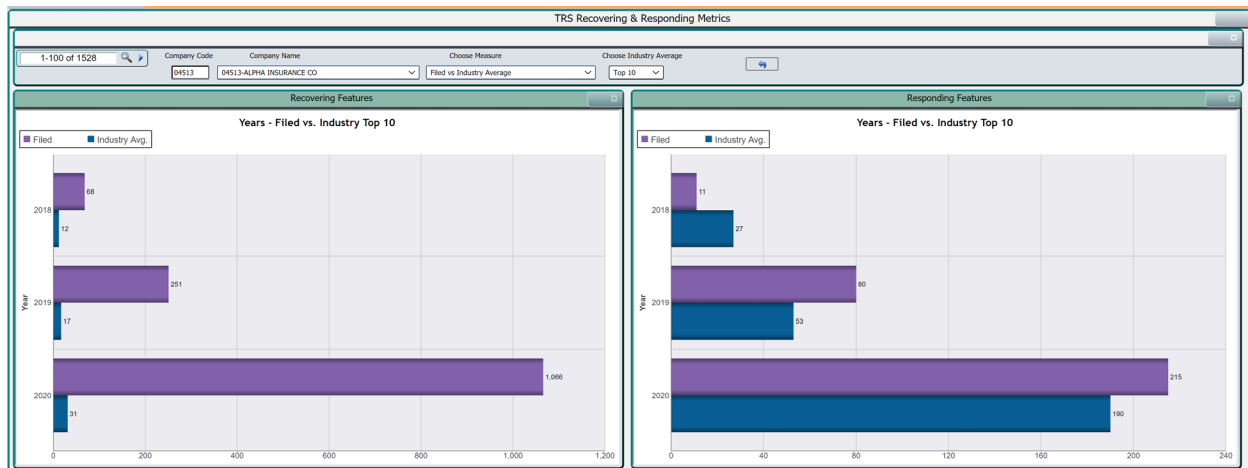
- Responding Features Published: The Year view provides the count of features published representing features filed against your company with a published decision for each calendar year (January 1 to December 31).

Year:	2020
Published:	89
Average Amt. Sought - Feat. Filed:	\$3,201
Actual Amt. Sought - Feat. Filed:	\$688,312
Actual Amt. Owed - Feat. Pub:	\$445,847
% with Damage Disputes:	11%
% Cases from E-Subro Hub:	12%
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Published: This displays a count of the features published that were filed against your company (Responding Party) for the time view selected in the chart.
- Average Amt. Sought – Features Filed: This displays the average amount sought per feature filed against your company (Responding Party) for the time view selected in the chart.
- Actual Amt. Sought – Features Filed: This displays the actual amount sought for the feature filed against your company (Responding Party) for the time view selected in the chart.
- Actual Amt. Owed – Features Published: This displays the actual amount owed for the features published that were filed against your company (Responding Party) for the time view selected in the chart.
- % with Damage Disputes: This displays the percent of features filed against your company (Responding Party) where your response disputed damages for the time view selected in the chart.
- % Cases from E-Subro Hub: This displays the percent of cases that originated from an E-Subro Hub case.

Charts: Features Filed vs. Industry Average

The Filed vs. Industry Average charts provide a view of the industry as an average for comparing your company activity to the industry for various timeframes. The industry is comprised of groupings of carriers and the charts include an option to select the following industry groupings: Top 10, Top 25, Top 50, Top 100, and Overall.



Company Rank

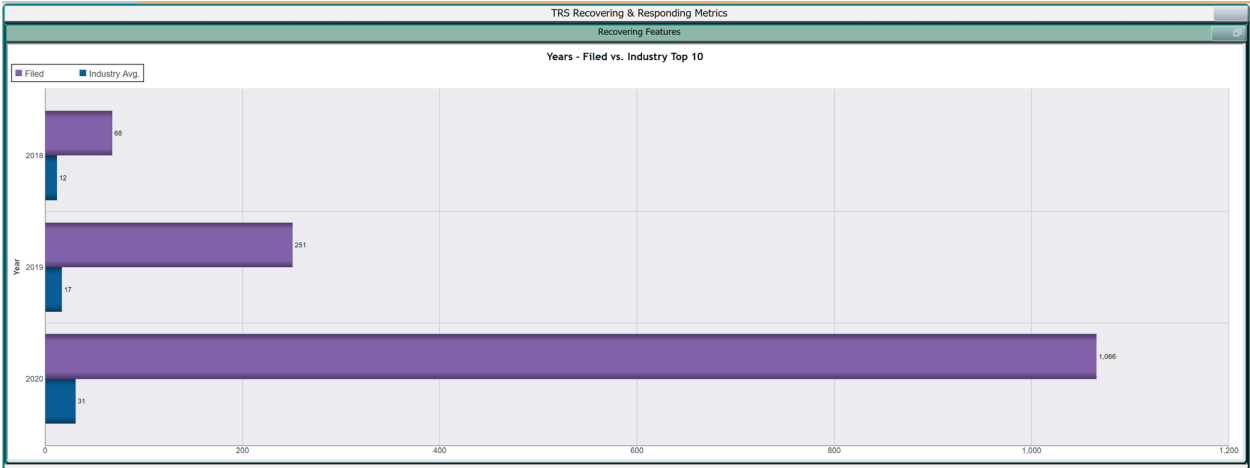
- The metrics displayed in the Filed vs. Industry Average charts provide a summarized view of features filed by your company compared to features filed by the industry (group of other carriers). The Industry charts include the following industry groupings: Top 10, Top 25, Top 50, Top 100, and Overall.
- The rank is captured every month and is based on the features filed or published for the last three months. The rank is used to determine where the member falls for comparison with the Industry Average metrics. Along with the Industry Average, we provide the company rank for the different timeframes.
- The monthly rank for the company is captured every month and is based on the features filed or published for the last three months. For example, when looking at June in the monthly view, the rank is determined by the number of features filed or published in March, April, and May.

Industry Average

- The average presented will exclude the member values when the member is included in the industry group selected.
- Example: Alpha is a Top 10 member. When they select the Top 10 Industry Average, the values for the industry will not include their metrics. In this example, the average will be based on the remaining nine members in the Top 10.
- Alpha will easily be able to see their performance compared to the other Top 10 members.

Recovering Features Filed

- Recovering Features Filed: The Year view provides the count of features filed representing features filed for each calendar year (January 1 to December 31).



Company Tooltip Values

Year:	2020
Filed:	1,066
Company Overall Rank:	1
Company Damage Disputes Feat. Filed:	64
Company % with Damage Disputes:	6%
Industry Damage Dispute Avg:	2
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Filed: This displays a count of the features filed for the time view selected in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Filed: This displays the count of features your company filed where the responding party disputed your damages.
- Company % with Damage Disputes: This displays the percent of features your company filed where the responding party disputed your damages.
- Industry Damage Dispute Avg: This displays the average of damage disputes filed.

Industry Average Features Filed

- Recovering Industry Average Features Filed: The year view provides the count of features filed representing features filed for each calendar year (January 1 to December 31).

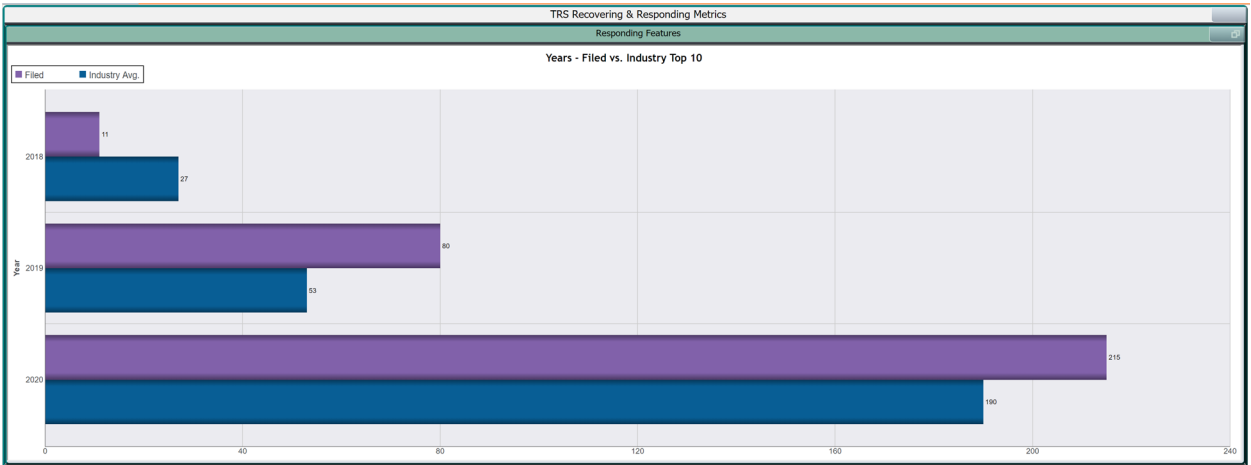
Industry Tooltip Values

Year:	2020
Industry Avg.:	31
Company Overall Rank:	1
Company Damage Disputes Feat. Filed:	64
Company % with Damage Disputes:	6%
Industry Damage Dispute Avg:	2
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Industry Avg: This displays a count of the features filed for the time view selected for the industry average in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Filed: This displays the count of features your company filed where the responding party disputed your damages.
- Company % with Damage Disputes: This displays the percent of features your company filed where the responding party disputed your damages.
- Industry Damage Dispute Avg: This displays the average of damage disputes filed.

Responding Features Filed

- Responding Features Filed: The Year view provides the count of features filed and represents features filed against your company for each calendar year (January 1 to December 31).



Company Tooltip Values

Year:	2020
Filed:	215
Company Overall Rank:	2
Company Damage Disputes Feat. Filed:	24
Company % with Damage Disputes:	11%
Industry Damage Dispute Avg:	12
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Filed: This displays a count of the features filed against your company (Responding Party) for the time view selected in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.

- Company Damage Disputes – Features Filed: This displays the count of features filed against your company (Responding Party) for the time view selected in the chart. Your response includes disputed damages for the time view selected in the chart.
- Company % with Damage Disputes: This displays the percent of features filed against your company (Responding Party) where your response disputed damages for the time view selected in the chart.
- Industry Damage Dispute Avg: This displays the average of features filed where the company (Responding party) responded by disputing damages.

Industry Average Features Filed

- Recovering Industry Average Features Filed: The Year view provides the count of features filed for each calendar year (January 1 to December 31).

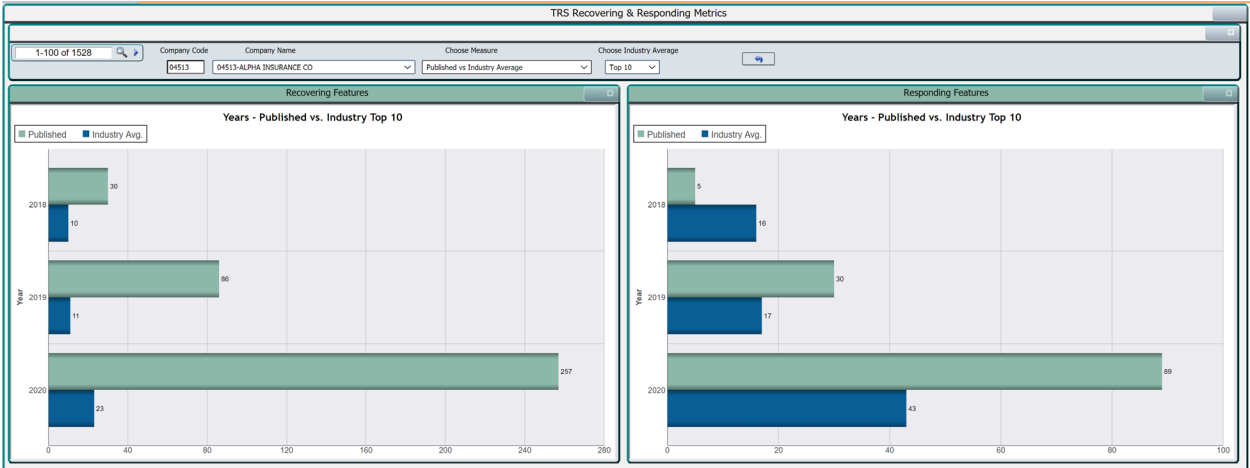
Industry Tooltip Values

Year:	2020
Industry Avg.:	190
Company Overall Rank:	2
Company Damage Disputes Feat. Filed:	24
Company % with Damage Disputes:	11%
Industry Damage Dispute Avg:	12
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Industry Avg: This displays a count of the features filed for the time view selected for the Industry Average in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Filed: This displays the count of features filed where your company (Responding Party) responded by disputing damages.
- Company % with Damage Disputes: This displays the percent of features filed where your company (Responding Party) responded by disputing damages.
- Industry Damage Dispute Avg: This displays the average of features filed where the company (Responding Party) responded by disputing damages.

Charts: Features Published vs. Industry Average

The Published vs. Industry Average charts provide a view of the industry as an average for comparing your company activity to the industry for various timeframes. The industry is comprised of groupings of carriers and the charts include an option to select the following industry groupings: Top 10, Top 25, Top 50, Top 100, and Overall.



Company Rank

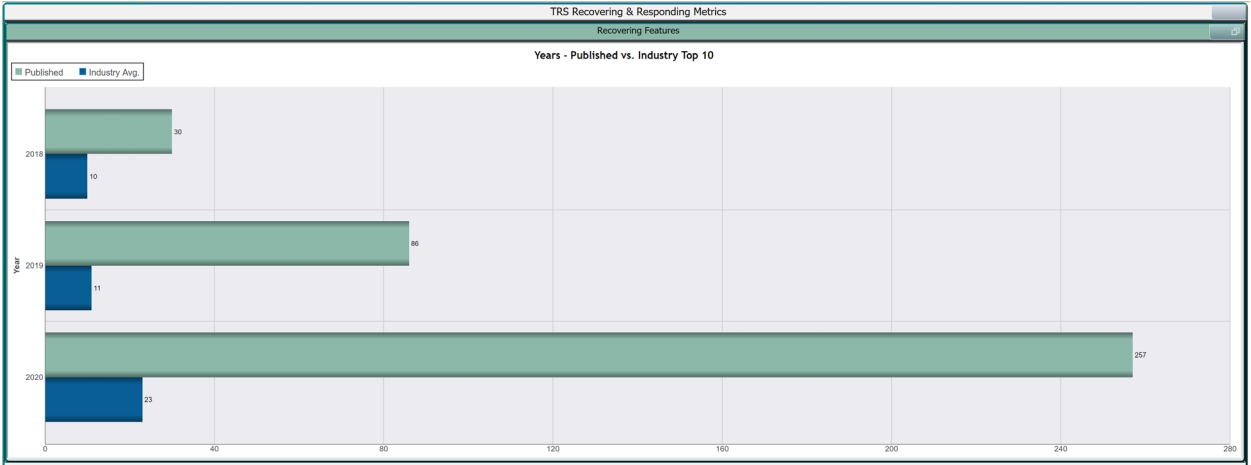
- The metrics displayed in the Published vs. Industry Average charts provide a summarized view of features published that were filed by your company compared to features published by the industry (group of other carriers). The Industry charts include the following industry groupings: Top 10, Top 25, Top 50, Top 100, and Overall.
- The rank is captured every month and is based on the features filed or published for the last three months. The rank is used to determine where the member falls for comparison within the Industry Average metrics. Along with the Industry Average, we provide the company rank for the different timeframes.
- The monthly rank for the company is captured every month and is based on the features filed or published for the last three months. For example, when looking at June in the monthly view, the rank is determined by the number of features filed or published in March, April, and May.

Industry Average

- The average presented will exclude the member values when the member is included in the industry group selected.
- Example: Alpha is a Top 10 member. When they select the Top 10 Industry Average, the values for the industry will not include their metrics. In this example, the average will be based on the remaining nine members in the Top 10.
- Alpha will easily be able to see their performance compared to the other Top 10 members.

Recovering Features Published

- Recovering Features Filed: The Year view provides the count of features filed representing features filed for each calendar year (January 1 to December 31).



Company Tooltip Values

Year:	2020
Published:	257
Company Overall Rank:	1
Company Damage Disputes Feat. Pub.:	18
Company % with Damage Disputes:	7%
Industry Damage Dispute Avg:	0
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Published: This displays a count of the features published for the time view selected in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Published: This displays the count of features your company filed where the Responding party disputed your damages.
- Company % with Damage Disputes: This displays the percent of features your company filed where the Responding party disputed your damages.
- Industry Damage Dispute Avg: This displays the average of features filed where the company (Responding party) responded by disputing damages.

Industry Average Features Published

- Recovering Industry Average Features Published: The Year view provides the count of features published representing features published for each calendar year (January 1 to December 31).

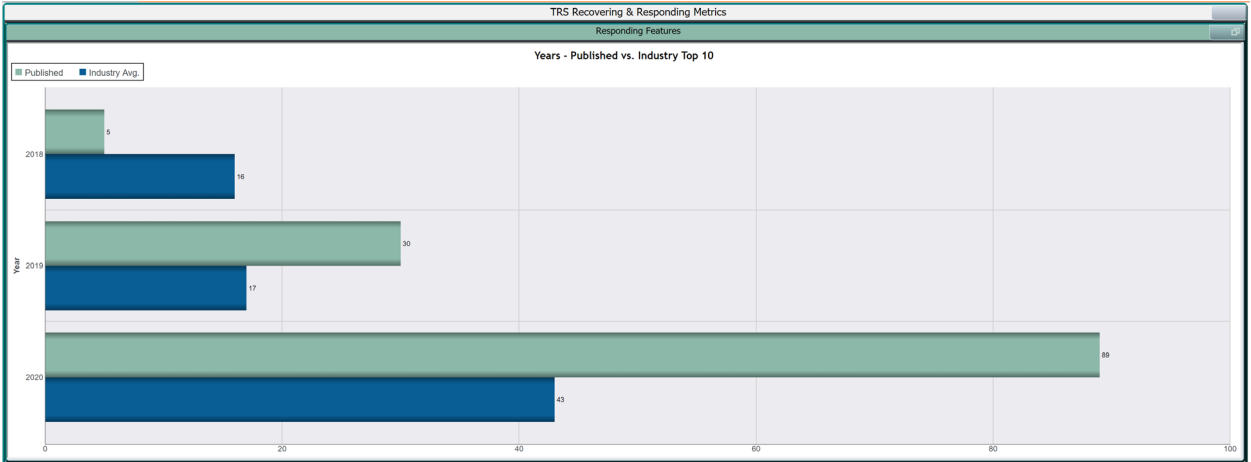
Industry Tooltip Values

Year:	2020
Industry Avg.:	23
Company Overall Rank:	1
Company Damage Disputes Feat. Pub.:	18
Company % with Damage Disputes:	7%
Industry Damage Dispute Avg:	0
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month: This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Industry Avg: This displays a count of the features published for the time view selected for the Industry Average in the chart.
- Company Overall Rank: This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Published: This displays the count of features published for features your company filed where the Responding party disputed your damages.
- Company % with Damage Disputes: This displays the percent of features published for features your company filed where the Responding party disputed your damages.
- Industry Damage Dispute Avg: This displays the average of features filed where the company (Responding party) responded by disputing damages.

Responding Features Published

- Responding Features Published: The Year view provides the count of features published representing features filed against your company with a published decision for each calendar year (January 1 to December 31).



Company Tooltip Values

Year:	2020
Published:	89
Company Overall Rank:	2
Company Damage Disputes Feat. Pub.:	7
Company % with Damage Disputes:	8%
Industry Damage Dispute Avg:	2
Quarter Breakdown	
Month Breakdown	

- Year/Quarter/Month:

This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Published:

This displays a count of the features published that were filed against your company (Responding party) for the time view selected in the chart.
- Company Overall Rank:

This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Published:

This displays the count of features published for features your company filed where the Responding party disputed your damages.
- Company % with Damage Disputes:

This displays the percent of features published for features your company filed where the Responding party disputed your damages.
- Industry Damage Dispute Avg:

This displays the average of features filed where the company (Responding party) responded by disputing damages.

Industry Average Features Published

- Recovering Industry Average Features Published:

The Year view provides the count of features published representing features published for each calendar year (January 1 to December 31).

Year:	2020
Industry Avg.:	43
Company Overall Rank:	2
Company Damage Disputes Feat. Pub.:	7
Company % with Damage Disputes:	8%
Industry Damage Dispute Avg:	2
Quarter Breakdown	
Month Breakdown	

Industry Tooltip Values

- Year/Quarter/Month:

This displays the label for the bar selected from the chart. Time views include Year, Quarter, and Month.
- Industry Avg:

This displays a count of the features published for the time view selected for the Industry Average in the chart.
- Company Overall Rank:

This displays the rank for the company for the time view selected in the chart. In the example above, Overall is one of the industry groupings available for the charts.
- Company Damage Disputes – Features Published:

This displays the count of features published for features your company filed where the Responding party disputed your damages.
- Company % with Damage Disputes:

This displays the percent of features published for features your company filed where the Responding party disputed your damages.
- Industry Damage Dispute Avg:

This displays the average of features filed where the company (Responding party) responded by disputing damages.