ARBITRATION FORUMS, INC.

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E-Subro Hub Demand Overview Reference Guide

March 2024

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E-Subro Hub Demand Overview

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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.

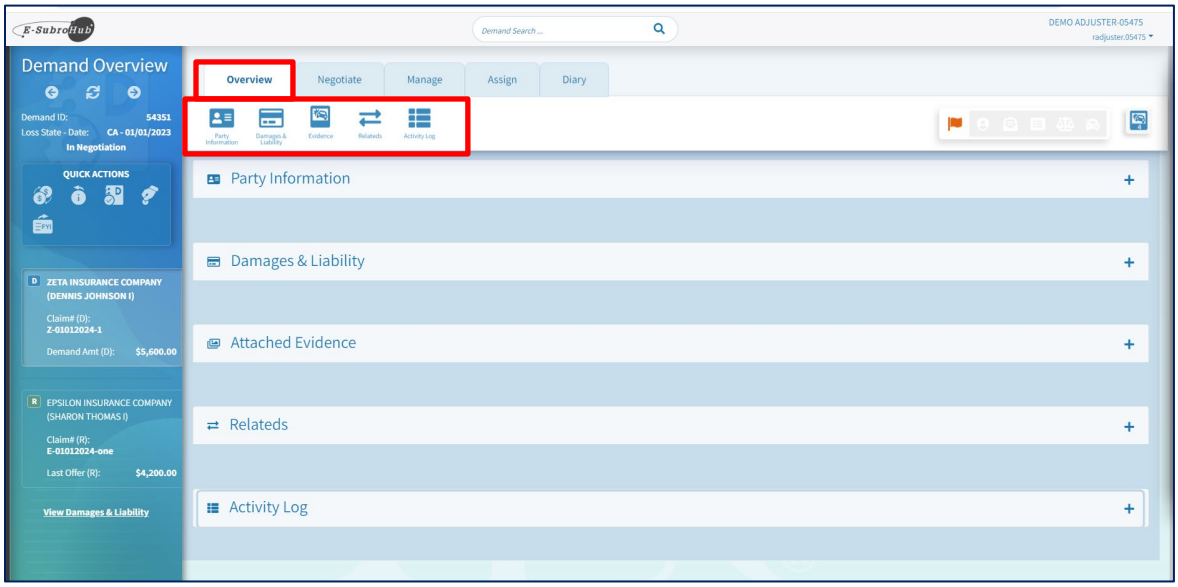
This document is to provide a reference to the E-Subro Hub Demand Overview.

E-Subro Hub – Demand Overview

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

The term Demand Overview essentially refers to the different components of an issued E-Subro Hub Demand.

The E-Subro Hub Demand Overview will include distinct sections of a demand. The user can access the different parts of an issued demand by scrolling down the screen or jumping to an area by clicking a related icon at the top of the page.



Party Information: This provides Demander and Responder claim information and includes Remittance Information, vehicles (Features) involved, assigned claim hander, and Loss Facts.

Damages & Liability: This provides a record of the current demand amounts between the Demander and Responder.

Evidence: This is supporting documentation added by the Demander or Responder.

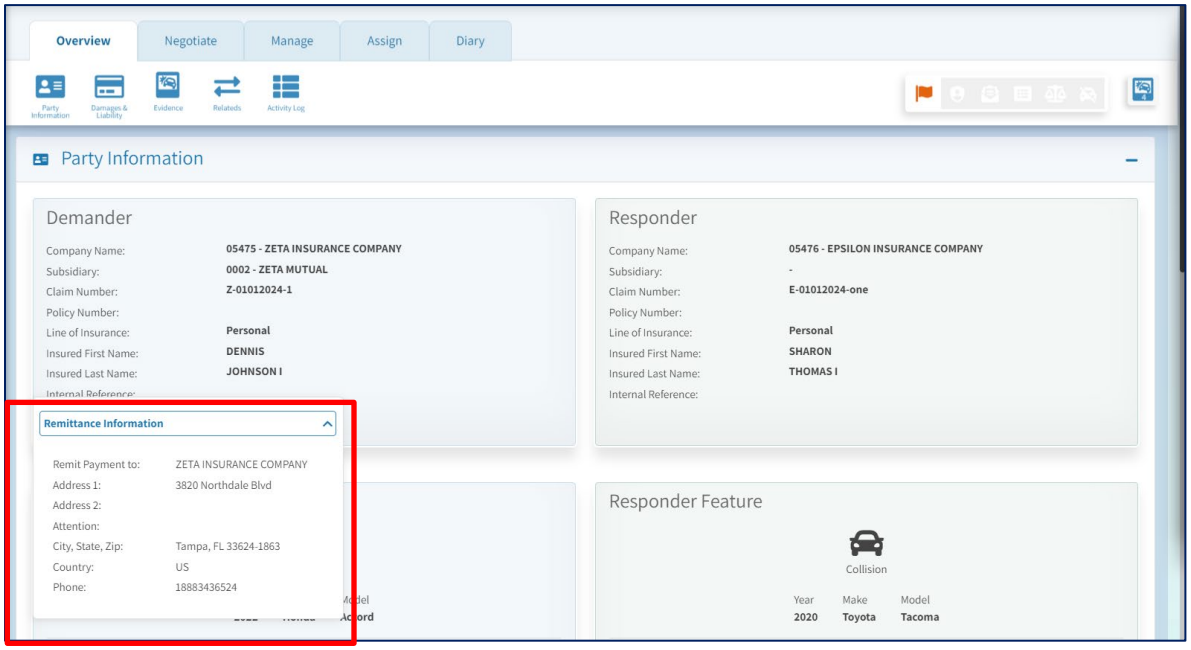
Relateds: These are demands and arbitrations that are associated with the current demand being viewed.

Activity Log: This documents the history of events completed by the Demander, Responder, and automated system actions.

Party Information

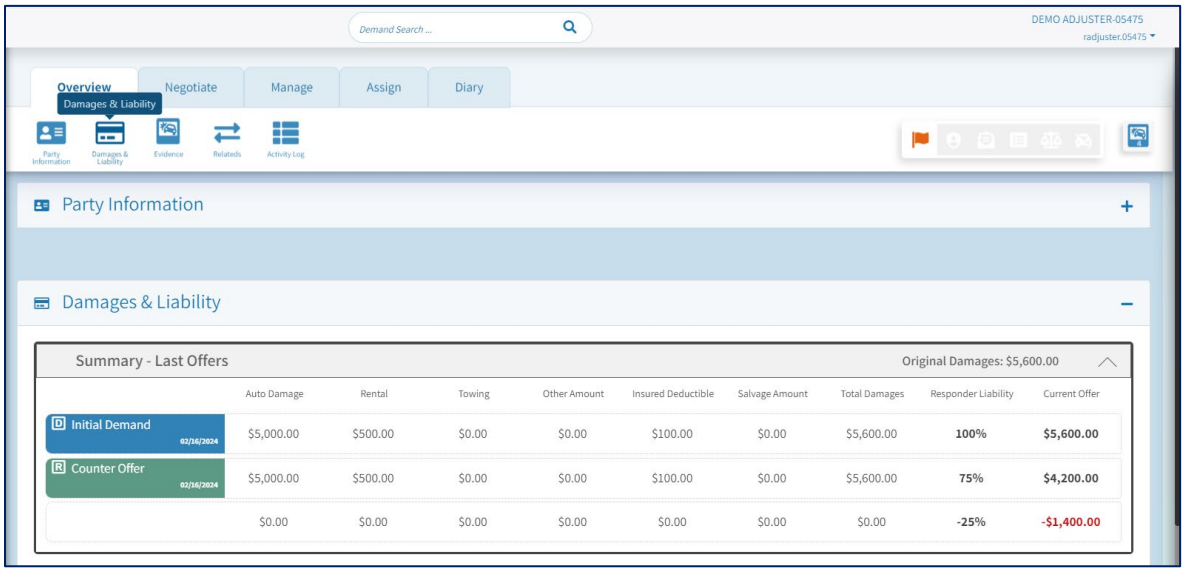
The **Party Information** offers the Demander and Responder claim information in different sections, which includes:

- Remittance information that can be expanded or collapsed with a dropdown arrow
- The Demander and Responder vehicles (Features) involved (not required fields)
- The assigned claim handler for the Demander and Responder companies and the Facts of Loss, if provided



Damages & Liability

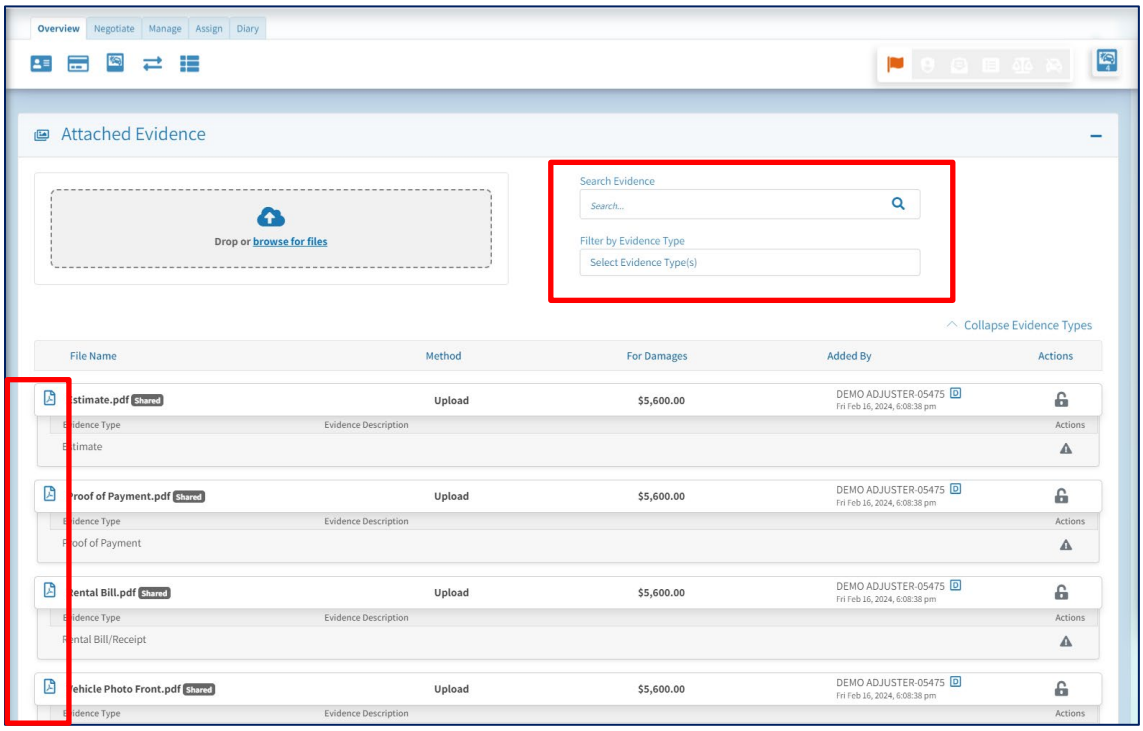
This section provides a record of the current negotiation between the Demander and Responder. The complete negotiation history can be seen, if needed, by clicking the Negotiate tab at the top of the page.



Evidence

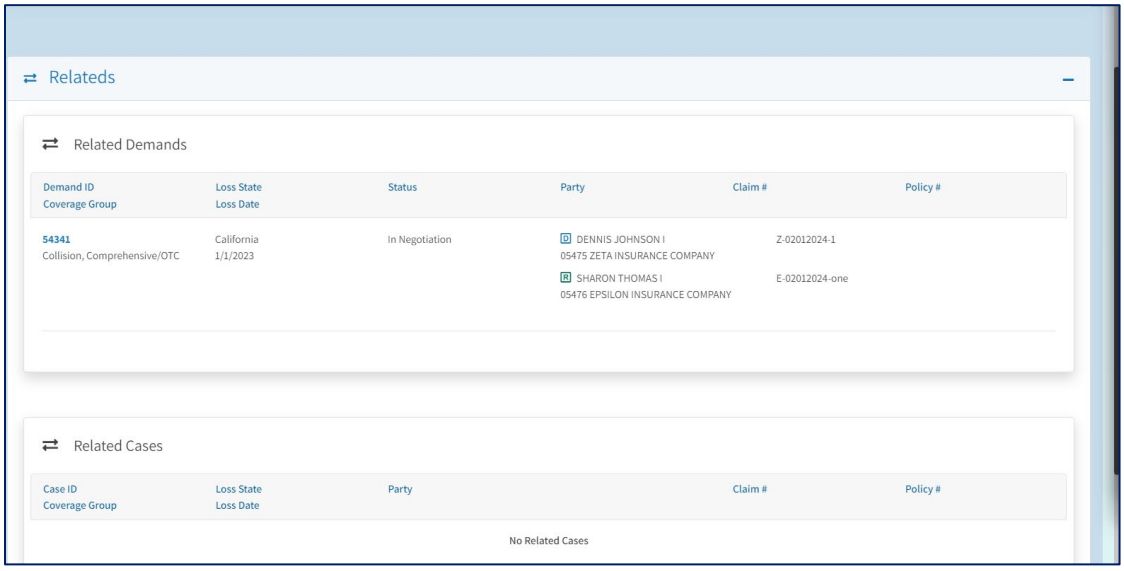
Evidence is supporting documentation added by the Demander or Responder and can be viewed by clicking the PDF icon on the left.

The evidence can be filtered by using the **Search by File Name** or **Select Evidence Type** options.



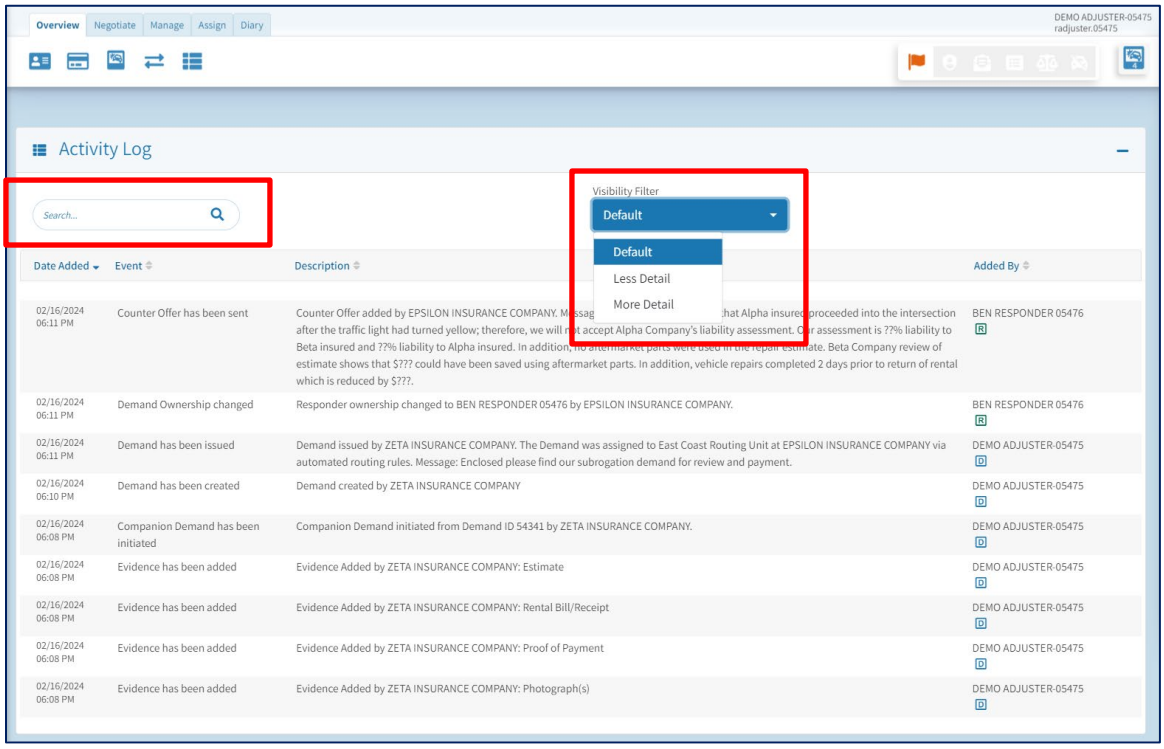
Relateds

This section will provide links to demands and arbitrations that are associated with the current demand being viewed.



Activity Log

The **Activity Log** documents the history of events completed by the Demander, Responder, and automated system actions. The **Visibility Filter** and **Search** options can expand or narrow the documented activity events.

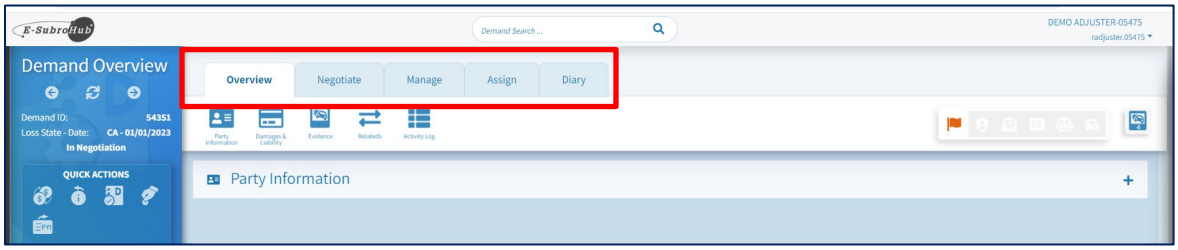


Claim Handling Headers

On the Demand Overview page, there are several panes that allow a Demander or Responder to manage the current demand. It is important to note some actions are available to both a Demander or Responder, while other negotiation items may be specific to your role.

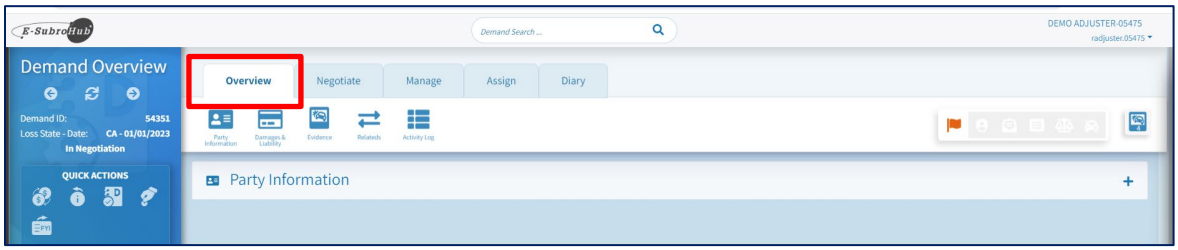
As an example, a **Supplement** action can only be initiated by a Demander, while a **Deny** option is only available to a Responding party.

Additionally, some actions only become visible when certain trigger events occur. There is no need to **Reply to a Request** until a request is actually initiated by the other party



Overview Header

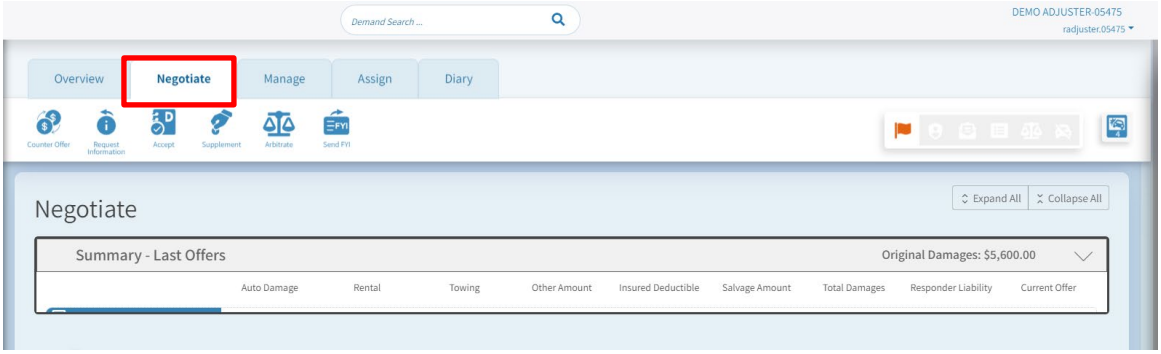
The **Overview** header provides quick links to different sections of the demand as previously covered.



Negotiate Header

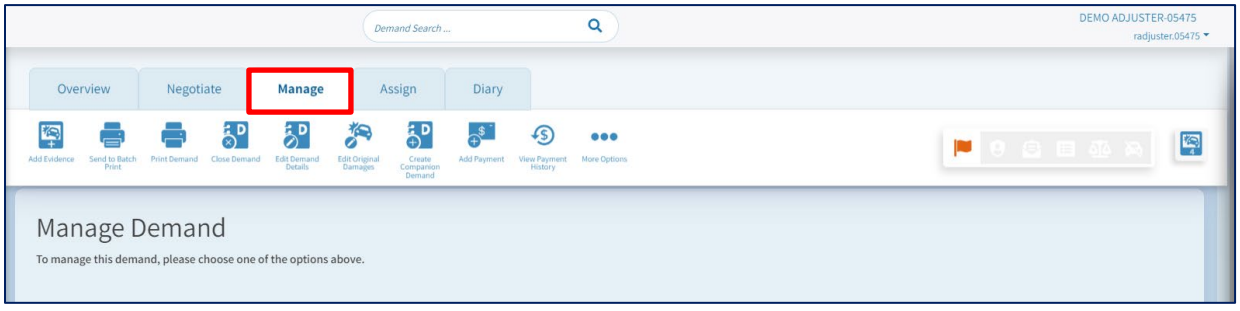
The **Negotiate** header provides quick links to common negotiation actions for either the Demander or Responder.

Additionally, this page will take the user to the **Full Negotiation History** of the demand.



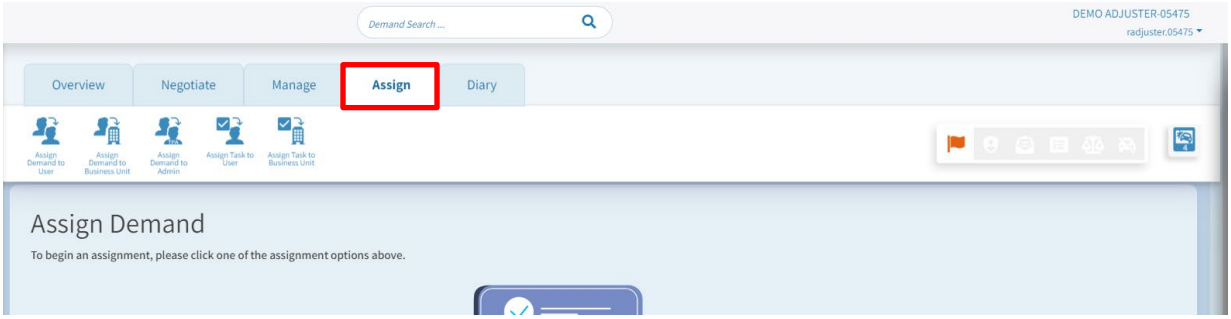
Manage Header

The **Manage** header provides quick links to actions important to maintaining the demand for both the Demander and Responder.



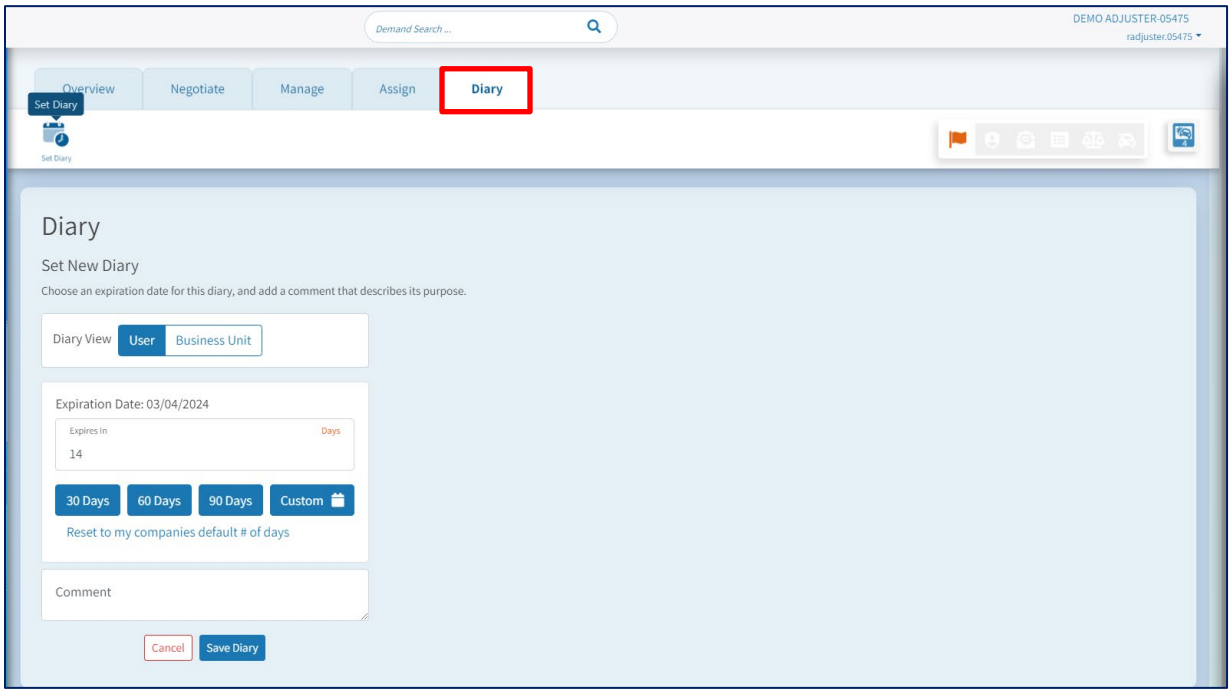
Assign Header

The **Assign** header provides quick links to demand assignment options for the handling associate.



Diary Header

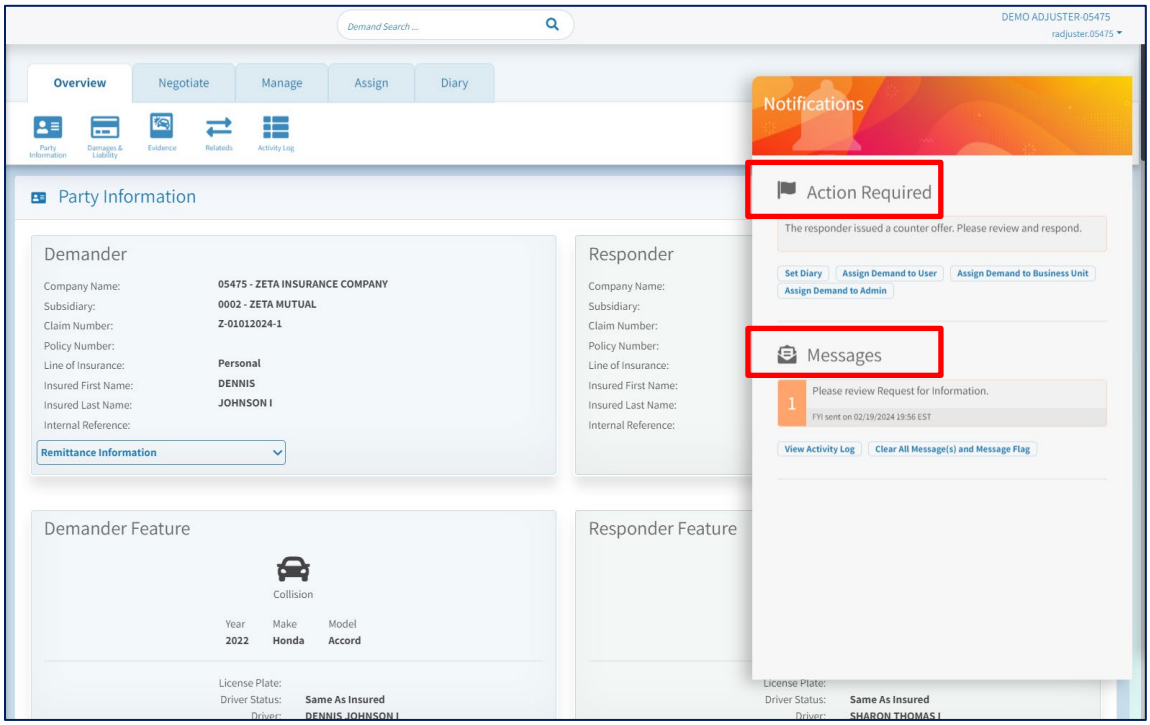
The **Diary** header provides access to the diary options for a pending demand.



Action Flag and Message Icon

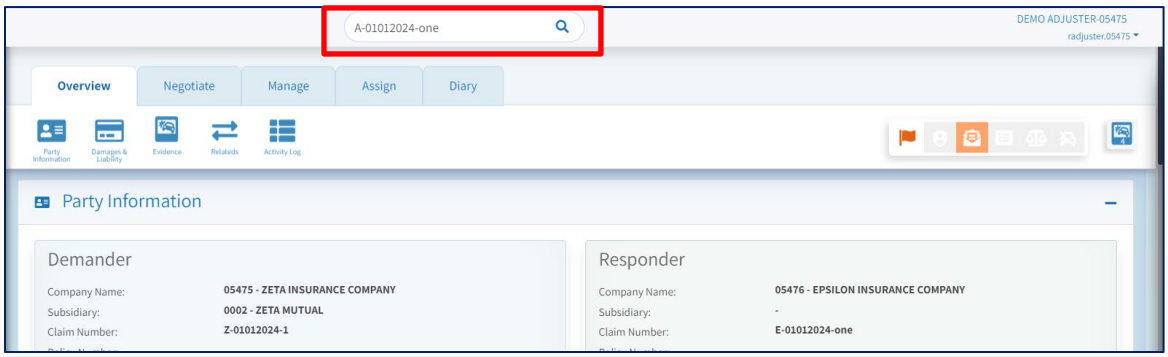
The **Action Flag and/or Message Icon** will alert the user to pending items needing attention, such as a message from the other party or negotiation event.

Clicking on the **Action Flag or Message Icon** will open the events for review.

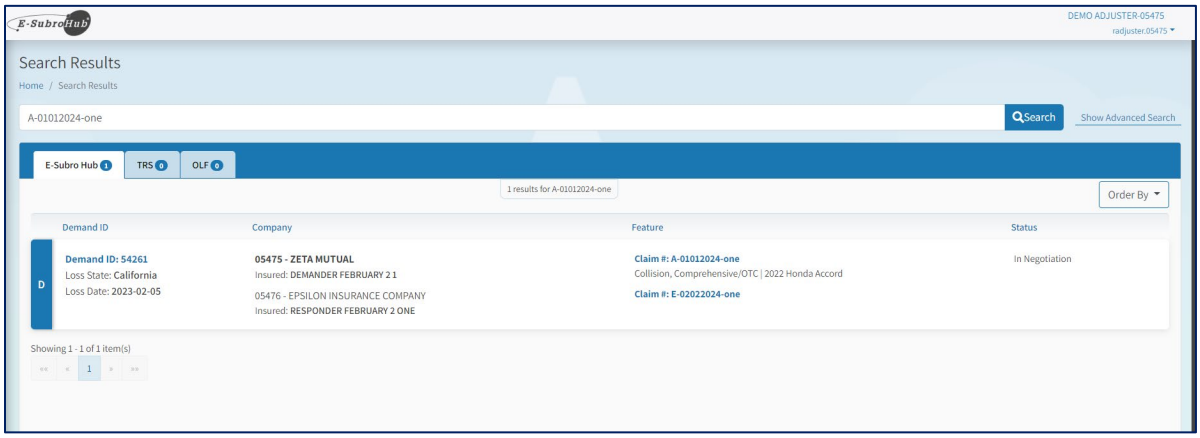


Demand Search

The Demand Overview gives the user the ability to locate a single demand using the enhanced **Demand Search** field at the top of the page. This entry will return a result if entering a valid Responder or Demander claim number, policy number, internal reference number, or AF demand ID number.



The result will match to a related E-Subro Hub demand, TRS arbitration, or online filing.

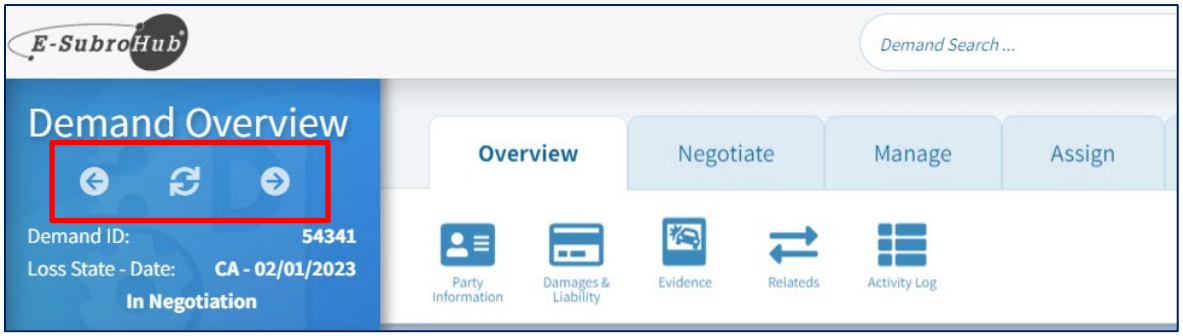


Navigation Actions

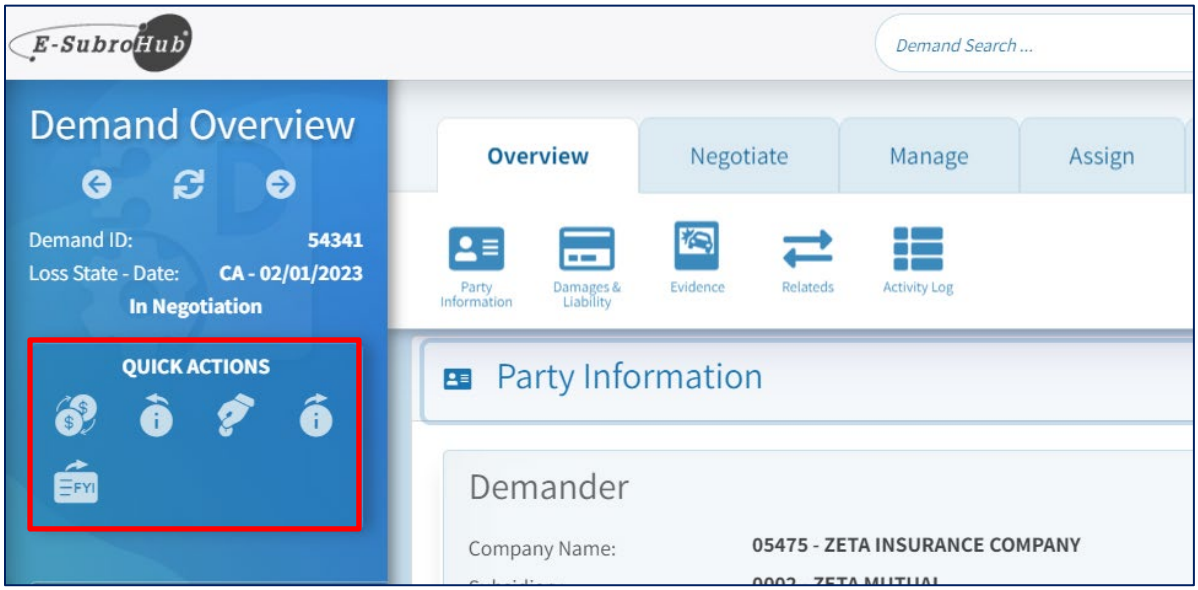
On the Demand Overview page, the user can click **Back to List** to return to a Work List, Custom Search list, or other selected list.

The user can click **Next Work** to open the next available demand on a Work List.

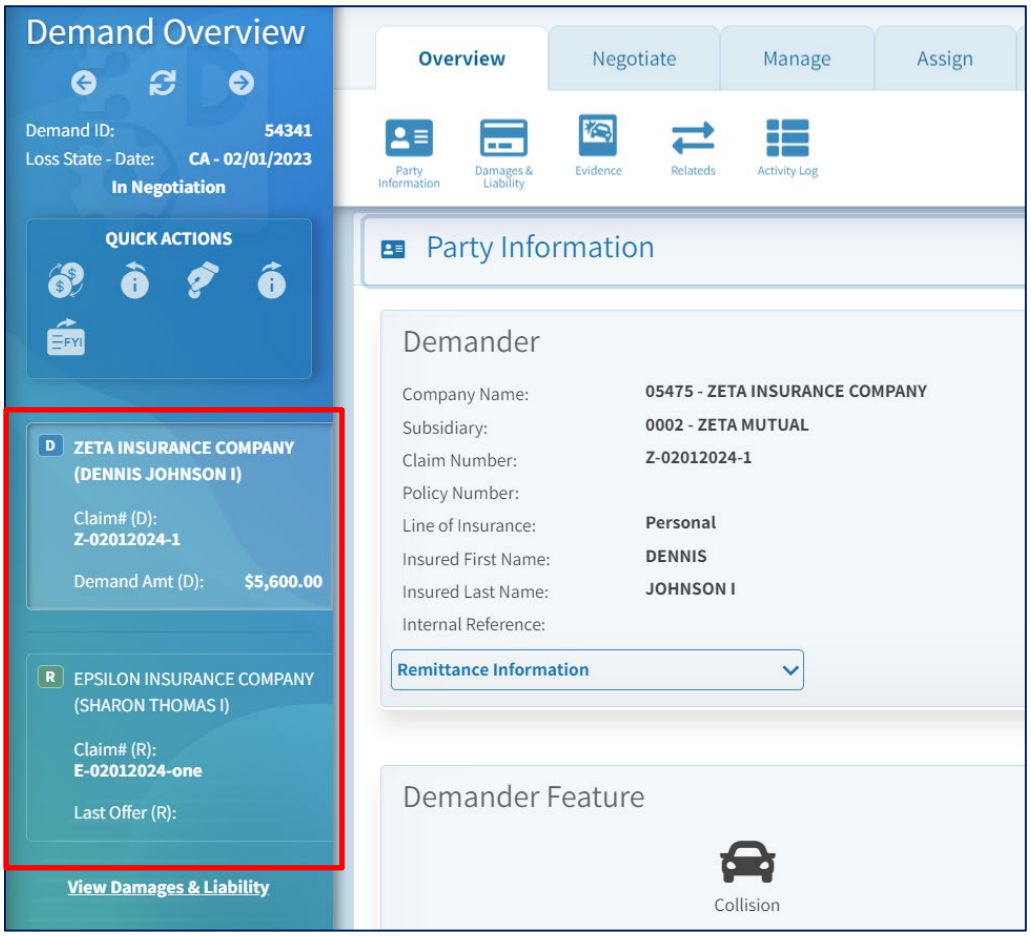
The **Refresh** button will update the demand with any new information that has been entered since the user has been viewing claim.



The **Quick Negotiation Action** links will allow the user to jump directly to a negotiation option as a Demander or Responder.



The **Demand Summary** will always be visible on the left side of the screen.



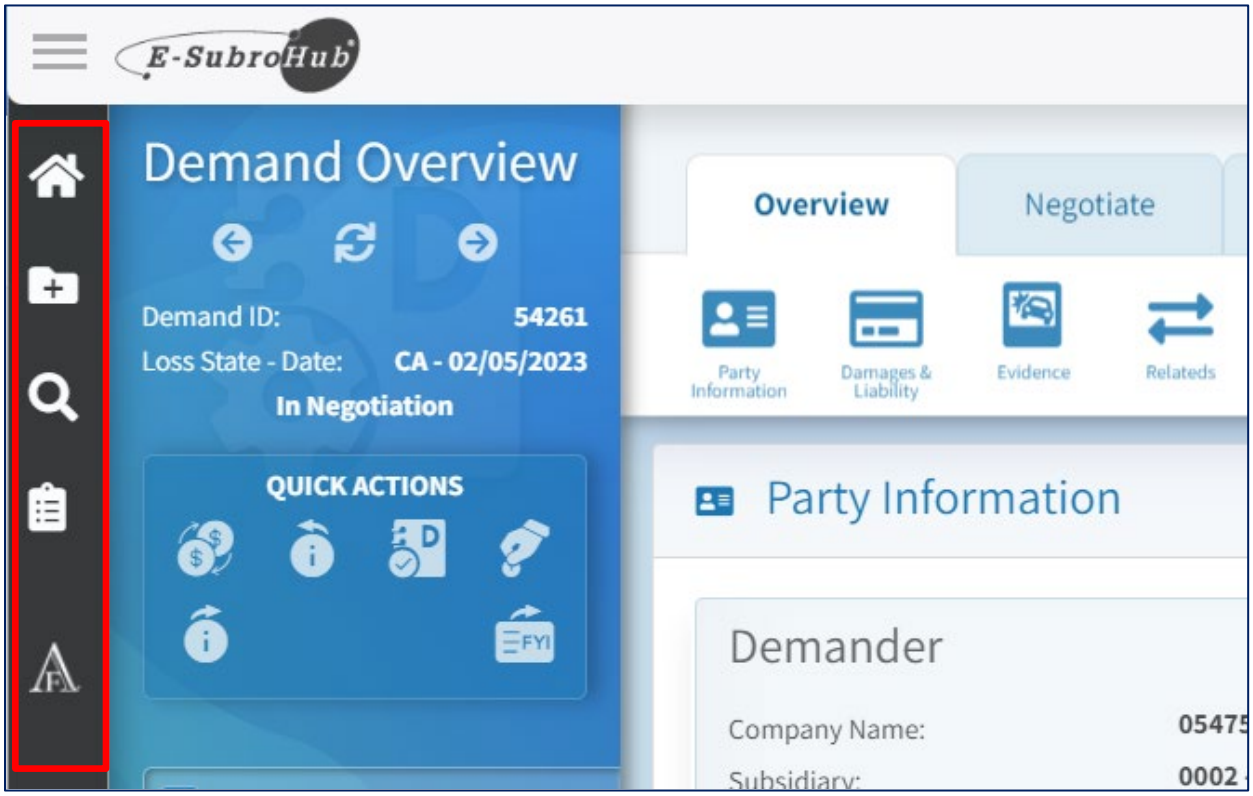
The **Home** icon will take the user to the main AF dashboard page.

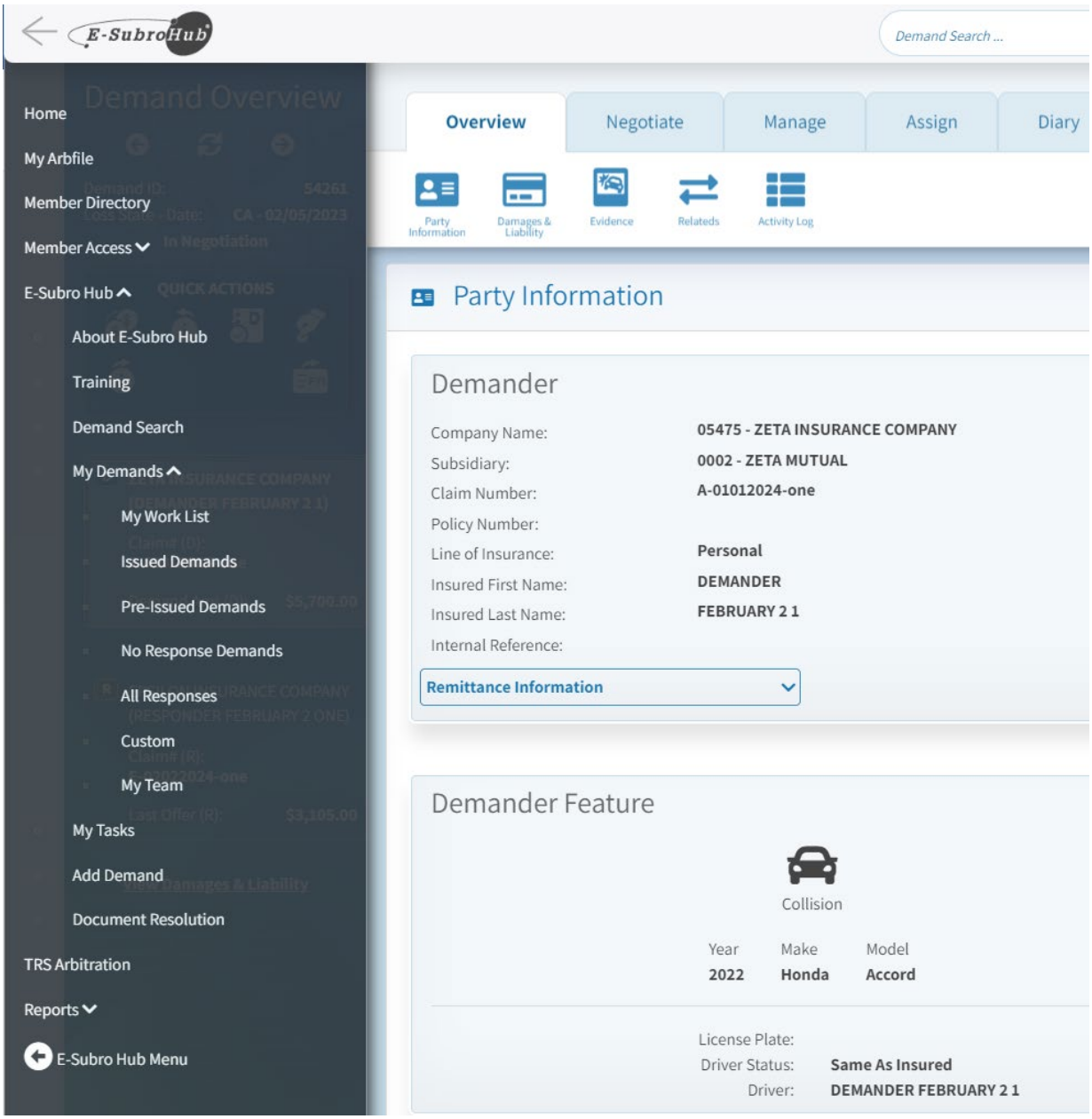
The **Add Demand** (+) link will allow the user to create a new demand.

The **Demand Search** (magnifying glass) link will allow the user to complete a search for a specific claim.

The **My Work List** (clipboard) link will allow a user to jump to their current Work List of demands.

The **AF logo** will open the menu options to move to different locations within the AF platform.




E-SubroHub
Demand Search ...
Home
My Arbfile
Member Directory
Member Access
E-Subro Hub
About E-Subro Hub
Training
Demand Search
My Demands
My Work List
Issued Demands
Pre-Issued Demands
No Response Demands
All Responses
Custom
My Team
My Tasks
Add Demand
Document Resolution
TRS Arbitration
Reports
E-Subro Hub Menu
Overview
Negotiate
Manage
Assign
Diary
Party Information
Damages & Liability
Evidence
Relateds
Activity Log
Party Information
Demander
Company Name: 05475 - ZETA INSURANCE COMPANY
Subsidiary: 0002 - ZETA MUTUAL
Claim Number: A-01012024-one
Policy Number:
Line of Insurance: Personal
Insured First Name: DEMANDER
Insured Last Name: FEBRUARY 2 1
Internal Reference:
Remittance Information
Demander Feature
Collision
Year 2022
Make Honda
Model Accord
License Plate:
Driver Status: Same As Insured
Driver: DEMANDER FEBRUARY 2 1