

# 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<sup>®</sup> (TRS<sup>®</sup>) 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

|   | dence Parlateds Activity Log  |  | 8 |
|---|---|--|---|
| Party Inform  | ation   |  | - |
| Demander<br>ompany Name:<br>ubsidiary:<br>laim Number:<br>olicy Number:<br>olicy Number:<br>isured First Name:<br>isured Last Name:<br>isured Last Name:<br>emittance Information | 05475 - ZETA INSURANCE COMPANY<br>0002 - ZETA MUTUAL<br>Z-01012024-1<br>Personal<br>DENNIS<br>JOHNSON I | Responder         Company Name:       05476 - EPSILON INSURANCE COMPANY         Subsidiary:       -         Claim Number:       Elo1012024-one         Policy Number:       Line of Insurance:         Line of Insurance:       Personal         Insured First Name:       SHARON         Insured Last Name:       THOMAS I         Internal Reference:       THOMAS I |   |
| Remit Payment to:<br>Address 1:<br>Address 2:<br>Attention:<br>City, State, Zip:<br>Country:<br>Phone:  | ZETA INSURANCE COMPANY<br>3820 Northdale Blvd<br>Tampa, FL 33624-1863<br>US<br>18883436524 de lei       | Responder Feature<br>Collision<br>Year Make Model  |   |

#### **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-05475<br>radjuster.0547 |
|---|--------------------|--------------------|------------------|------------------------|--------------------------------|--------------------------|---------------------|---|---------------------------------------|
| Overview Negotiate<br>Damages & Liability   | Manage             | Assign             | Diary            |                        |                                |                          |                     |   |                                       |
| I 🖻 🖾 🖬   | ateds Activity Log |                    |                  |                        |                                |                          | - 0                 |   | 4 4 4 1                               |
|   |                    |                    |                  |                        |                                |                          |                     |   | +                                     |
|   |                    |                    |                  |                        |                                |                          |                     |   | -                                     |
| -   |                    |                    |                  |                        |                                |                          | Or                  | iginal Damages: \$5,                        |                                       |
| <ul> <li>Damages &amp; Liability</li> </ul>   |                    | Rental             | Towing           | Other Amount           | Insured Deductible             | Salvage Amount           | Or<br>Total Damages | iginal Damages: \$5,<br>Responder Liability |                                       |
| <ul> <li>Damages &amp; Liability</li> </ul>   | 5                  | Rental<br>\$500.00 | Towing<br>\$0.00 | Other Amount<br>\$0.00 | Insured Deductible<br>\$100.00 | Salvage Amount<br>\$0.00 |                     |   | 500.00                                |
| <ul> <li>Damages &amp; Liability</li> <li>Summary - Last Offer</li> <li>Initial Demand</li> </ul> | 5<br>Auto Damage   |                    |                  |                        |                                |                          | Total Damages       | Responder Liability                         | 500.00 Current Offer                  |



#### **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.

| Overv      | iew Negotiate Manage Assign Diary |                         |                         |   |                  |
|------------|-----------------------------------|-------------------------|-------------------------|---|------------------|
| <u>.</u> = | ≡ ≅ ≓ ≣                           |                         |                         | P 🖲 🗉   | 46 XA            |
|            |                                   |                         |                         |   |                  |
| • /        | Attached Evidence                 |                         |                         |   | -                |
| -          |                                   |                         | Search Evidence         |   |                  |
| Í          | 0                                 |                         | Search                  | ٩   |                  |
|            | Drop or brows                     | )<br><u>e for files</u> | Filter by Evidence Type |   |                  |
| i          |                                   |                         | Select Evidence Type(s) |   |                  |
|            |                                   |                         |                         |   |                  |
|            |                                   |                         |                         | △ Collaps   | e Evidence Types |
|            | File Name                         | Method                  | For Damages             | Added By  | Actions          |
|            | stimate.pdf Shared                | Upload                  | \$5,600.00              | DEMO ADJUSTER-05475 D<br>Fri Feb 16, 2024, 6:08:38 pm | ĥ                |
| 8          | idence Type                       | Evidence Description    |                         |   | Actions          |
| E          | timate                            |                         |                         |   | A                |
|            | roof of Payment.pdf Shared        | Upload                  | \$5,600.00              | DEMO ADJUSTER-05475 D<br>Fri Feb 16, 2024, 6:08:38 pm | 6                |
| 1          | idence Type                       | Evidence Description    |                         | THIS SALE AND     | Actions          |
| F          | oof of Payment                    |                         |                         |   | ۸                |
|            | tental Bill.pdf Shared            | Upload                  | \$5,600.00              | DEMO ADJUSTER-05475 D                                 | 6                |
| 8          | idence Type                       | Evidence Description    |                         | ni res 10, 2024, 6:08:38 pm                           | Actions          |
| F          | ental Bill/Receipt                |                         |                         |   | ▲                |
|            | ehicle Photo Front.pdf Shared     | Upload                  | \$5,600.00              | DEMO ADJUSTER-05475 D                                 | 6                |
|            | idence Type                       | Evidence Description    |                         | Fri Feb 16, 2024, 6:08:38 pm                          | Actions          |

### **Relateds**

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

| Relateds                              |                         |                |   |                |          | - |
|---------------------------------------|-------------------------|----------------|---|----------------|----------|---|
| Demand ID<br>Coverage Group           | Loss State<br>Loss Date | Status         | Party   | Claim #        | Policy # |   |
| 54341<br>Collision, Comprehensive/OTC | California<br>1/1/2023  | In Negotiation | DENNIS JOHNSON I     OS475 ZETA INSURANCE COM     SHARON THOMAS I     OS476 EPSILON INSURANCE C | E-02012024-one |          |   |
| Case ID<br>Coverage Group             | Loss State<br>Loss Date | 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 Neg           | totiate Manage Assign Diary            |  | DEMO ADJUSTER-0<br>radjuster.05475 |
|------------------------|--|--|------------------------------------|
| L=                     |  |  | 8 8 4 × [                          |
|                        |  |  |                                    |
| Activit                | y Log                                  |  | -                                  |
| Search                 | ٩                                      | Visibility Filter<br>Default   |                                    |
| Date Added 🗸           | Event 🗢                                | Description  Default Less Detail   | Added By 🖨                         |
| 02/16/2024<br>06:11 PM | Counter Offer has been sent            | Counter Offer added by EPSILON INSURANCE COMPANY, M sag<br>after the traffic light had turned yellow; therefore, we will n k accept Alpha Company's liability assessment. G ir assessment is ??% liability to<br>Beta insured and ??% liability to Alpha insured. In addition, no memory and we used in the repair exempte. Beta Company review of<br>estimate shows that \$??? could have been saved using aftermarket parts. In addition, vehicle repairs completed 2 days prior to return of rental<br>which is reduced by \$???. | BEN RESPONDER 05476                |
| 02/16/2024<br>06:11 PM | Demand Ownership changed               | Responder ownership changed to BEN RESPONDER 05476 by EPSILON INSURANCE COMPANY.   | BEN RESPONDER 05476                |
| 02/16/2024<br>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<br>automated routing rules. Message: Enclosed please find our subrogation demand for review and payment.  | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:10 PM | Demand has been created                | Demand created by ZETA INSURANCE COMPANY   | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:08 PM | Companion Demand has been<br>initiated | Companion Demand initiated from Demand ID 54341 by ZETA INSURANCE COMPANY.   | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:08 PM | Evidence has been added                | Evidence Added by ZETA INSURANCE COMPANY: Estimate   | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:08 PM | Evidence has been added                | Evidence Added by ZETA INSURANCE COMPANY: Rental Bill/Receipt  | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:08 PM | Evidence has been added                | Evidence Added by ZETA INSURANCE COMPANY: Proof of Payment   | DEMO ADJUSTER-05475                |
| 02/16/2024<br>06:08 PM | Evidence has been added                | Evidence Added by ZETA INSURANCE COMPANY: Photograph(s)  | DEMO ADJUSTER-05475                |
|                        |  |  |                                    |

### **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       | ٩ | DEMO ADJUSTER-05475<br>radjuster.05475 * |
|--|--------------------|---------------------|---|--|
| Demand Overview<br>⊖ ♂ ⊖   | Overview Negotiate | Manage Assign Diary |   |  |
| Demand ID; 54351<br>Loss State - Date: CA - 01/01/2023<br>In Negotiation |                    | ctivity Log         |   | - 0 2 E 4 A                              |
| QUICK ACTIONS  | Party Information  |                     |   | +  |
| â  |                    |                     |   |  |



#### **Overview Header**

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

| E-SubroHub   | Demand St.                       | arch  | DEMO ADJUSTER-05475<br>radjuster.05475 * |
|--|----------------------------------|-------|--|
| Demand Overview<br>⊖ ♂ ⊖   | Overview Negotiate Manage Assign | Diary |  |
| Demand ID: 54351<br>Loss State - Date: CA - 01/01/2023<br>In Negotiation | Pring<br>Information<br>Lubbley  |       |  |
| QUICK ACTIONS  | Party Information                |       | +  |
| <b>F</b> M   |                                  |       |  |

#### **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 Search |       | ٩ |  |    |                       | radjuster.0547     |
|-------------|-------------------|-----------|---------------|-------|---|--|----|-----------------------|--------------------|
| Overview    | Negotiate         | Manage    | Assign        | Diary |   |  |    |                       |                    |
| anter Offer | Accept Supplement | Arbitrate | Send FYI      |       |   |  | 1  | 0 8 8                 | 4 A                |
| Negotiate   | / - Last Offers   |           |               |       |   |  |    |                       | All 🗶 Collapse All |
| 0           |                   |           |               |       |   |  | Or | iginal Damages: \$5,6 | 00.00 🗸            |

#### **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 Q | DEMO ADJUSTER-05475<br>radjuster:05475 ▼ |
|--|-----------------|--|
| Overview Negotiate Manage  | Assign Diary    |  |
| Antigrito Antigr |                 | - • 4 = 4 ×                              |
| Assign Demand<br>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<br>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 | 2     | ٩ | DEM   | MO ADJUSTER-05475<br>radjuster.05475 |
|--|-------------------|-----------------------------|----------------|-------|---|---|--------------------------------------|
| Overview   | Negotiate         | Manage                      | Assign         | Diary |   |   |                                      |
| Party Damages &                                  | Evidence Relateds | Activity Log                |                |       |   | 9 🖻 4   | 16 R 🕻                               |
| Party Damages &<br>Information Liability         |                   | Activity Log                |                |       |   |   |                                      |
|  | rmation           |                             |                |       |   |   |                                      |
| Party Info                                       | Jination          |                             |                |       |   |   | -                                    |
| <ul> <li>Party Info</li> <li>Demander</li> </ul> |                   |                             |                |       |   | esponder  | -                                    |
|  |                   | ZETA INSURANC               | CE COMPANY     |       |   | esponder<br>mpany Name: 05476 - EPSILON INSURANCE COMPANY | -                                    |
| Demander   | 05475 - :         | ZETA INSURANC<br>ETA MUTUAL | CE COMPANY     |       |   |   | _                                    |



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

| E-SubroHub  |   |                              |  | DEMO ADJUSTER-05475<br>radjuster.05475 |    |
|---|---|------------------------------|--|--|----|
| Search Results<br>Home / Search Results                             |   |                              |  |  |    |
| A-01012024-one  |   |                              |  | QSearch Show Advanced Search           | zh |
| E-Subro Hub 1 TRS O OLF   | 0   |                              |  |  |    |
|   |   | 1 results for A-01012024-one |  | Order By 🔻                             |    |
| Demand ID   | Company   |                              | Feature  | Status                                 |    |
| Demand ID: 54261<br>Loss State: California<br>Loss Date: 2023-02-05 | 05475 - ZETA MUTUAL<br>Insured: DEMANDER FEBRUARY 2 1<br>05476 - EPSILON INSURANCE COMPANY<br>Insured: RESPONDER FEBRUARY 2 ONE |                              | Claim #: A-01012024-one<br>Collision, Comprehensive/OTC   2022 Honda Accord<br>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<br>ເ   | Overview                  | Negotiate         | Manage          | Assign |
| Demand ID: 54341<br>Loss State - Date: CA - 02/01/2023<br>In Negotiation | Party<br>Information      | Evidence Relateds | Activity Log    |        |
| QUICK ACTIONS  | Party Information         | rmation           |                 |        |
|  | Demander<br>Company Name: | 05475 - ZE        | TA INSURANCE CO | MPANY  |

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

| Demand Overview<br><b>G S S</b>  | Overview Negotiate Manage Assign   |  |
|--|--|--|
| Demand ID: 54341<br>Loss State - Date: CA - 02/01/2023<br>In Negotiation   | Party<br>Information Damages & Evidence Relateds Activity Log  |  |
| QUICK ACTIONS  | Party Information  |  |
| ĒM   | Demander<br>Company Name: 05475 - ZETA INSURANCE COMPANY   |  |
| ZETA INSURANCE COMPANY<br>(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:Line Set Set Set Set Set Set Set Set Set Se |  |
| R EPSILON INSURANCE COMPANY<br>(SHARON THOMAS I)   | Remittance Information   |  |
| Claim# (R):<br>E-02012024-one<br>Last Offer (R):<br><u>View Damages &amp; Liability</u>  | Demander Feature   |  |



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  | <b>Overview</b> Negot | iate     |  |  |  |
| ₽<br>Q     | Demand ID: <b>54261</b><br>Loss State - Date: <b>CA - 02/05/2023</b><br>In Negotiation | Party<br>Information  | Relateds |  |  |  |
| Ê          | QUICK ACTIONS  | Party Information     | n        |  |  |  |
| A          | î 🏛  | Demander              |          |  |  |  |
|            |  | Company Name:         | 05475    |  |  |  |
|            |  | Subsidiary:           | 0002     |  |  |  |





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