ARBITRATION FORUMS, INC.
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E-Subro Hub Responder Actions Reference Guide

March 2024

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E-Subro Hub Responder Actions

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Introduction

Arbitration Forums, Inc. (AF) has redesigned the E-Subro Hub program to more closely align with the view and performance of Total Recovery Solution® (TRS®).

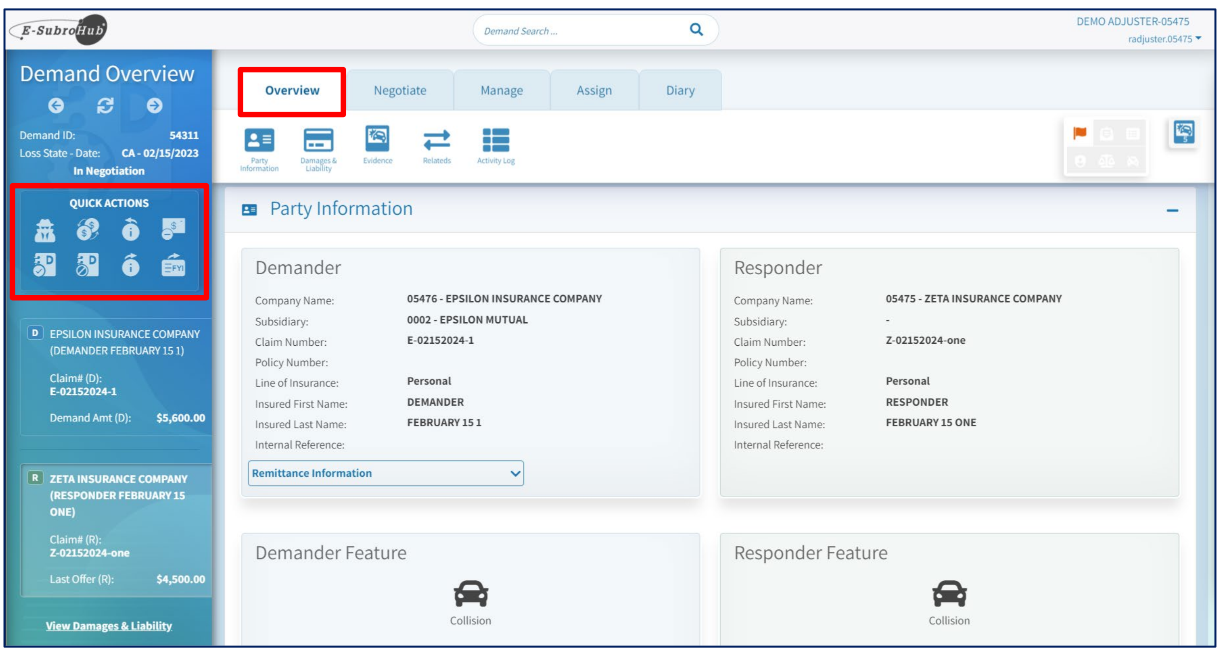
This document provides a reference to the new E-Subro Hub Responder Actions.

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

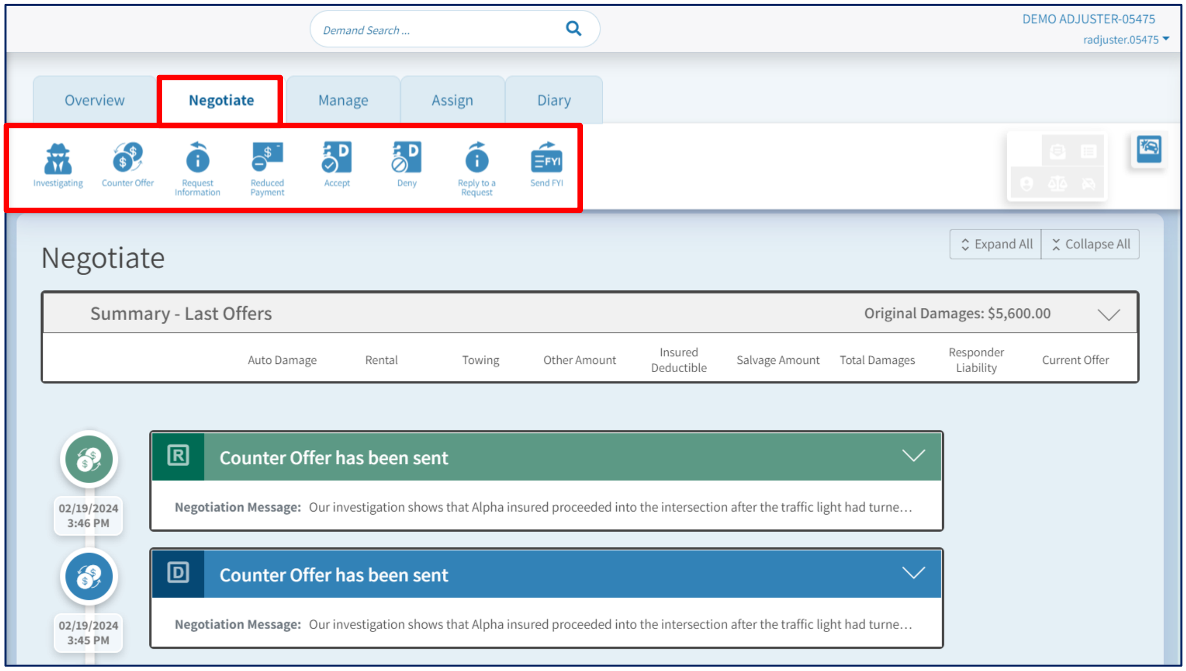
E-Subro Hub – Responder Negotiation Actions

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.



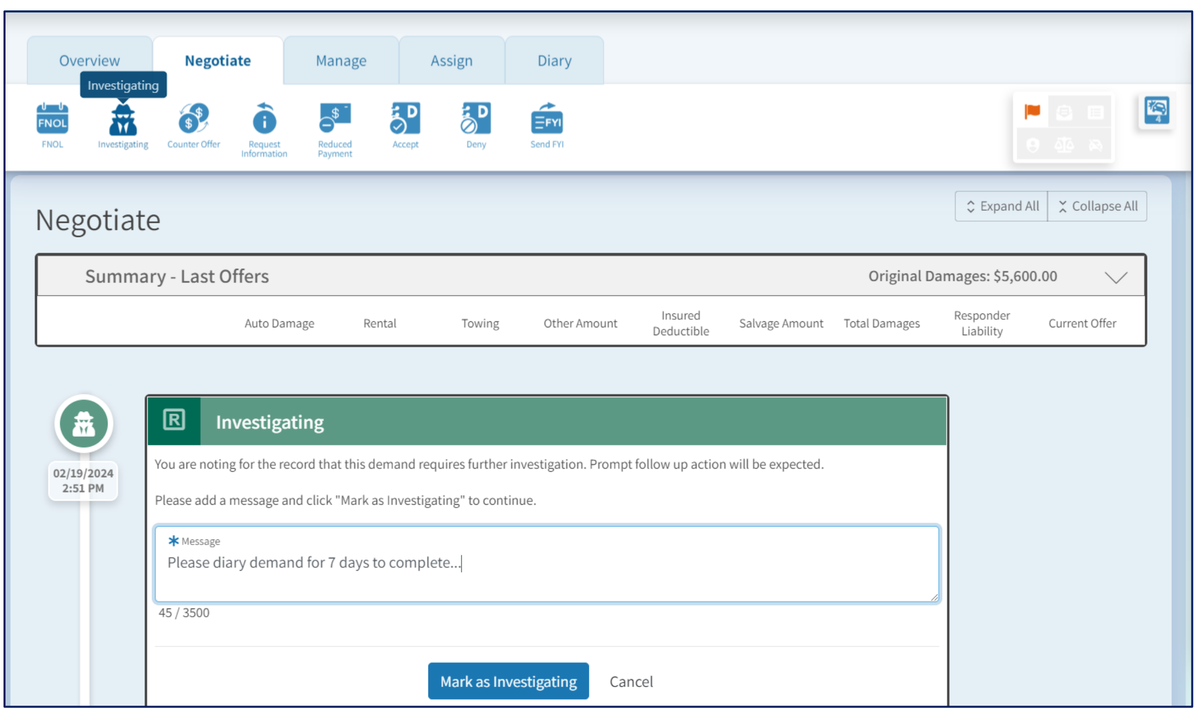
The Negotiate tab will offer the same quick negotiation icons, but this page will also contain a history of all negotiation events initiated by the demander or responder. We will use the Negotiate tab, rather than the Quick Actions box, to demonstrate the responder negotiation options.



FNOL and Investigating

FNOL and Investigating 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 Flag with the Responding Party.

Enter a "Message" and click "Mark as Investigating" to complete the action.



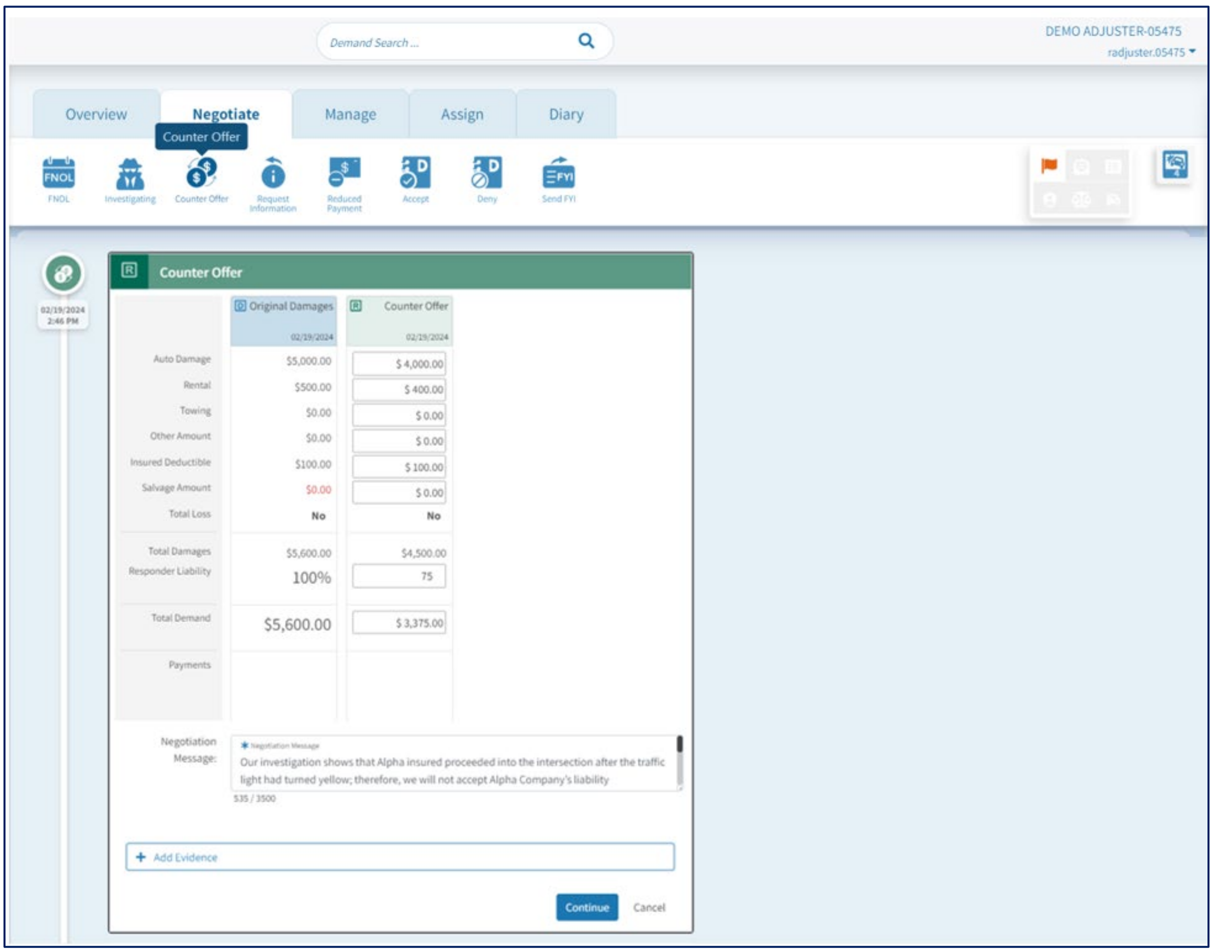
Counter Offer

Counter Offer 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 Flag for the Demanding Party.

Complete 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.



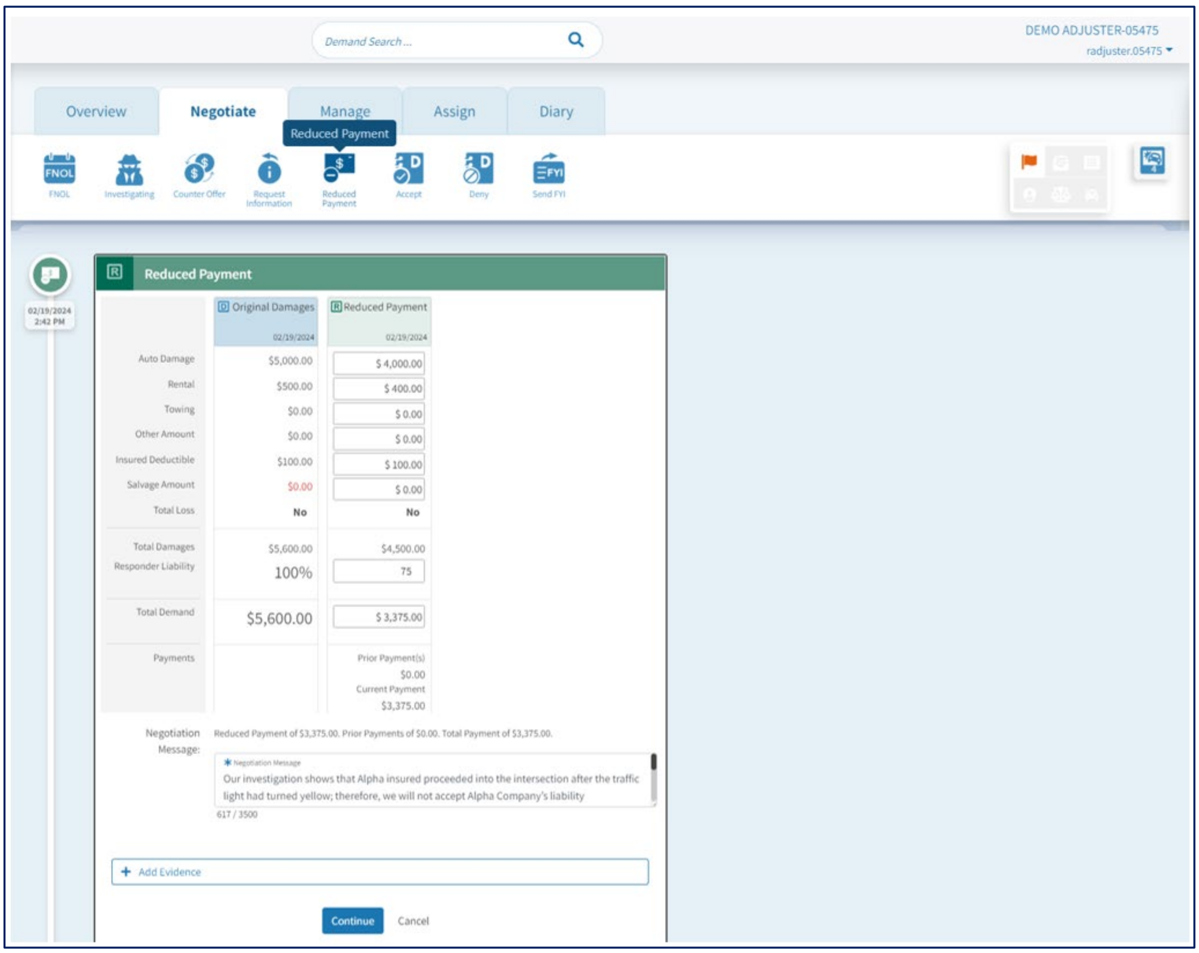
Reduced Payment

Reduced Payment 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 Flag 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.

Complete the necessary fields, enter a "Negotiation Message," and click "Continue" to complete the action.

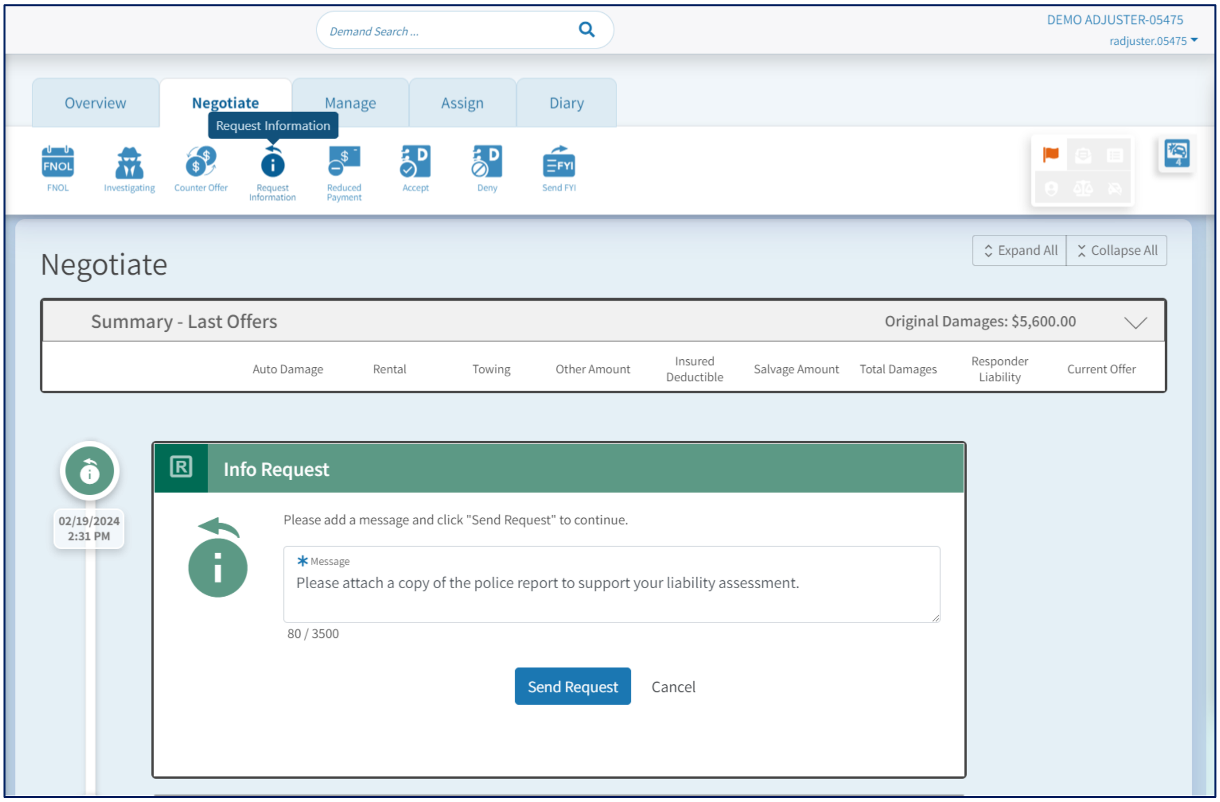
Additional evidence can be added to support a negotiation position.



Request Information

Request Information 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 Flag for the Demander.

Enter a “Message” and click “Send Request” to complete the action.

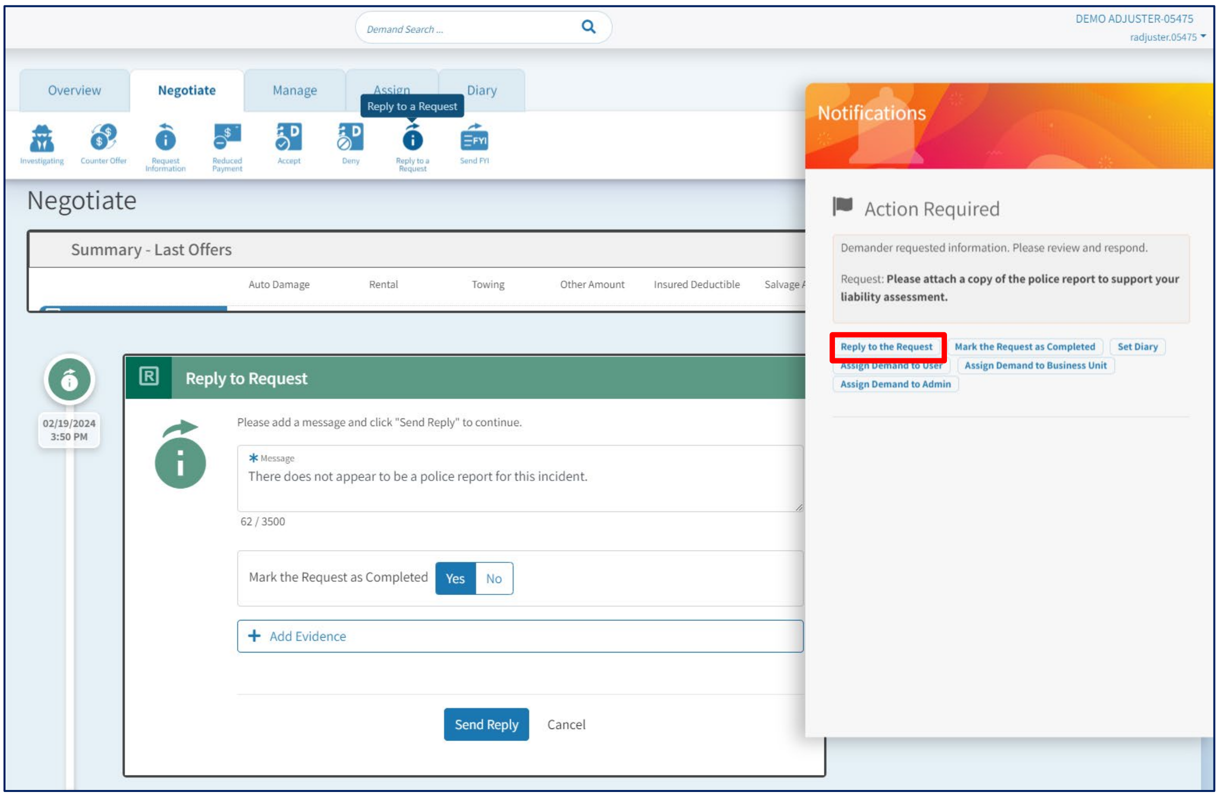


Reply to Request

Reply to Request allows the user to respond to a Request for Information from the Demander. This action will activate an Action Flag for the Demander.

Enter a "Message" and "Mark the Request as Completed," then click "Send Reply" to complete the action.

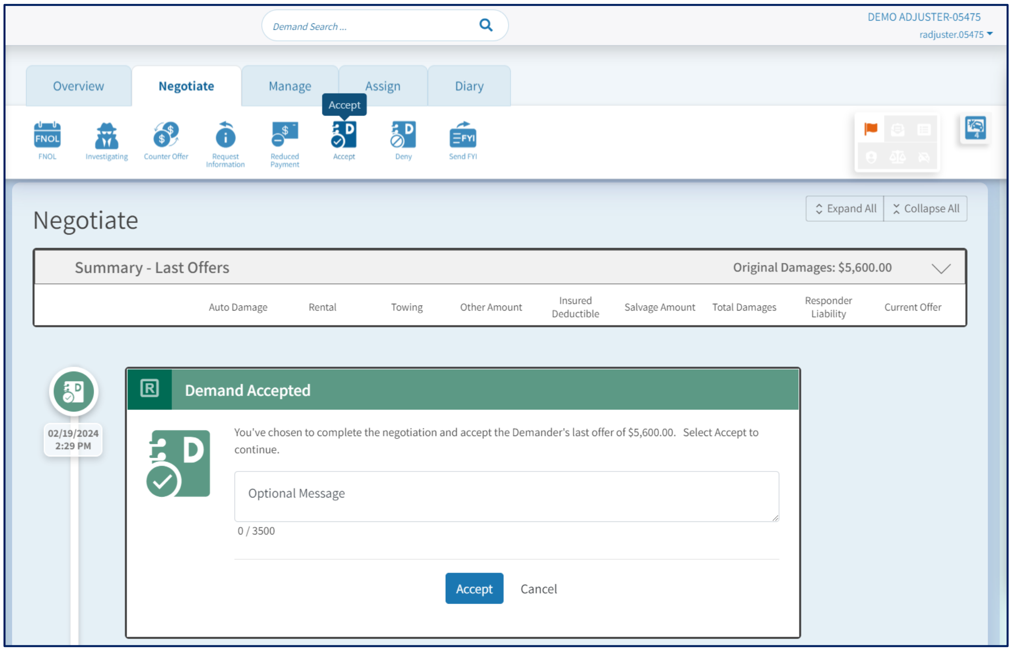
Additional evidence can be added, if needed, to resolve the request.



Accept

Accept allows the user to accept a current negotiation amount from the Demanding Party.

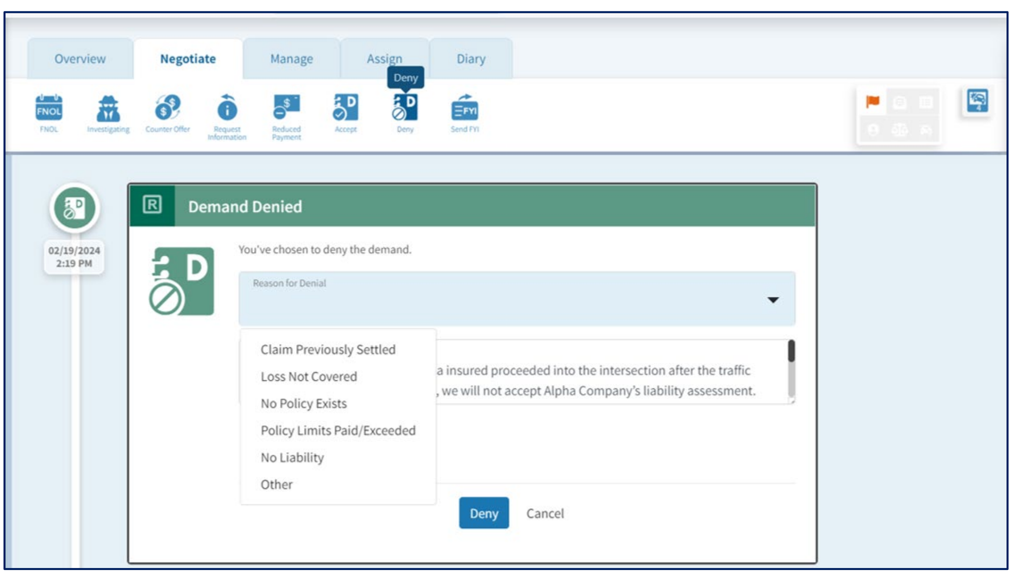
A negotiation message is not required and Auto-Close may be active depending on the Demander's company settings, or the Demander can manually close the claim. Click "Accept" to complete the action.



Deny

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

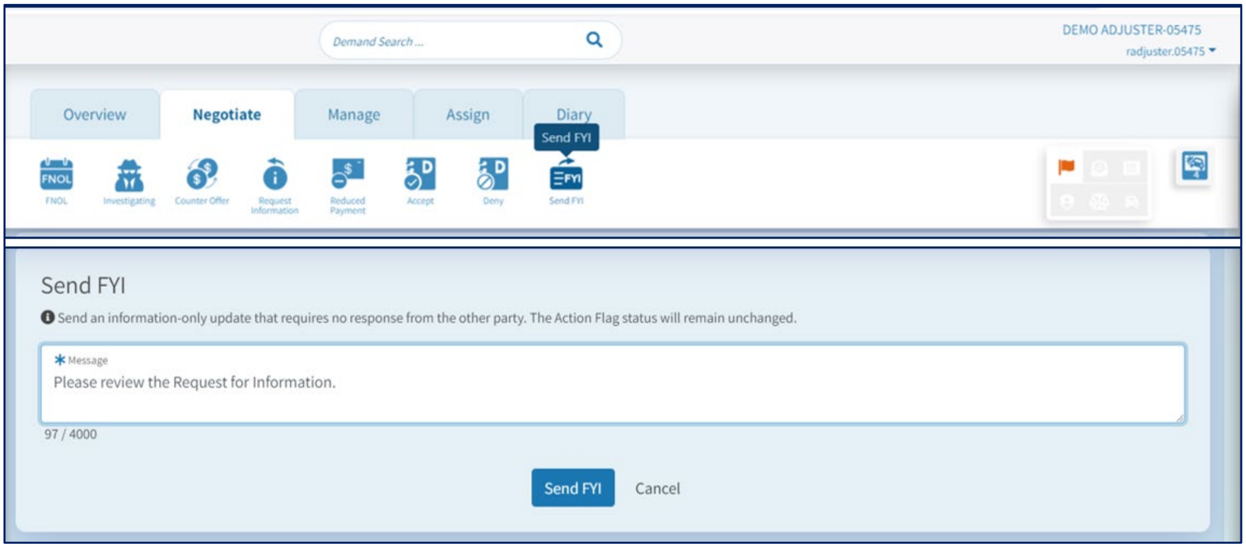
Select a "Reason for Denial," enter a "Negotiation Message," then click "Deny" to complete the action.



Send FYI

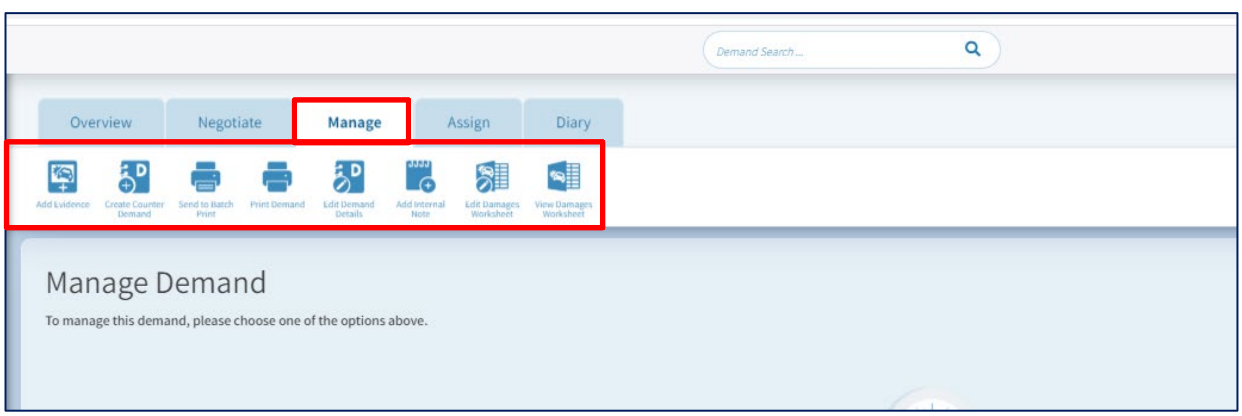
Send FYI allows the user to send a message to the Demanding Party. This message can be informational or ask for a task to be completed. This action will activate a message icon for the Demander.

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.



Link Descriptions

Add Evidence: This is a link to the Attached Evidence section of the Demand Overview and would be 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.

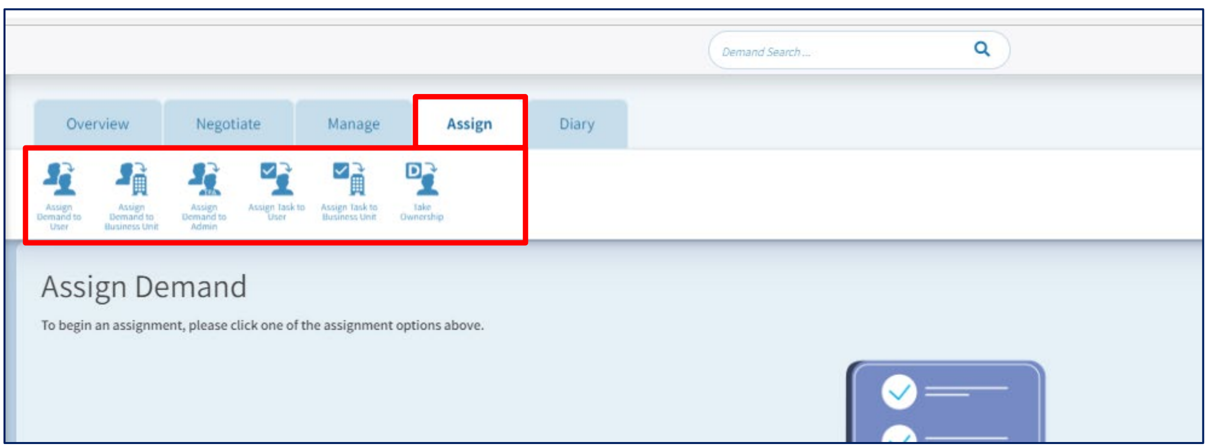
Add Internal Note: This is a link to create an Activity Log entry that is only visible to the responding party.

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.



Link Descriptions

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 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 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.