ARBITRATION FORUMS, INC.

Membership driven. Innovation focused.

E-Subro Hub Demander Actions Reference Guide

March 2024

Table of Contents

E-Subro Hub Demander Actions

©2024 Arbitration Forums, Inc.

All rights reserved. No part of this work may be reproduced in any form or by any means – graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems – without the written permission of Arbitration Forums, Inc.

While every precaution has been taken in the preparation of this document, Arbitration Forums, Inc. assumes no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall Arbitration Forums, Inc. be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

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®).

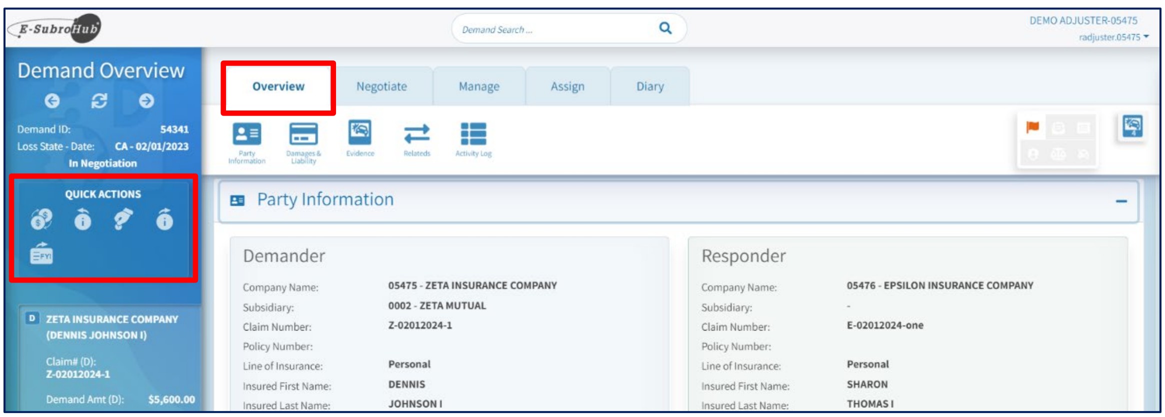
This document is provides a reference to the current E-Subro Hub Demander Actions.

The term Demander Actions refers to the different negotiaion actions in an issued E-Subro Hub Demand that are available to the demanding party.

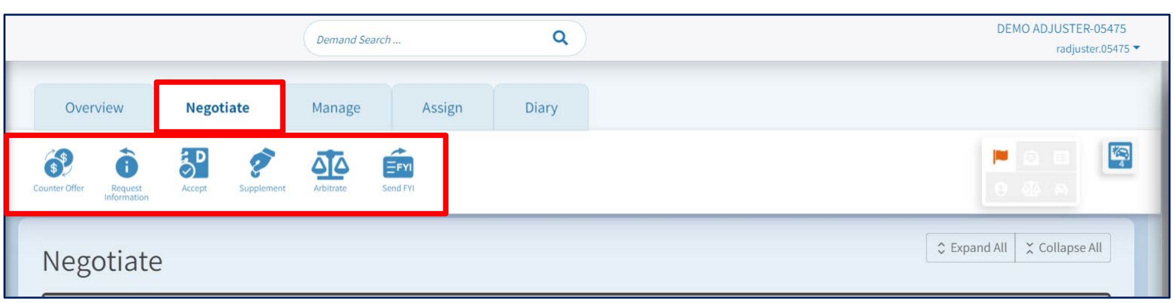
E-Subro Hub – Demander Negotiation Actions

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 a Counter Offer, Request Information, Reply to Request, Accept, Supplement 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. The Arbitrate feature is also located on the Negotiate tab. We will use the Negotiate tab, rather than the Quick Actions box, to demonstrate the demander negotiation options.



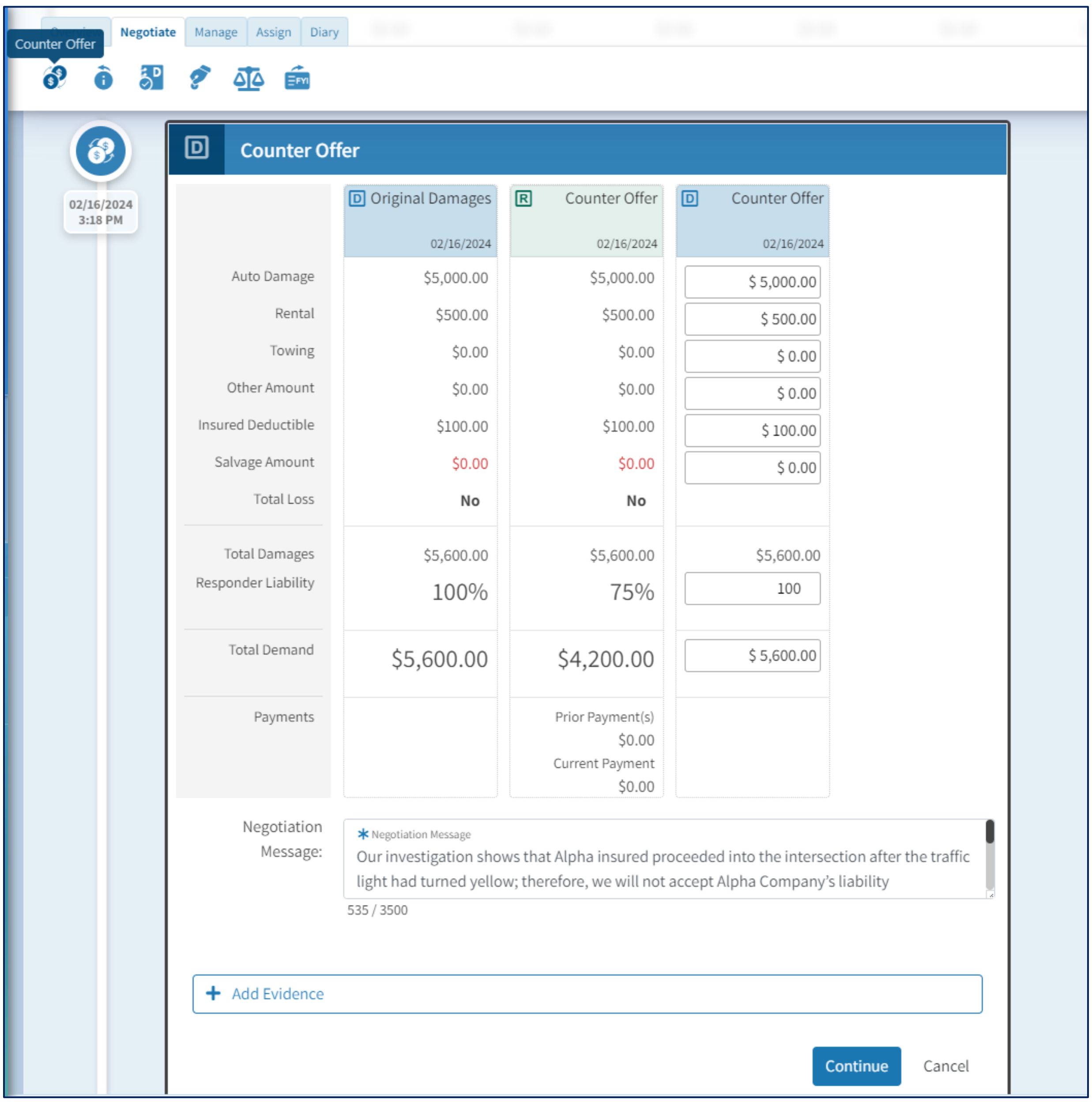
Counter Offer

A counter offer allows the user to restate their current claim position or initiate a reduction to their existing status with a revision to damages, liability, or a combination of the two. This action will activate an Action Flag for the Responding 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.

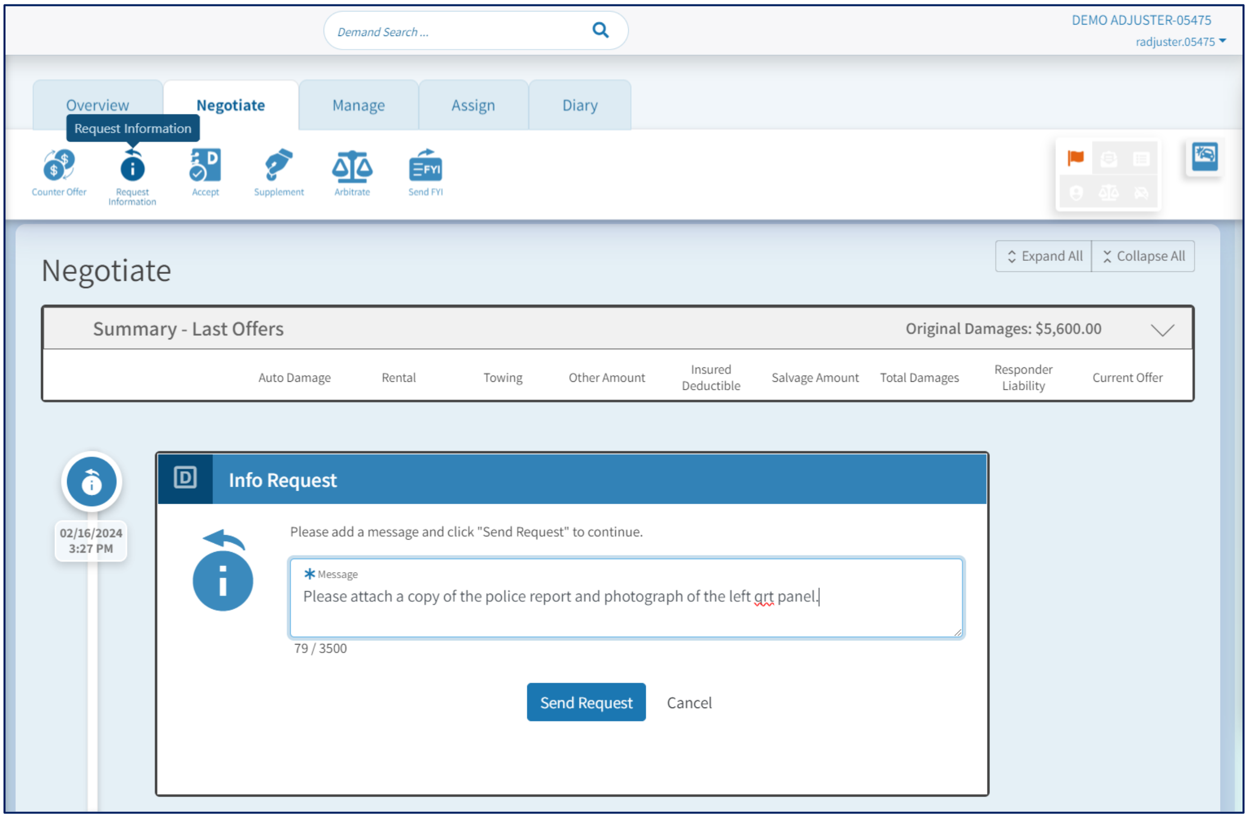
If you wish to see more information regarding how to add a supporting document, please review the "Add Evidence" reference document on the E-Subro Hub training page.



Request Information

“Request Information” allows the user to ask for additional information from the Responder. An example would be to attach a piece of evidence or to provide a status. This action will activate an Action Flag for the Responding Party.

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



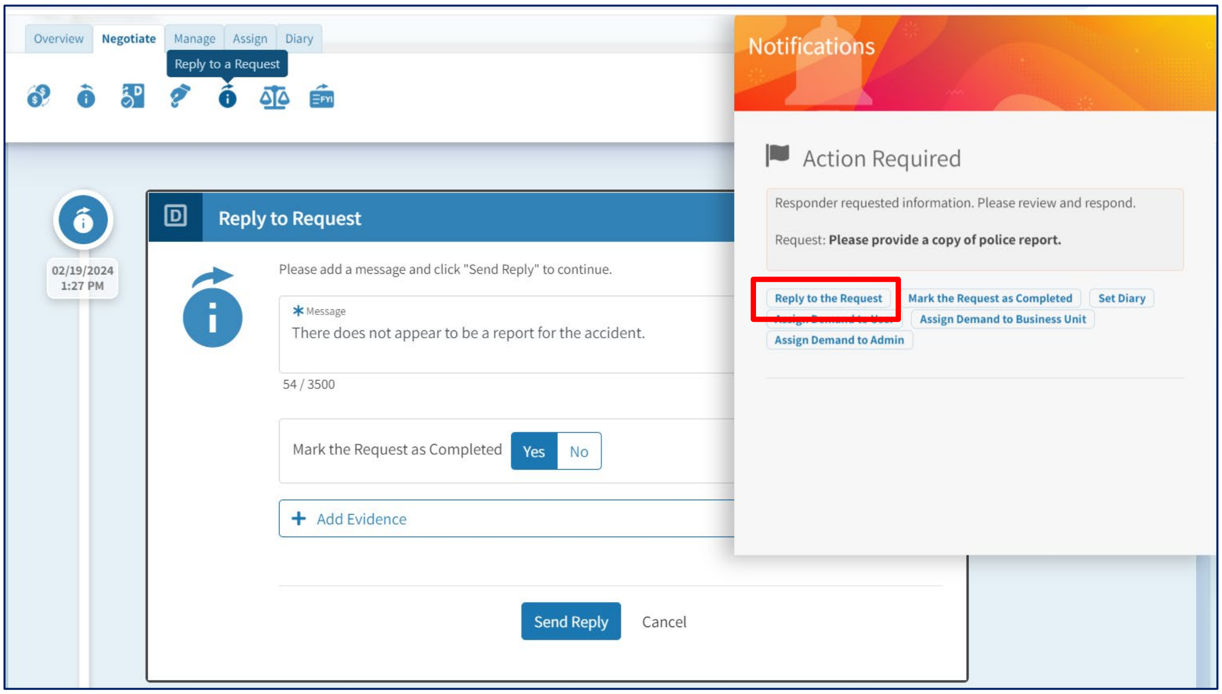
Reply to Request

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

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

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

A "Reply to the Request" is available under the Action Flag as well.

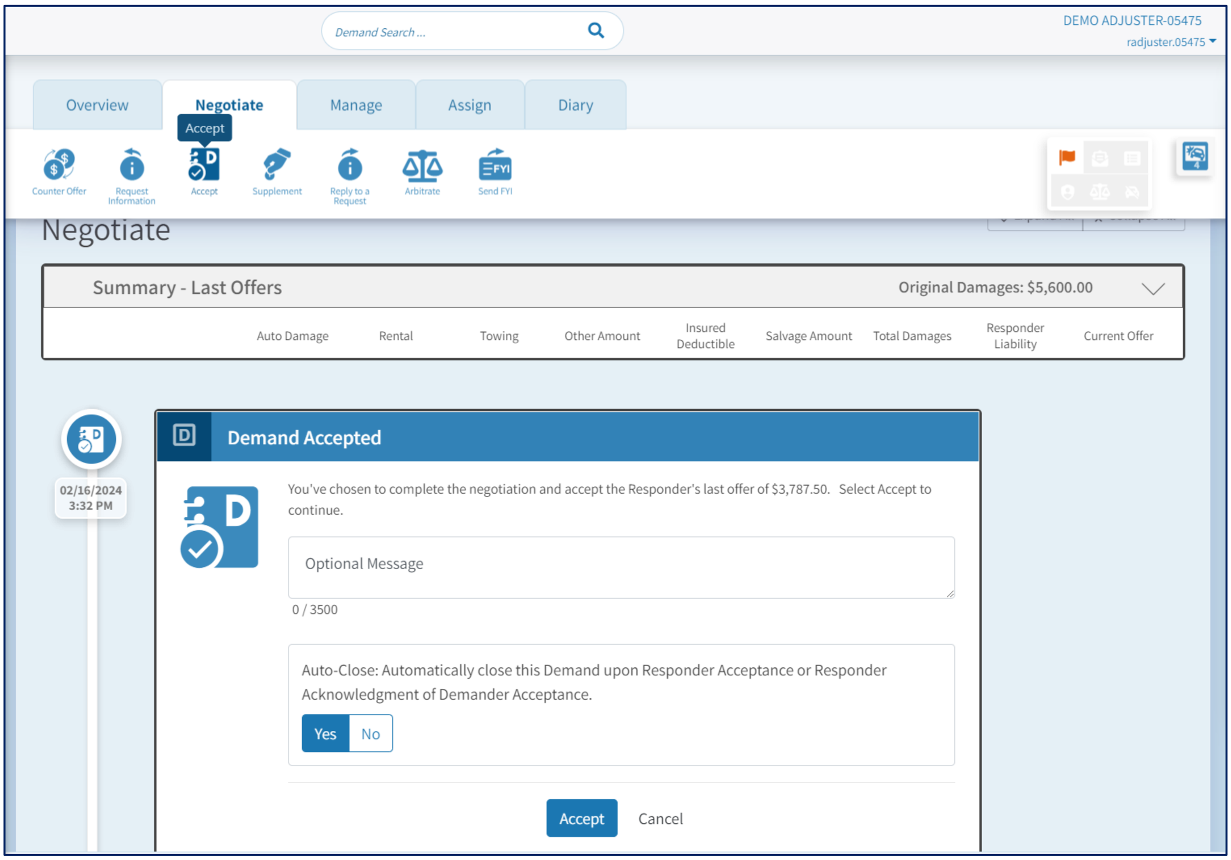


Accept

This action allows the user to accept a current Counter Offer from the Responding Party. If accepting a Counter Offer, this may set a diary for the Demanding Party, depending on company configuration, and will activate an Action Flag for the Responder.

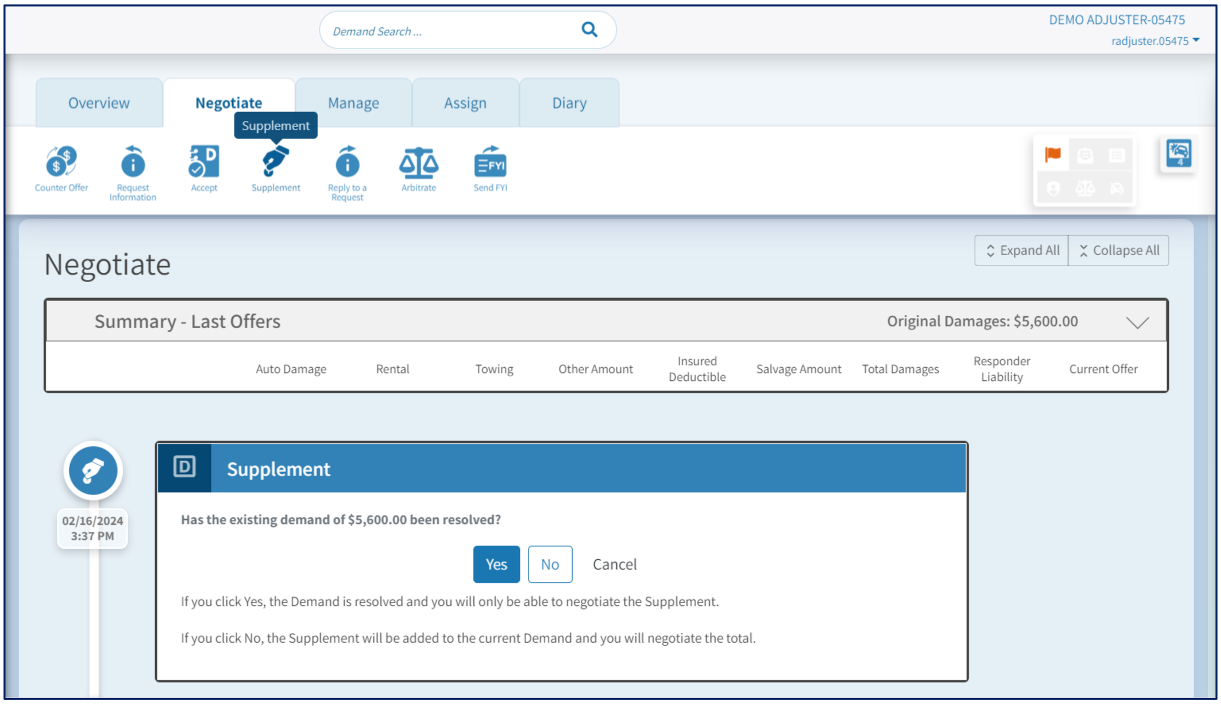
A negotiation message is not required. Auto-Close may be active depending on the Demander's company settings, or the Demander can manually close the claim when the settlement is received. Click "Accept" to complete the action.

Agreeing to a Reduced Payment amount from the Responder would likely lead to the demand being closed upon receipt of the payment.



Supplement

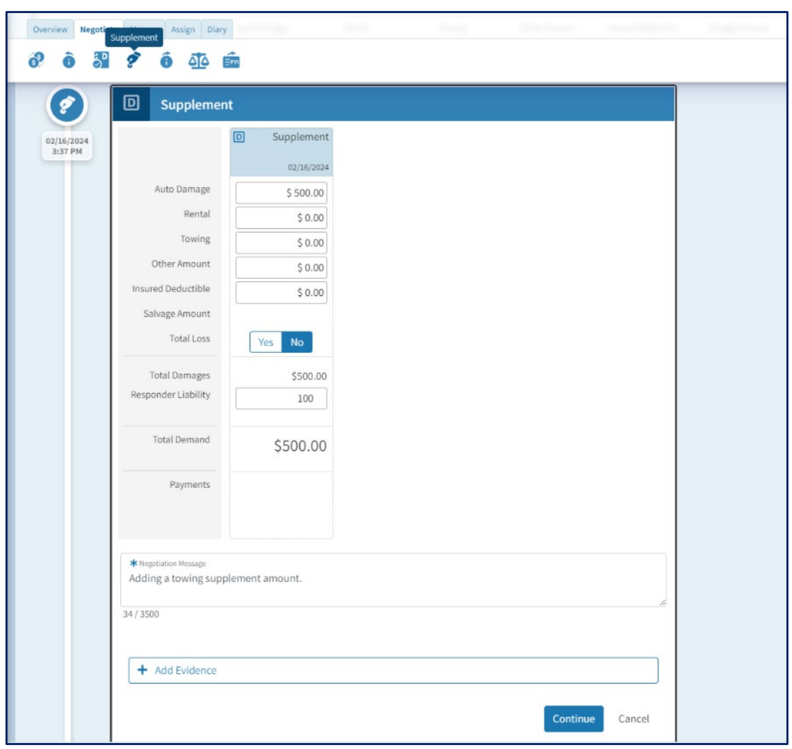
The Supplement action allows the user to add additional damage amounts to an existing E-Subro Hub demand. This is a two-step process. The first step is to confirm if the underlying claim has been resolved. A “Yes” will create a new demand stream for the supplement amount. A “No” will add the supplement to the pending amount. This action will activate an Action Flag for the responder.



The second step involves completing the necessary fields, entering a “Negotiation Message,” and clicking “Continue” to complete the action.

Additional evidence can be added to support a negotiation position.

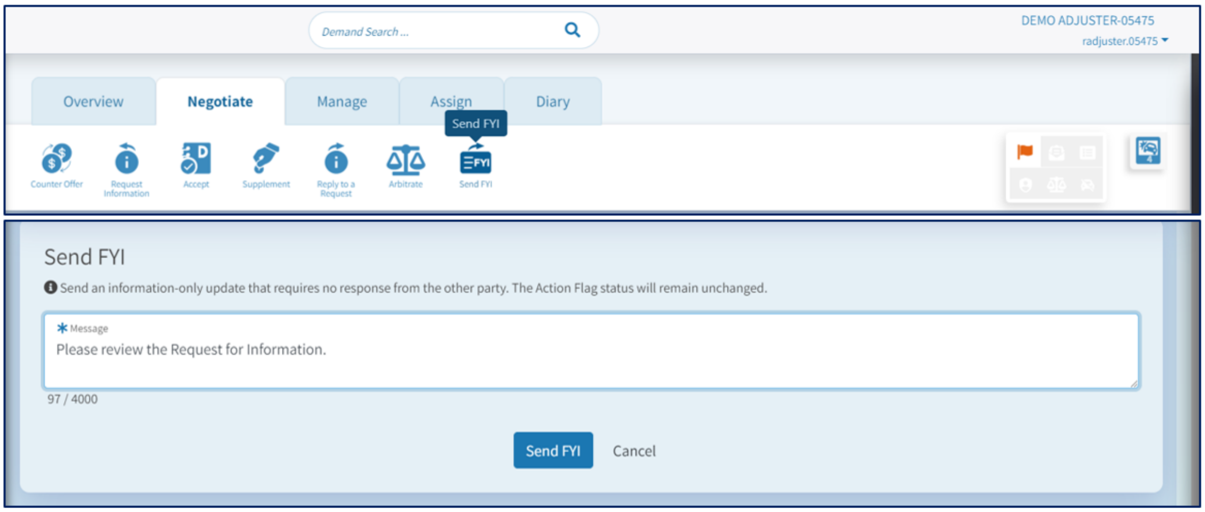
If you wish to see more information regarding how to add a supporting document, please review the “Add Evidence” reference document on the E-Subro Hub training page.



Send FYI

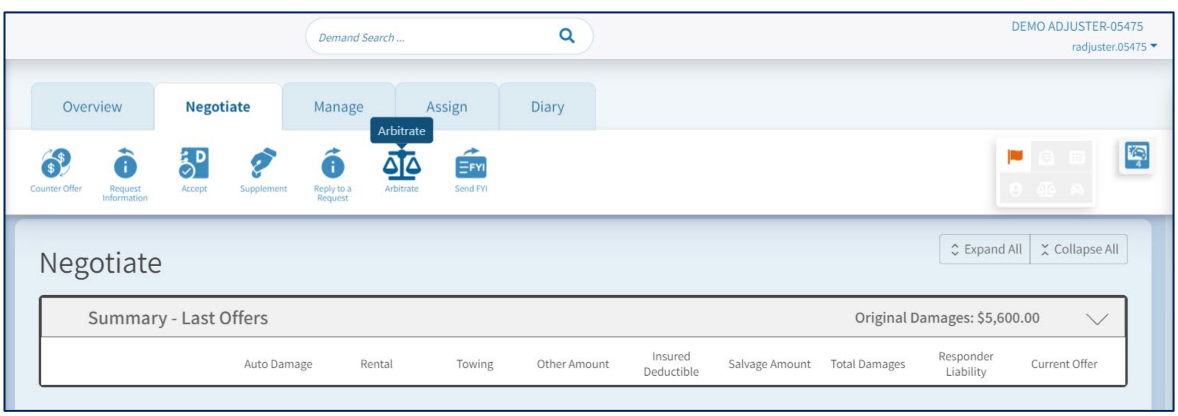
"Send FYI" allows the user to send a message to the Responding Party. This message can be informational or ask for a task to be completed. This action will activate a message icon for the Responder.

Enter a "Message" and click "Send FYI" to complete the action.



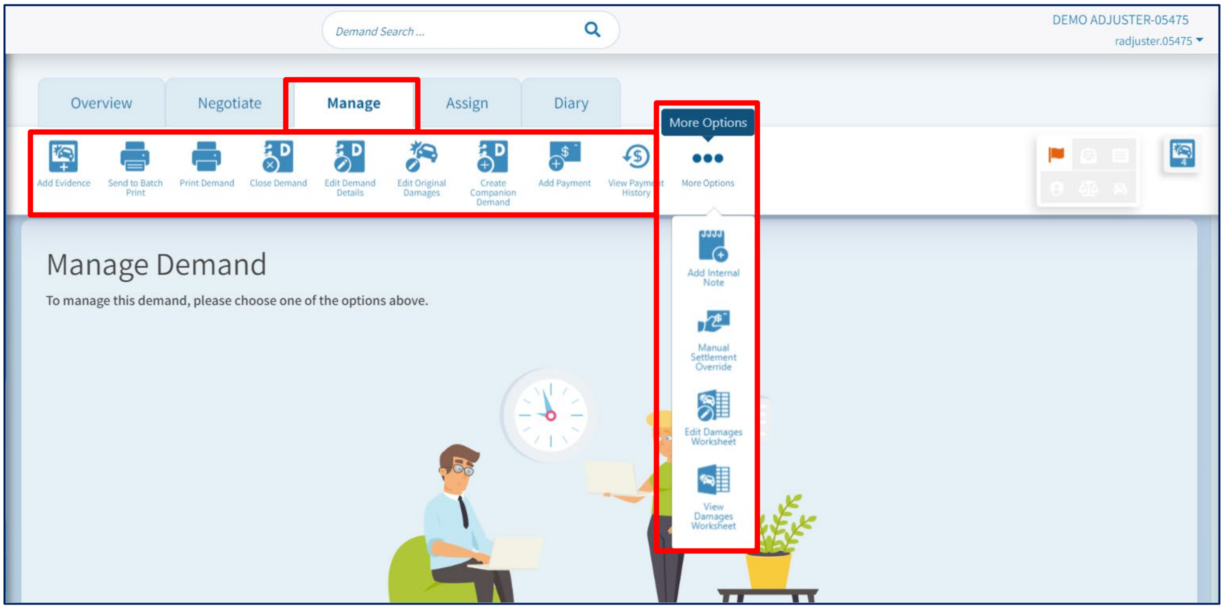
Arbitrate

The "Arbitrate" action allows the user to initiate arbitration through the E-Subro Hub demand. This icon is only available under the Negotiate tab. It is not available in the Quick Actions section. This action will activate an Action Flag for the Responder.



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 to see current list of evidence.

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.

Close Demand

This is a link to initiate a manual close of the matter by the Demander.

Edit Demand Details

This is a link to open demand entry fields that need to be revised.

Edit Original Damages

This is a link to open the Damage entry fields if a data entry error needs to be corrected. This would not be the location to add a supplement.

Create Companion Demand

This is a link to create a related demand to an additional Responding Party.

Add Payment

This is a link to document the receipt of an inbound payment.

View Payment History

This is a link to see all payments documented for the demand.

Add Internal Note

This is a link to create an Activity Log entry that is only visible to the Demanding Party.

Manual Settlement Override

This is a link to enter a settlement amount to close a demand that occurred outside the typical negotiation actions. The Reduced Payment command from the Responder would typically remove the need for this method to close a demand.

Edit Damages Worksheet

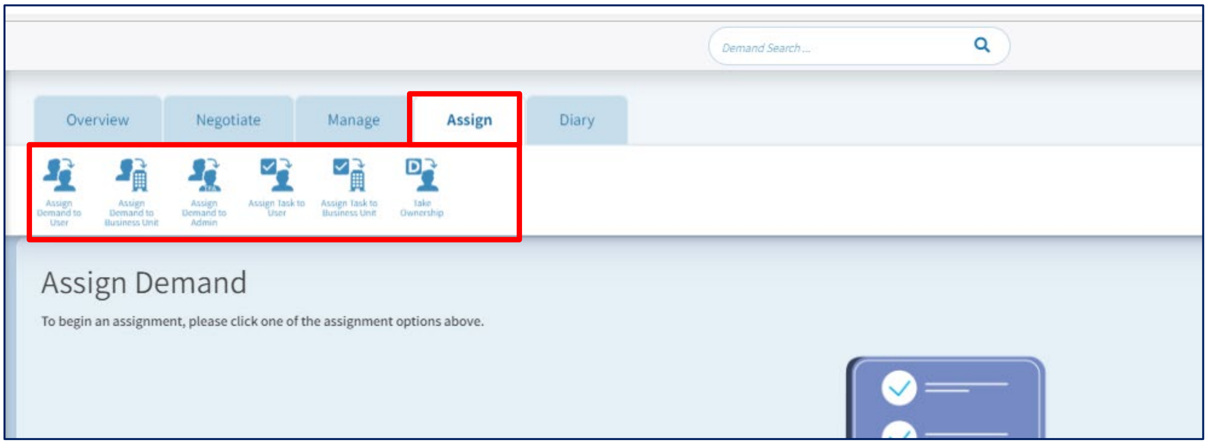
This is a link to create an internal Damages Worksheet.

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 an 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 a 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. There is a quick link option for 30 days, 60 days, or 90 days. A specific date can be selected by clicking the Custom option.