

# A New Look for Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>): Comparing Classic and Modern Interfaces

AF is transitioning Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>) to a new look and feel. While workflows will remain the same, this update will bring a modern design to the page layouts. Those familiar with E-Subro Hub will see similarities, as we aim to further unify our products with future user interface updates.

The modern view of TRS offers:

- A new TRS Worklist Menu
- Enhanced color scheme
- Improved case banner
- Modernized font style for improved visibility
- Toggle and Tab style response prompts versus radio buttons
- New Cloud icon:



This icon displays in real-time the number of attached evidence items currently being uploaded to a TRS Case. In this example, the user attached five evidence items. As each item is being attached, the numerical value decreases until the upload process is complete.

The following pages contain comparisons of the classic view and the modern view to help users get acquainted with the updated interface.

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## **TRS Worklist**

#### **Classic View**

	n FORUMS, INC	5. 29		Case - Search	٩	î	Cindy Calhour	n filer <del>-</del>
Worklist Home / Worklist							File New Dan	nages
			c	lases				
i≡ Filters							Vi	ew As 👻
Filter Presets	+ Add	Case ID <b>≑</b>	Company	Feature	Claim Rep	Due Date 🖨	Status	
Selected Filters	👕 Clear	☆ I2400007711-C1						
NeedsAttn X		Loss Date: 2/26/2024	04513 ALPHA INSURANCE OF FLORIDA Insured: JACK DOE	NYPIP   BROKEN BONE     Claim #: TESTNOPOLICY	RIKKI GREGGO FILER		Submitted	:
Assignment Assigned to Me Unassigned	~	2033 Dute, 2/20/2024		NYPIP   JACK DOE Claim #: TESTNOPOLICY	RIKKI GREGGO FILER		Pending	:
Watches     My Watched Cases	^		04514 BETA INSURANCE OF FLORIDA Insured: NO COVERAGE	R NYPIP   BROKEN BONE Claim #: NONONONO	RIKKI GREGGO RESPONDER	4/3/2025	In Progress	
Case Status <ul> <li>Needs Attention</li> <li>Recovering</li> </ul>	^			■ NYPIP   JACK DOE Claim #: NONONON			Pending	
C Responding				View My Features Only				

#### **Modern View**

=	ARBITRATION FORUMS, INC, Monthering driver, Internetion foreaut		Case 👻 🔍	Case Search			Jack Demand jdemander.045	der
A		Worklist					+ File New Dam	ages
F.	Filter Presets +Add							
	F - In Progress	Cases						w As
	Selected Filters	Case ID 🖨	Company	Feature	Claim Rep	Due Date 🗢	Status	W AS
1	Needs Attention	<ul> <li>☆ 2000006429-C1</li> <li>▲ Loss State: Iowa</li> </ul>	04513 ALPHA INSURANCE OF FLORIDA Insured: QA TEST1502	Collision   2020 QA Claim #: MM-20203041502A	JACK DEMANDER		Submitted	:
	ASSIGNMENT ASSIGNed to Me Unassigned Watches	Loss Date: 2/2/2020	04514 BETA INSURANCE OF COLORADO Insured: QA TEST1503	Collision   2020 QA Claim #: MM-20203041502B	BILL RESPONDER	Pending change request	In Progress	
	My Watched Cases CASE STATUS V Needs Attention Recovering Responding	<ul> <li>☆ A220000F74F-C1</li> <li>▲ Loss State: Illinois</li> </ul>	04513 ALPHA INSURANCE OF FLORIDA Insured: JONES	<ul> <li>View My Features Only</li> <li>Collision   2015 DODGE Claim #: RSA 20220816 1908-ALPHA</li> </ul>	JACK DEMANDER		Submitted	
	Closed Deferred OLF to TRS Cases	Loss Date: 8/3/2022	04514 BETA INSURANCE OF COLORADO Insured: FRAZ FERDINAND	Collision   2015 DODGE Claim #: RSA 20220816 1908-BETA		Pending change request	In Progress	
			04514 BETA INSURANCE OF COLORADO	No Features		10112510000	Party Removed	

#### **New TRS Menu**

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Worklist	File New Damages	View Electronic Statements	Reports	What's New in TRS	Frequently Asked Questions	My Arbfile Menu	

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### Workflow Steps - Incident Details and My Party Information

#### **Classic View**

RBITRATION FORUMS, INC.		Case 👻	Search	۹ 🛧	Cindy Calhoun filer <del>-</del>
Incident Details and My Party Infor	mation				Exit Workflow
Loss State: Loss Date:		AF Case ID: Negligence Law:			
					Evidence Manager
WORKFLOW STEPS	Incident Details and My	Party Information			:
Incident Details and My Party Information					
Select Coverages	Case Type * Coverage Group @		~		
Add Additional Parties					
Arguments	<b>★</b> Right of Recovery		*		
Select Features To Submit	Incident Details				
□ Filing Options & Billing	<b>★</b> Loss Date	mm/dd/yyyy	<b></b>		
Review & Submit	* Loss State		~		
	Loss County	Loss County			
	÷				<b>→</b>
	Scroll	down the page 棏			
				)	
					_
ARBITRATION FORUMS, INC. Membership driven. Innovation forcased.		Case 🗸	Search	۹	
Incident Details and My Party Information	n				Exit Workflow
Loss State: Loss Date:		AF Case ID: Negligence Law:			
					Evidence Manager
WORKFLOW STEPS	Loss City	Loss City			•
Incident Details and My Party Information	Party Information				
Select Coverages	Company	04513 - ALPHA INSURANCE CO			
Add Additional Parties	Subsidiary	0002 - ALPHA INSURANCE OF FLORIDA			
Arguments     Select Features To Submit	Policy Information				
Filing Options & Billing	Claim Number				
Review & Submit	Policy Number	Claim Number or Policy Number is Required			I
		Claim Number or Policy Number is Required			I
	Policy Issue State		~		I
	★ Line of Insurance	O Personal/Individual O Commercial/Business			•
	÷				→

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ARBITRATIC	ON FORUMS, INC.	Case 🔻 Q. search	<b>6</b> -	Jack Demander jdemander.04513
Loss St	dent Details and My Party Information Mater: 3/2/2005	Filing Parties		Ext Work AF Case ID: A250051DOCF-CL NegSignene Law: Fure Comparative Case Actions      Ext Actions     Ext Actions
_	WORKFLOW STEPS	Incident Details and My Party Information 😡		
Ø	Incident Details and My Party Information	Case Type	New Case Banner	
	Select Coverages	Coverage Group  Collision, Comprehensive/OTC		* /
	Add Additional Parties	✓ Right of Recovery		
Ø	Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER)	V light or excovery Negligence		• /
D	Liability Arguments	Incident Details		
D	Coverage Information - Collision	✓ Loss Date 03/01/2025		
0	Feature Information - FEATURE 1			
D	Counterclaim Response Assertions	✓ Loss State Arizona		×
o	Select Features To Submit	Loss County		
	Filing Options & Billing			
	Review & Submit	Loss City		

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=	ALETERTON FORUME, INC.	Case 💌	Q Search	6.		Jack Demander
<b>↑</b>	Incident Details and My Party Information Loss State: NUMARS Loss State: NUMARS	Filing Parties     ALPHA INSURANCE OF FLORIDA (DFGRSDFOFG)     BETAINSURANCE OF COLORADO (BETTY CROCKER)			AF Case ID/A25001D0CF-C1 Negligence Law: Pure Comparative	Exit Workflow
6						Case Actions 👻 🧧 Evidence Manager
	WORKFLOW STEPS	Party Information				
	Incident Details and My Party Information	✓ Company 04513 - ALPHA INSURANCE CO				•
5	Select Coverages	✓ Subsidiary				
	Add Additional Parties	0002 - ALPHA INSURANCE OF FLORIDA				*
A	Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER)	Policy Information				
	Liability Arguments	Claim Number or Policy Number is Required				
	Coverage Information - Collision	Claim Number 3182025A				
	Feature Information - FEATURE 1	Policy Number				
	Counterclaim Response Assertions	1				
	Select Features To Submit	Policy Issue State				
	Filing Options & Billing	✓ Line of Insurance				
	Review & Submit	Personal/Individual Commercial/Business	]			
		✓ Insured's First Name				
		✓ trouved's Last Name				
		CASE				
		+				+

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## Workflow Steps – Liability Arguments

#### **Classic View**

E A RHITRATION FORUMS, INC.		Case + 3182025a Q 🚹 Cindy Calhoun filer+
Liability Arguments		Exit Workflow
Loss State: Arizona Loss Date: 3/1/2025	Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) BETA INSURANCE OF COLORADO (NAOMI PRICE)	AF Case ID: A25000078A3-C1 Negligence Law: Pure Comparative
		Case Actions - Evidence Manager
WORKFLOW STEPS	Liability Arguments 😨	î
Incident Details and My Party Information	* Arguments	
Select Coverages	Normal : B I U G A K T I = Ø Insert Evidence	
Add Additional Parties		
Party Information for BETA INSURANCE OF COLORADO		
Liability Arguments		
Coverage Information - Collision		
Feature Information - FEATURE 1		
Counterclaim Response Assertions		



ARBITRATION FORUMS, INC.		Case 👻	3182025a <b>Q</b>	â	Cindy Calhoun filer <del>-</del>
Liability Arguments					Exit Workflow
Loss State: Arizona Loss Date: 3/1/2025	Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) BETA INSURANCE OF COLORADO (INAOMI PRICE)		AF Case ID: A2500007BA3-C1 Negligence Law: Pure Comparative		
			Case	Actions <del>-</del>	Evidence Manager
WORKFLOW STEPS					
Incident Details and My Party Information					
Select Coverages					
Add Additional Parties					
Party Information for BETA INSURANCE OF COLORADO					
Liability Arguments	Admitted liability				
Coverage Information - Collision	Please answer what percentage of liability you admit to for damages to the following parties:				
Feature Information - FEATURE 1	* ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) admits 🔄 % liability for BETA INSURANCE OF COLORADO (NAOMI PRICE)'s damages.				
Counterclaim Response Assertions	Primary/Excess				
Select Features To Submit	✓ Are you alleging to be excess and that another party is primary for liability coverage?				
Filing Options & Billing					
Review & Submit	Attached Evidence 🔞				+ Attach Evidence
	Evidence items have not been attached.				
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<b>↑</b> +	Liability Arguments Loss State: Argona Loss Date: 3/1/2025	Filing Parties     Filing Parties     ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) BETA INSURANCE OF COLORADO (BETTY CROCKER)	AF Case ID: A25001D0CF-C1 Negligence Law: Pure Comparative Case Actions  Case Actions Case Actio
	WORKFLOW STEPS Incident Details and My Party Information Select Coverages	Liability Arguments ✓ Arguments Normal : B I U G ▲ 🕅 🅱 🗏 🗄 🛷 Insert Evidence	
A	Add Additional Parties Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER) Liability Arguments		
	Coverage Information - Collision Feature Information - FEATURE 1		

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# Workflow Steps – Coverage (Collision/Comprehensive/OTC)

#### **Classic View**

ARBITRATION FORUMS, INC. Membership drives internation forward		Case 👻 3182025a 🔍 🔶 Cindy Calhoun filer 🗸
Coverage - Collision		Exit Workflow
Loss State: Arizona Loss Date: 3/1/2025	Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) BETA INSURANCE OF COLORADO (NAOMI PRICE)	AF Case ID: A2500007BA3-C1 Negligence Law: Pure Comparative
		Case Actions - 🗧 Evidence Manager
WORKFLOW STEPS	Coverage - Collision 🛛	+ Add a Festure Delete This Coverage
<ul> <li>Incident Details and My Party Information</li> <li>Select Coverages</li> </ul>	✓ Does joint and several liability apply to this coverage?	
Add Additional Parties	Policy Limits	
Party Information for BETA INSURANCE OF COLORADO	★ Will you accept the policy limits as final settlement of your claim?	
Liability Arguments      Coverage Information - Collision      Feature Information - FEATURE 1      Counterclaim Response Assertions	Will you accept the Pro-Rata Share?       Yes       No         Will you accept the remaining balance?       Yes       No         Do you agree to reimburse your insured for out-of-pocket expenses (excluding your insured deductible that is included in this filling relating to the Coverage       Yes       No	
Select Features To Submit	sought? Policy Limits Note  Yes No	
Filing Options & Billing		
Review & Submit	Ves 🔿 No	*
	Policy Limits Acceptance Evidence <b>?</b>	+ Attach Evidence
	<b>~</b>	→

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## **Workflow Steps – Feature Information**

#### **Classic View**

= ARBITRATION FORUMS, INC.			Case ·	- 3182025a Q	↑ Cindy Calhoun filer -
Feature - FEATURE 1					Exit Workflow
Loss State: Arizona Loss Date: 3/1/2025	Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIM BETA INSURANCE OF COLORADO (NAOM			AF Case ID: A2500007BA3-C1 Negligence Law: Pure Comparative	
				Case Actio	ons 🗸 🔄 Evidence Manager
WORKFLOW STEPS	Feature - FEATURE 1 💡			+ Add Another Featu	re 🗊 Delete This Feature
Incident Details and My Party Information	Pursuant to Rule 2-1, evidence attached to damages wi	I be viewable by other parties on the case.			
Select Coverages					FEATURE 1 - In Progress
Add Additional Parties	★ Vehicle Year Ø				PERIORE I FIITFIOGRESS
Party Information for BETA INSURANCE OF COLORADO					
☑ Liability Arguments	* Vehicle Make/Model	Make	Model		
Coverage Information - Collision	Vehicle Color				
Feature Information - FEATURE 1	★ Who was the driver?	○ Same as Insured ○ Other ○ No Driver	Specified		
Counterclaim Response Assertions	Does bailment apply? 🚱	🔿 Yes 🛞 No			
Select Features To Submit	✓ Does spoliation of evidence apply? <b>⊘</b>	🔿 Yes 🛞 No			



ARBITRATION FORUMS, INC. Membership drives Isomation focused.			Case - 3182025a	۹ 🚹	Cindy Calhoun filer •
Feature - FEATURE 1					Exit Workflow
Loss State: Arizona Loss Date: 3/1/2025	Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN C BETA INSURANCE OF COLORADO (NAOMI F		AF Case ID: A2500007BA3-C1 Negligence Law: Pure Compara	itive	
				Case Actions -	🔲 Evidence Manager
WORKFLOW STEPS	Company-Paid Damages				
Incident Details and My Party Information	Total Loss	🔾 Yes 🛞 No			
☑ Select Coverages	Auto Damage 😡				
Add Additional Parties	Rental				
Party Information for BETA INSURANCE OF COLORADO	Loss of Use				
☑ Liability Arguments	Towing				
Coverage Information - Collision	Towing				
Feature Information - FEATURE 1	Storage				
Counterclaim Response Assertions	Personal Contents/Property				
Select Features To Submit	Diminished Value 🚱				
Filing Options & Billing	Calculated Company-Paid Damages	\$0.00			
Review & Submit	Damages Justification/Dispute Rebuttal 🚱				
	bumges justification bispace resolution				
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	<b>←</b>				<b>→</b>

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=	ADDRESS TO	Case 💌 Q search	Jack Demander Osta
<b>♠</b> +	Feature - FEATURE 1 Loss State: Arizona Loss Date: 3/1/2025	Filing Parties	AF Case ID: A/S0001D0CF-C1 Negligence Law: Pure Comparative
6	WORKFLOW STEPS	Feature - FEATURE 1 🛛	Case Actions    Evidence Manager  Add Another Feature  Control
1	Incident Details and My Party Information     Select Coverages	Pursuant to Rule 2-3, evidence attached to damages will be viewable by other parties on the case.	FEATURE 1 - In Progress
	Add Additional Parties	ak Vehicle Year ●	
A	Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER)	*Vehicle Make	odel
	Liability Arguments	Vehicle Color	
	Coverage Information - Collision		
	Feature Information - FEATURE 1	#Who was the driver?           Same as insured         Other           No Driver Specified	
	Counterclaim Response Assertions	Does bailment apply?	
	Select Features To Submit	Yes No	
	Filing Options & Billing	✓ Does spolation of evidence apply/●	
	Review & Submit	Yes No	
		<ul> <li>(*)</li> </ul>	→



Jack Demander jdemander.04513	<b>6</b> -	Case	IN FORUMS, INC.	Monhership does
AF Case ID: A25000100CF-C1 Negligence Law: Pure Comparative Case Actions: • EVdence Manage		Filing Parties     P     Filing Parties     P     Seta INSURANCE OF FLORIDA. (JUSTIN CASE)     BETA INSURANCE OF COLORIDO (BETTY CROCKER)	JITE - FEATURE 1 Ber Millona Art 3/1/2025	Loss Stat
		Company-Paid Damages	WORKFLOW STEPS	
		- Total Loss	Incident Details and My Party Information	
		Yes No	Select Coverages	
		Auto Damage 😡	Add Additional Parties	
		Rental	Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER)	
			Liability Arguments	
		Loss of Use	Coverage Information - Collision	
		Towing	Feature Information - FEATURE 1	
			Counterclaim Response Assertions	D
		Storage	Select Features To Submit	
		Personal Contents/Property	Filing Options & Billing	
		Personal Contents/Property	Review & Submit	

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