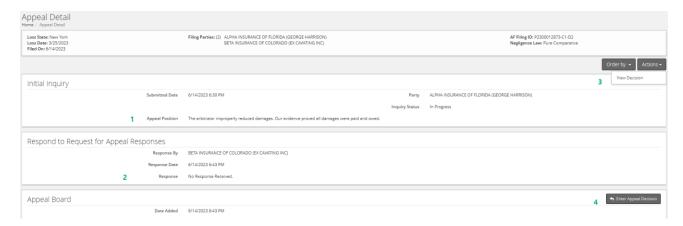


## TRS® Appeal Panel Workflow

1. Select the link contained within AF's appeal notification or go to My Support Inquiries.



- 2. The Appeal Detail will provide:
  - The appealing party's Appeal Position (#1)
  - The adverse party(ies) Response, if submitted (#2)
- 3. Select View Decision (#3) to review the case arguments and evidence as originally presented by the parties, as well as the decision rendered by the arbitrator(s).



- 4. After the collaborative hearing, the primary arbitrator (designated by ) will enter the Appeal Decision (#4).
  - If the original decision is affirmed:
    - Summarize the original dispute and original decision.
    - Summarize the appeal position and response.
    - Explain why the appeal was not supported or why the original decision was appropriate.
  - If the original decision is not affirmed:
    - Summarize the original dispute and original decision.
    - Summarize the appeal position and response.
    - Explain the error(s) of fact or law made in the original decision.



 Provide the amended decision explaining any change to liability, damages, or concurrent coverage.