



ARBITRATION FORUMS, INC.  
*Membership driven. Innovation focused.*

## E-Subro Hub Responder Actions Reference Guide

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March 2024

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## E-Subro Hub Responder Actions

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Published: March 2024

## 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®).

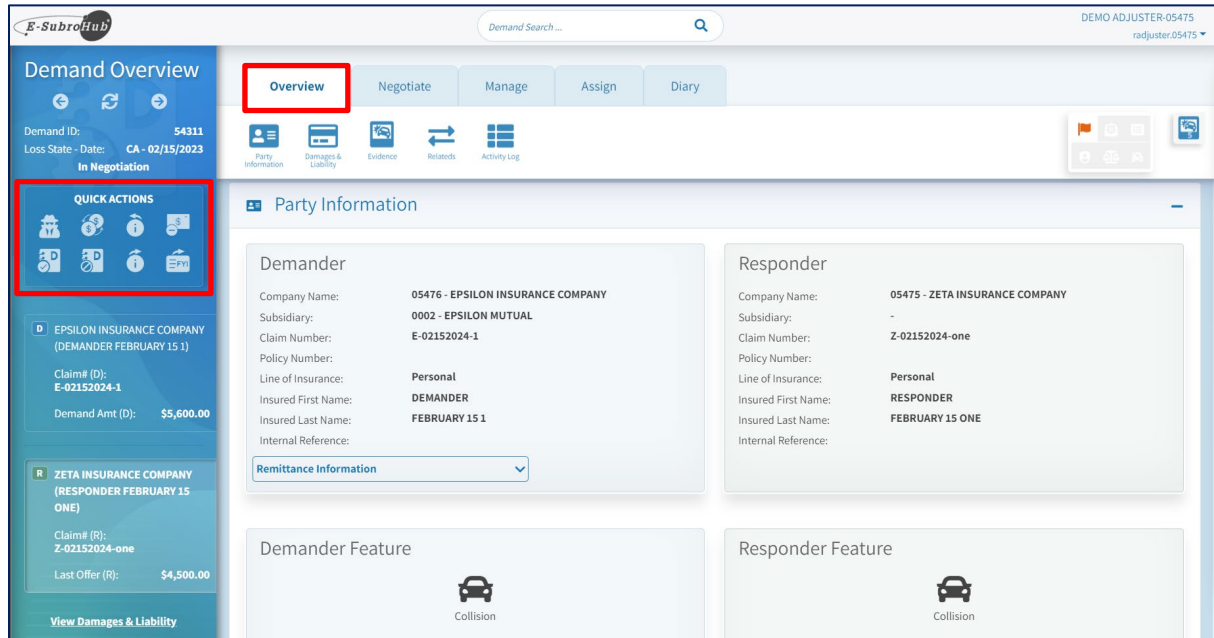
This document provides a reference to the new E-Subro Hub Responder Actions.

The term Responder Actions refers to the different negotiation 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.

Demand Search ... DEMO ADJUSTER-05475  
 radjuster.05475

Overview **Negotiate** Manage Assign Diary

Investigating Counter Offer Request Information Reduced Payment Accept Deny Reply to a Request Send FYI

**Negotiate** Expand All Collapse All

Summary - Last Offers Original Damages: \$5,600.00

Auto Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Total Damages	Responder Liability	Current Offer
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02/19/2024 3:46 PM **Counter Offer has been sent**  
 Negotiation Message: Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turne...

02/19/2024 3:45 PM **Counter Offer has been sent**  
 Negotiation Message: Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turne...

## 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.

Overview **Negotiate** Manage Assign Diary

**Investigating** FNOL Investigating Counter Offer Request Information Reduced Payment Accept Deny Send FYI

**Negotiate** Expand All Collapse All

Summary - Last Offers Original Damages: \$5,600.00

Auto Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Total Damages	Responder Liability	Current Offer
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02/19/2024 2:51 PM **Investigating**  
 You are noting for the record that this demand requires further investigation. Prompt follow up action will be expected.  
 Please add a message and click "Mark as Investigating" to continue.

\* Message  
 Please diary demand for 7 days to complete...|

45 / 3500

Mark as Investigating Cancel

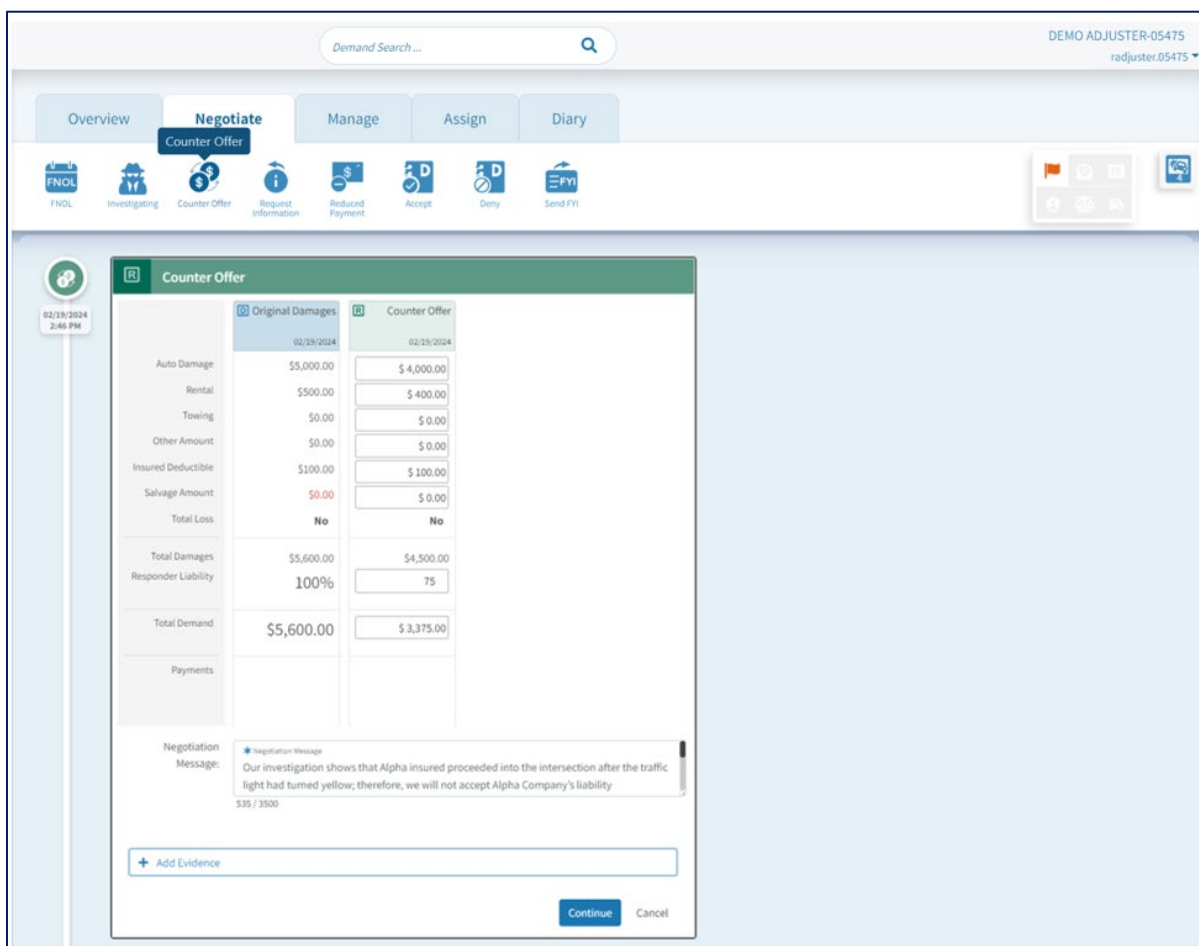
## Counter Offer

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.



Demand Search ... DEMO ADJUSTER-05475  
radjuster.05475

Overview **Negotiate** Manage Assign Diary

Counter Offer

FNOL Investigating Counter Offer Request Information Reduced Payment Accept Deny Send FYI

02/19/2024 2:46 PM

	Original Damages	Counter Offer
	02/19/2024	02/19/2024
Auto Damage	\$5,000.00	\$4,000.00
Rental	\$500.00	\$400.00
Towing	\$0.00	\$0.00
Other Amount	\$0.00	\$0.00
Insured Deductible	\$100.00	\$100.00
Salvage Amount	\$0.00	\$0.00
Total Loss	No	No
Total Damages	\$5,600.00	\$4,500.00
Responder Liability	100%	75
Total Demand	\$5,600.00	\$3,375.00
Payments		

Negotiation Message:   
 Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turned yellow; therefore, we will not accept Alpha Company's liability  
 535 / 3500

+ Add Evidence

Continue Cancel

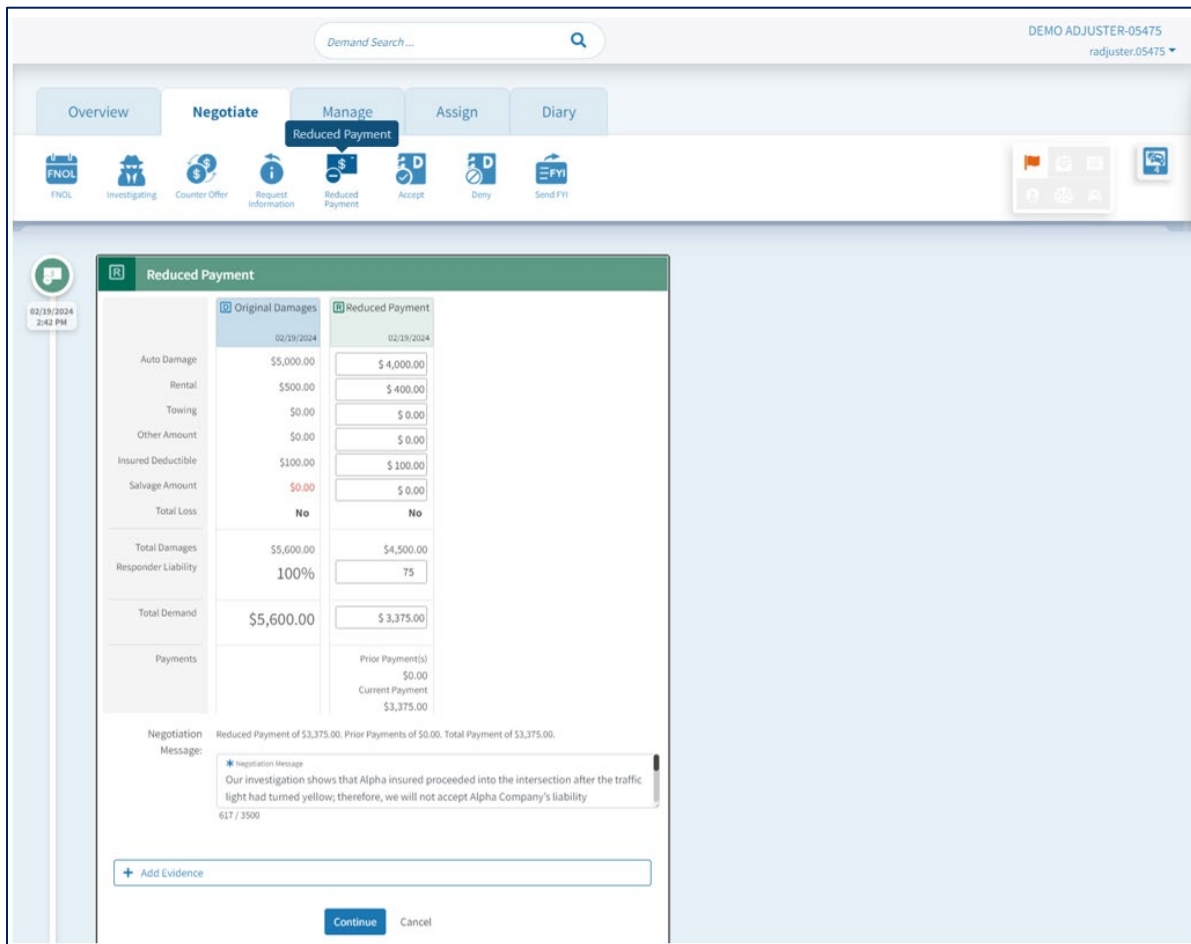
## Reduced Payment

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.



The screenshot displays the 'Reduced Payment' interface. At the top, there is a 'Demand Search...' bar and a user identifier 'DEMO ADJUSTER-05475'. Below this are navigation tabs: Overview, Negotiate, Manage (with 'Reduced Payment' selected), Assign, and Diary. A toolbar contains icons for FNOL, Investigating, Counter Offer, Request Information, Reduced Payment, Accept, Deny, and Send FYI. The main content area is titled 'Reduced Payment' and shows a comparison table between 'Original Damages' and 'Reduced Payment' for the date 02/19/2024.

	Original Damages	Reduced Payment
Auto Damage	\$5,000.00	\$ 4,000.00
Rental	\$500.00	\$ 400.00
Towing	\$0.00	\$ 0.00
Other Amount	\$0.00	\$ 0.00
Insured Deductible	\$100.00	\$ 100.00
Salvage Amount	\$0.00	\$ 0.00
Total Loss	No	No
Total Damages	\$5,600.00	\$4,500.00
Responder Liability	100%	75
Total Demand	\$5,600.00	\$ 3,375.00
Payments		Prior Payment(s) \$0.00 Current Payment \$3,375.00

Negotiation Message: Reduced Payment of \$3,375.00. Prior Payments of \$0.00. Total Payment of \$3,375.00.

Negotiation Message:  
 \* Negotiation Message  
 Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turned yellow; therefore, we will not accept Alpha Company's liability  
 617 / 3500

+ Add Evidence

Continue Cancel

## 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.

The screenshot displays the E-Subro Hub interface. At the top, there is a search bar labeled "Demand Search ..." and a user profile for "DEMO ADJUSTER-05475" with the email "radjuster.05475". Below this is a navigation menu with tabs for "Overview", "Negotiate", "Manage", "Assign", and "Diary". The "Negotiate" tab is active, and a sub-menu "Request Information" is highlighted. A toolbar contains icons for "FNOL", "Investigating", "Counter Offer", "Request Information", "Reduced Payment", "Accept", "Deny", and "Send FYI".

The main content area is titled "Negotiate" and includes a "Summary - Last Offers" section with a table of damage categories and a total of "Original Damages: \$5,600.00". A table below lists categories: Auto Damage, Rental, Towing, Other Amount, Insured Deductible, Salvage Amount, Total Damages, Responder Liability, and Current Offer.

An "Info Request" dialog box is open, prompting the user to "Please add a message and click 'Send Request' to continue." It features a text input field with a "Message" icon and the text "Please attach a copy of the police report to support your liability assessment." The character count "80 / 3500" is shown below the field. At the bottom of the dialog are "Send Request" and "Cancel" buttons. A notification bell icon on the left shows a message from "02/19/2024 2:31 PM".



## 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.

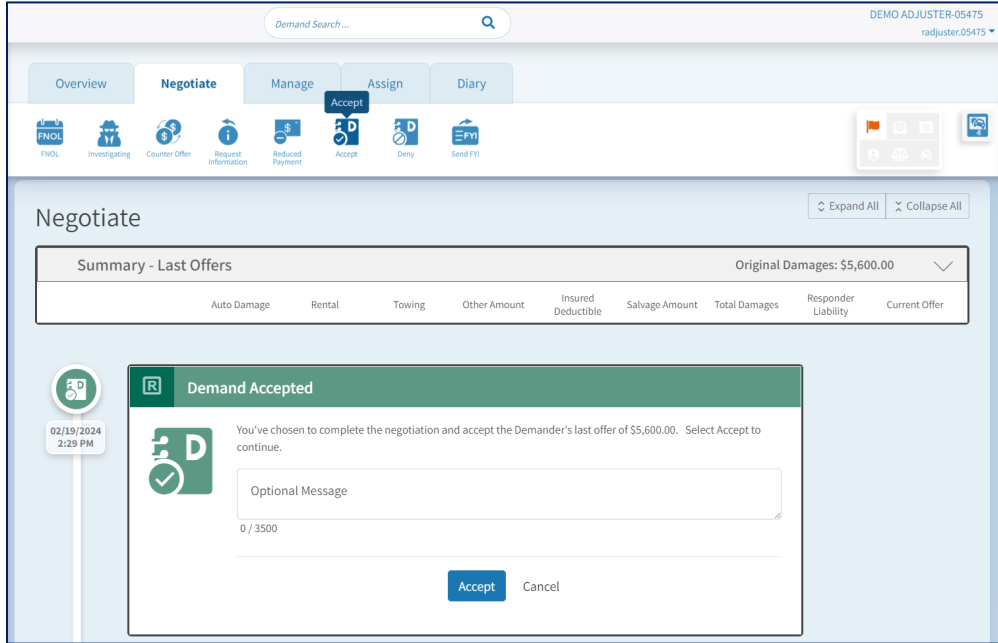
Additional evidence can be added, if needed, to resolve the request.

The screenshot displays the E-Subro Hub interface. At the top, there is a search bar and user information (DEMO ADJUSTER-05475, radjuster.05475). The main navigation includes Overview, Negotiate, Manage, Assign, and Diary. The Negotiate section is active, showing a Summary - Last Offers table with columns for Auto Damage, Rental, Towing, Other Amount, Insured Deductible, and Salvage. A modal window titled "Reply to Request" is open, prompting the user to add a message and click "Send Reply". The message input field contains the text: "There does not appear to be a police report for this incident." Below the message field, there is a "Mark the Request as Completed" section with "Yes" and "No" buttons. There is also an "Add Evidence" button. At the bottom of the modal are "Send Reply" and "Cancel" buttons. On the right side, a "Notifications" panel shows an "Action Required" notification: "Demander requested information. Please review and respond. Request: Please attach a copy of the police report to support your liability assessment." Below the notification are buttons for "Reply to the Request", "Mark the Request as Completed", and "Set Diary". The "Reply to the Request" button is highlighted with a red box.

## Accept

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

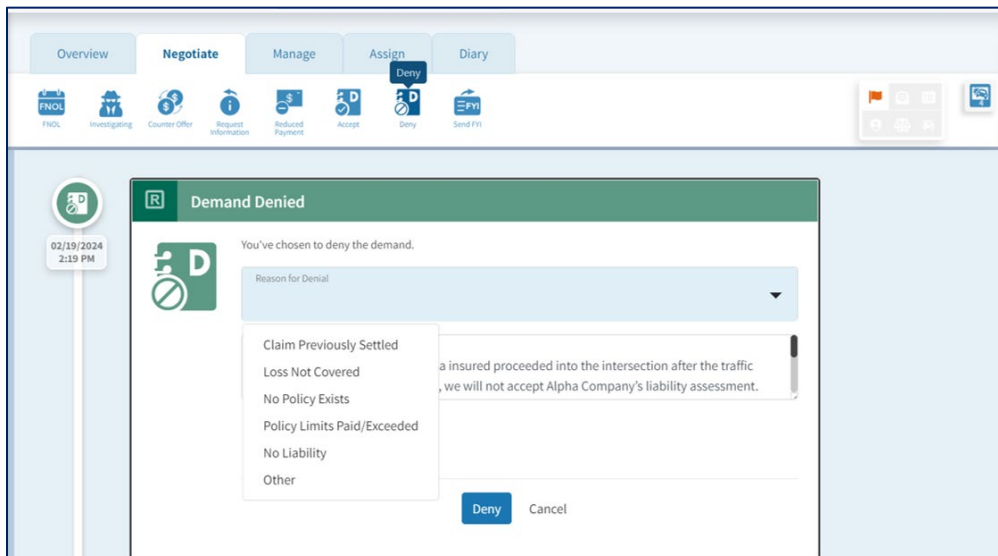
A negotiation message is not required and Auto-Close may be active depending on the Demander’s company settings, or the Demander can manually close the claim. Click “Accept” to complete the action.



## 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.

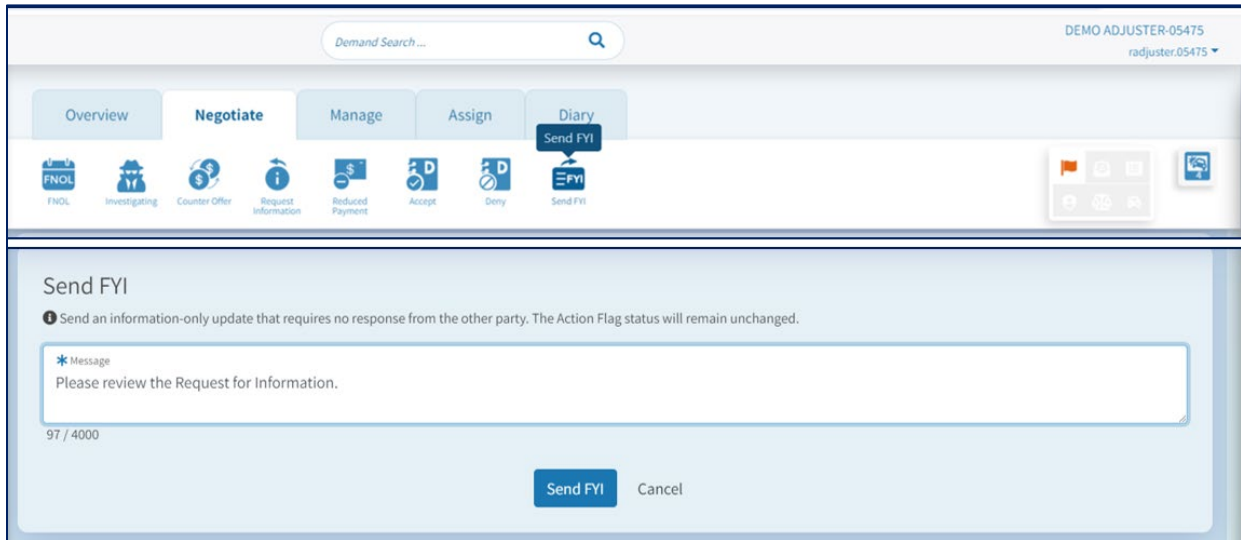
Select a “Reason for Denial,” enter a “Negotiation Message,” then click “Deny” to complete the action.



## Send FYI

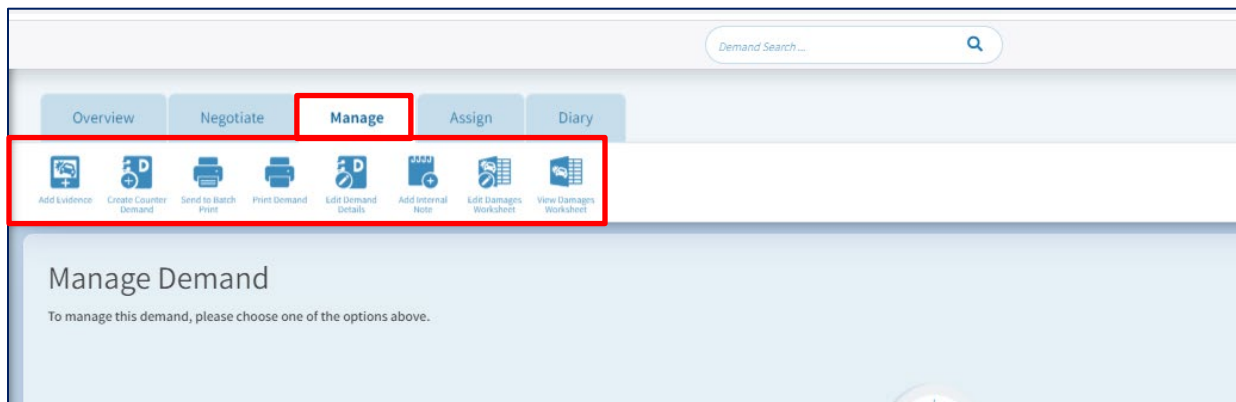
Send FYI allows the user to send a message to the Demanding Party. This message can be informational or ask for a task to be completed. This action will activate a message icon for the Demander.

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.

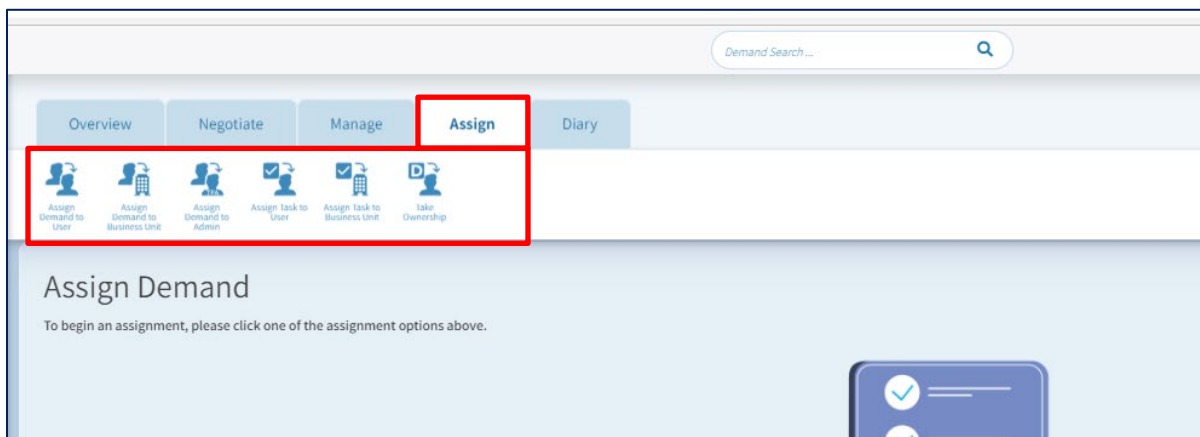
**Add Internal Note:** This is a link to create an Activity Log entry that is only visible to the responding party.

**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.

The screenshot shows the 'Diary' tab selected in a navigation menu. The interface includes a search bar at the top, a navigation bar with tabs for Overview, Negotiate, Manage, Assign, and Diary (highlighted with a red box), and a 'Set Diary' button. Below the navigation bar, the 'Diary' section is titled 'Diary' and contains a 'Set New Diary' form. The form includes a 'Diary View' dropdown set to 'User', an 'Expiration Date' of 03/01/2024, an 'Expires In' field set to 14 days, and buttons for '30 Days', '60 Days', '90 Days', and 'Custom'. A 'Comment' field is also present, along with 'Cancel' and 'Save Diary' buttons.