## How to Withdraw a Deferment

Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>)



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## Deferment Withdrawal Basics Membership driven. Innovation focused.



Deferments can be withdrawn by only the requesting party, for any reason, and at any time prior to hearing.

They can occur on cases where the submission was Initial or Final.

Find more information on initial or final cases

Once a deferment is withdrawn, parties need to review the case status to ensure no further action is required. A case status other than **Submitted** will require a resubmit of the case.

Learn more about case status options



## **Terms & Definitions**



The terms and definitions on this page are intended to help parties distinguish between cases that have an **Initial Submission** from those with a **Final Submission**.





## **Case Submission Types**



The ability to amend a TRS case **after** a deferment is **withdrawn** depends on how the original case was submitted. The two case submission types are:

# Initial Submission When a deferment is added with or during the initial case submission. Amendments



Learn more about these terms/definitions.



## **Case Status Options**



When a deferment is withdrawn, the case status will change. If the status of the case changes to pending/in progress, it must be resubmitted for it to proceed to hearing. If not, no action is required.



#### **Case Status**

# Collision | 2020 HONDA Claim #: A Collision | 2019 HONDA Submitted Claim #: 2B Collision | 2019 HONDA Submitted Claim #: 2B

#### Case Status



## Deferment Withdrawal Paths



The boxes below represent two distinct deferment withdrawal paths. Path selection depends on the case submission type (Initial or Final submission).

To learn the withdraw workflow associated with a specific case submission path, select the associated links below.







## **Initial Case Submission**



### Three Ways to Withdraw a Deferment

To begin, parties must be on the TRS Worklist page withdrawals can be completed one of three ways:



lome / Worklis

**Case Summary: Case Actions** 

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ative		Show All Fields Case Actions      Case ID      Case ID
Show Al	Add/Edit a Feature	M Withdraw Deferment 1900001FC3-C1 Loss State: Florida
	Assign Case	Loss Add/Edit a Fe
	Create Case Support Inquiry	Add/Edit a Su
	Occurrence Overview	Assign Case
	Print Case	🛨 1900 Case Overvie
	Withdraw Deferment	Loss Create Case S
Due Date	Status	Loss Occurrence O
		Print Case
	Deferred -	Withdraw De

**Case Summary:** 

Withdraw Deferment Link

Worklist: **Ellipsis Drop Down Menu** 

Case ID	≑ Com	Company		
· · ·			04513 ALPHA INS nsured: BRAY THOM	
Loss	Add/Edit a Feature Add/Edit a Supplement Assign Case			
★ 1900 Loss Loss	Case Overview Create Case Support Inqui Occurrence Overview Print Case	iry	513 ALPHA INS red: JAMES FIELD	
	Withdraw Deferment			

Select Enter Filing or Enter Response from the ellipsis drop-down menu to amend and submit the case.







After selecting a deferment withdrawal option, a dialog will appear. Select **OK** to withdraw the deferment.

As mentioned previously, the case status may change.

Amendments are allowed at this

stage before case submission.

A case status displayed as **Pending** or **In Progress** 

Withdraw Deferment Are you sure you want to withdraw the Deferment?

Assign Claim Rep

Withdraw Feature

Enter Filing

Initial Case Submission Withdrawal Path





Cancel

Ok

Assign Claim Rep

Enter Response



## **Final Case Submission**

Cancel

Ok



cannot be added or edited.





## Final Case Submission Withdrawal Path

After selecting a deferment withdrawal option, a dialog will appear. Select **OK** to withdraw the deferment.

As mentioned previously, the case status may change. A case status displayed as Submitted requires **no further action**.

Withdraw Deferment
Are you sure you want to withdraw the Deferment?







## Member Support

For questions on how to withdraw a deferment or other TRS workflows, please contact Member Services at 866-977-3434.







## **Additional Resources**



Click here to learn how to request a deferment.