

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

Overview	Negotiate Manage Assign	Diary		
Party Damages & I formation Liability	Vidence Relateds Activity Log			
Party Inform	nation			-
Demander			Responder	
Company Name:	05475 - ZETA INSURANCE COMPANY		Company Name:	05476 - EPSILON INSURANCE COMPANY
Subsidiary:	0002 - ZETA MUTUAL		Subsidiary:	-
Claim Number:	Z-01012024-1		Claim Number:	E-01012024-one
Policy Number:	Personal		Policy Number:	Percenal
Line of insurance:	DENNIS		Line of Insurance:	SHARON
Insured Last Name:	JOHNSON I		Insured Last Name:	THOMAS I
Internal Reference			Internal Reference:	
Remittance Informatio	n ^			
Remit Payment to:	ZETA INSURANCE COMPANY			
Address 1:	3820 Northdale Blvd			
Address 2:			Responder Featu	re
Attention:				0
City, State, Zip:	Tampa, FL 33624-1863			1
Country:	US			Collision
Phone:	18883436524 Actel			Year Make Model
	Actiond			2020 Toyota Tacoma

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.

		Demand Search		٩					DEMO ADJUSTER-0541 radjuster.054
Overview Negotiate	Manage	Assign	Diary						
rty Damages & Evidence Relate	eds Activity Log						0		4 4
Party Information									+
Domogos & Liphility									
Damages & Liability							Or	iginal Damages: \$5,6	500.00
Damages & Liability Summary - Last Offers	Auto Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Or Total Damages	iginal Damages: \$5,6 Responder Liability	500.00 Current Offer
Damages & Liability Summary - Last Offers	Auto Damage \$5,000.00	Rental	Towing \$0.00	Other Amount \$0.00	Insured Deductible \$100.00	Salvage Amount \$0.00	Or Total Damages \$5,600.00	iginal Damages: \$5,6 Responder Liability 100%	500.00 Current Offer \$5,600.00
Damages & Liability Summary - Last Offers Initial Demand El Counter Offer El2042024	Auto Damage \$5,000.00 \$5,000.00	Rental \$500.00 \$500.00	Towing \$0.00 \$0.00	Other Amount \$0.00 \$0.00	Insured Deductible \$100.00 \$100.00	Salvage Amount S0.00 \$0.00	Or Total Damages \$5,600.00 \$5,600.00	iginal Damages: \$5,6 Responder Liability 100% 75%	500.00 Current Offer \$5,600.00 \$4,200.00



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.

Overview	w Negotiate Manage Assign Diary				
1=	= ⇔ =				40 M
🖾 At	ttached Evidence				-
			Search Evidence		
Í	~		Search	Q	
	Drop or browse fr	or files	Filter by Evidence Type		
L			Select Evidence Type(s)		
				Collaps	e Evidence Types
Fi	ile Name	Method	For Damages	Added By	Actions
🖾 is	stimate.pdf (Shared)	Upload	\$5,600.00	DEMO ADJUSTER-05475 D Fri Feb 16, 2024, 6:08:38 pm	6
Eid	dence Type	Evidence Description			Actions
Eit	timate				▲
	roof of Payment.pdf Shared	Upload	\$5,600.00	DEMO ADJUSTER-05475	6
Eric	dence Type	Evidence Description			Actions
Fo	oof of Payment				▲
	ental Bill.pdf Shared	Upload	\$5.600.00	DEMO ADJUSTER-05475 回	A
E	dence Type	Evidence Description		Fri Feb 16, 2024, 6:08:38 pm	Actions
	ntal Bill/Receipt				4
Fer					
Fer	ehicle Photo Front.pdf (Shared	Upload	\$5.600.00	DEMO ADJUSTER-05475 D	6

Relateds

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

Relateds						-
Demand ID Coverage Group	Loss State Loss Date	Status	Party	Claim #	Policy #	
54341 Collision, Comprehensive/OTC	California 1/1/2023	In Negotiation	DENNIS JOHNSON I OS475 ZETA INSURANCE COM SHARON THOMAS I OS476 EPSILON INSURANCE C	2-02012024-1 PANY E-02012024-one OMPANY		
Case ID Coverage Group	Loss State	Party		Claim #	Policy #	



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.

Overview Ne	gotiate Manage Assign Diary		DEMO ADJUSTE radjuster.05475	R-054
1	⊠ ≓ ∎			
Activit	y Log			-
Search	٩	Visibility Filter Default		
Date Added 👻	Event 🖨	Description Default Less Detail	Added By 🖨	
02/16/2024 06:11 PM	Counter Offer has been sent	Counter Offer added by EPSILON INSURANCE COMPANY, M sag after the traffic light had turned yellow; therefore, we will n k accept Alpha Company's liability assessment. C in assessment is ??% liability to Beta insured and ??% liability to Alpha insured. In addition, no memory and we have used in the repair exempte. Beta Company review of estimate shows that \$??? could have been saved using aftermarket parts. In addition, vehicle repairs completed 2 days prior to return of rental which is reduced by \$???.	BEN RESPONDER 05476	
02/16/2024 06:11 PM	Demand Ownership changed	Responder ownership changed to BEN RESPONDER 05476 by EPSILON INSURANCE COMPANY.	BEN RESPONDER 05476	
02/16/2024 06:11 PM	Demand has been issued	Demand issued by ZETA INSURANCE COMPANY. The Demand was assigned to East Coast Routing Unit at EPSILON INSURANCE COMPANY via automated routing rules. Message: Enclosed please find our subrogation demand for review and payment.	DEMO ADJUSTER-05475	
02/16/2024 06:10 PM	Demand has been created	Demand created by ZETA INSURANCE COMPANY	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Companion Demand has been initiated	Companion Demand initiated from Demand ID 54341 by ZETA INSURANCE COMPANY.	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Evidence has been added	Evidence Added by ZETA INSURANCE COMPANY: Estimate	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Evidence has been added	Evidence Added by ZETA INSURANCE COMPANY: Rental Bill/Receipt	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Evidence has been added	Evidence Added by ZETA INSURANCE COMPANY: Proof of Payment	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Evidence has been added	Evidence Added by ZETA INSURANCE COMPANY: Photograph(s)	DEMO ADJUSTER-05475	
02/16/2024 06:08 PM	Evidence has been added	Evidence Added by ZETA INSURANCE COMPANY: Photograph(s)	DEMO ADJUSTER-054	\$75

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

E-SubroHub				Demand Search	u.	٩	DEMO ADJUSTER-05475 radjuster.05475 *
Demand Overview ල ද ා	Overview	Negotiate	Manage	Assign	Diary		
Demand ID; 54351 Loss State - Date: CA - 01/01/2023 In Negotiation	Party Morenation Damages & Liability	Evidence Relateds	Activity Log			•	📕 e a 🗉 🕰 a 📓
QUICK ACTIONS	Party Infor	mation					+
É							



Overview Header

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

E-SubroHub				Demand Search	٩	DEMO ADJUSTER (05475 radjuster:05475 *
Demand Overview ල ය	Overview	Negotiate	Manage	Assign Diary		
Demand ID: 54351 Loss State - Date: CA - 01/01/2023 In Negotiation	Party Party Information	Evidence Relateds	Activity Log			
QUICK ACTIONS	Party Information	mation				+

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.

					Demand Sean	ch	٩					DEMO ADJUSTER-05475 radjuster.05475
Overv	view	Negot	iate	Manage	Assign	Diary						
sunter Offer	Request Information	Accept	Supplement	Arbitrate	Send FVI					1		1 45 A
Nego	otiate										C Expans	d All 🔀 Collapse All
S	Summary	/ - Last (Offers							Or	iginal Damages: \$5,6	500.00 🗸
_			Au	ito Damage	Rental	Towing	Other Amount	Insured Deductible	Salvage Amount	Total Damages	Responder Liability	Current Offer

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.

	Demand Search	٩	DEMO ADJUSTER-05475 radjuster.05475 🔻
Overview Negotiate Manage	Assign Diary		
Antigrito Antigr			
Assign Demand To begin an assignment, please click one of the assignment of	ptions above.		

Diary Header

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

	Demand Search	٩	DEMO ADJUSTER-05475 radjuster.05475 🔻
Overview Negotiate Manage	Assign Diary		
Set Dury			📕 8 2 8 4 A
Diary			
Set New Diary			
Choose an expiration date for this diary, and add a comment that	describes its purpose.		
Diary View User Business Unit			
Expiration Date: 03/04/2024			
Expires In Days			
30 Days 60 Days 90 Days Custom 苗			
Reset to my companies default # of days			
Comment			
Cancel Save Diary	h.		



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.

Q Demand Search . Manage Assign Diary Overview Negotiate Notifications .≡ ----Action Required Party Information Demander Responder Set Diary Assign Der Assign D 05475 - ZETA INSURANCE COMPANY Company Name: Company Name: 0002 - ZETA MUTUAL Subsidiary: Subsidiary: Z-01012024-1 Claim Number: Claim Number Policy Number: Policy Number Messages Personal Line of Insurance: Line of Insurance: DENNIS Insured First Name: Insured First Name Please review Request for Information JOHNSON I Insured Last Name: Insured Last Name FYI sent on 02/19/2024 19:56 EST Internal Reference: Internal Reference: Remittance Information View Activity Log Clear All Message(s) and Message Flag ~ Demander Feature **Responder Feature** A Mode 2022 Honda Accord se Plate License Plate Driver Status Same As Insured Driver Status Same As Insured

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.

			A-01012024-one		٩		DEMO ADJUSTER-05475 radjuster.05475 *
Overview	Negotiate	Manage	Assign	Diary			
Party Information	Evidence Relateds	Activity Log					9 8 8 8
Party Information	rmation						-
Demander						Responder	
Company Name: Subsidiary: Claim Number:	0547 0002 Z-01	5 - ZETA INSURAN - ZETA MUTUAL 012024-1	ICE COMPANY			Company Name: Subsidiary: Claim Number:	05476 - EPSILON INSURANCE COMPANY - E-01012024-one



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

E-SubroHub				DEMO ADJUSTER-05475 radjuster.05475 👻
Search Results Home / Search Results				
A-01012024-one				QSearch Show Advanced Search
E-Subro Hub 1 TRS 0 OLF	0			
		1 results for A-01012024-one		Order By 🔻
Demand ID	Company		Feature	Status
Demand ID: 54261 Loss State: California Loss Date: 2023-02-05	05475 - ZETA MUTUAL Insured: DEMANDER FEBRUARY 2 1 05476 - EPSILON INSURANCE COMPANY Insured: RESPONDER FEBRUARY 2 ONE		Claim #: A-01012024-one Collision, Comprehensive/OTC 2022 Honda Accord Claim #: E-02022024-one	in Negotiation
Showing 1 - 1 of 1 item(s)				

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.

E-SubroHub Demand Search.				
Demand Overview ເ⊖ ᢓ €	Overview	Negotiate	Manage	Assign
Demand ID: 54341 Loss State - Date: CA - 02/01/2023 In Negotiation	Party Information	Evidence Relateds	Activity Log	
QUICK ACTIONS	Party Info	rmation		
	Demander Company Name:	05475 - ZE	TA INSURANCE CO	MPANY

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

Demand Overview G S S	Overview Negotiate Mana	ge Assign
Demand ID: 54341 Loss State - Date: CA - 02/01/2023 In Negotiation	Party Information Damages & Evidence Relateds Activity Log	8
QUICK ACTIONS	Party Information	
FM	Demander Company Name: 05475 - ZETA INSURA	NCE COMPANY
D ZETA INSURANCE COMPANY (DENNIS JOHNSON I) Claim# (D): Z-02012024-1 Demand Amt (D): \$5,600.00	Subsidiary:0002 - ZETA MUTUALClaim Number:Z-02012024-1Policy Number:Line of Insurance:Line of Insurance:PersonalInsured First Name:DENNISInsured Last Name:JOHNSON IInternal Reference:Internal Reference	
EPSILON INSURANCE COMPANY (SHARON THOMAS I)	Remittance Information	
Claim# (R): E-02012024-one Last Offer (R): View Damages & Liability	Demander Feature	
<u>Hew Damages & Liability</u>	Collision	



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 Overview	Overview Negot	tiate				
₽ Q	Demand ID: 54261 Loss State - Date: CA - 02/05/2023 In Negotiation	Party Information	Relateds				
Ê	QUICK ACTIONS	Party Information	n				
A	î ÉM	Demander					
		Company Name:	05475				
		Subsidiary:	0002				





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