

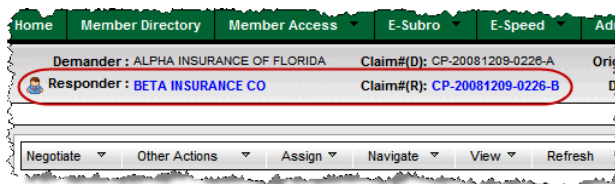
## New E-Subro Hub Features

Arbitration Forums, Inc.'s number one priority is to deliver best-in-class service to our members. As a result of recent feedback we are implementing improvements to E-Subro Hub in order to provide our members with updated features.

**If you have any questions regarding these changes, please contact the E-Subro Hub Help Desk at 888-ESubro1.**

### Header Information Enhancement (Available Now)

In response to Member requests to increase the visual impact of the information contained within the Header, the following enhancements have been implemented.



*The current user will now see an icon in the header to indicate their relationship to the current demand.*

*Additionally, your company name and the claim number will be shown in blue text.*

### Prompt Upon Navigating Away From Page (Available Now)

To prevent the loss of information, functionality has been added to E-Subro Hub which will prompt the user should they attempt to navigate to another AF page (using the top level menu) without saving changed data on that page.

### Buttons on Bottom of Screens (Available Now)

To enhance E-Subro Hub's ease of use, action buttons that have previously only been available at the top of each page are now repeated at the bottom of the page. This prevents the user from needing to scroll back to the top of a page after filling in a series of fields.

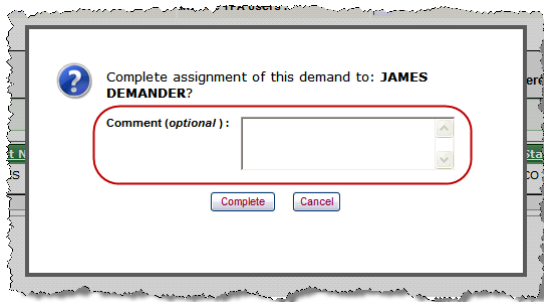
### Change Demander Subsidiary After Issuance (Available Now)

A demander can now change their own subsidiary on a demand after that demand has been issued. When editing the Demand Details, the subsidiary can be changed by selecting the desired option from the drop down list. Only those subsidiaries which have the same billing code will be available in the list.

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## Optional Comment on Assignment (Available Now)

When assigning a demand to a user or business unit it is now possible to enter an optional comment.



Complete assignment of this demand to: **JAMES DEMANDER?**

Comment (optional):

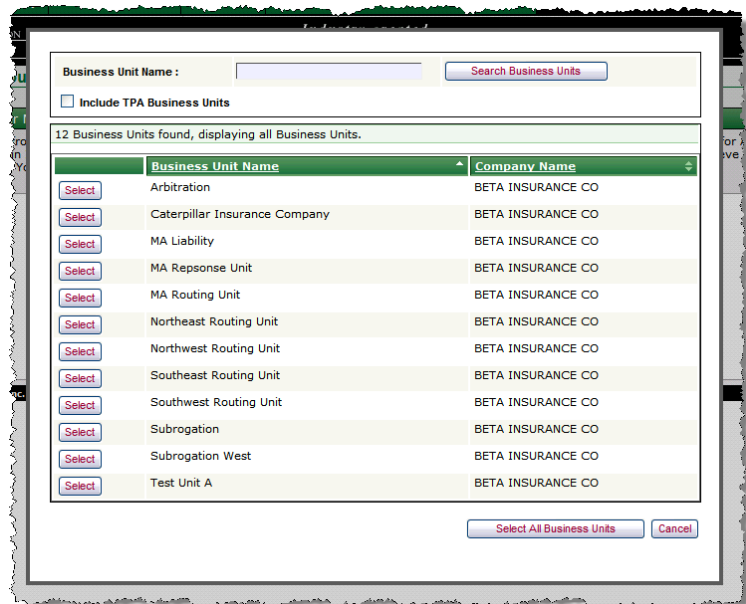
Complete Cancel

*Any comment entered prior to clicking Complete will be included in the Activity Log as an assignment message which corresponds to the Internal Assignment. As such, the comment will only be viewable by your party.*

## Extended Support for Large Number of Business Units (Available Now)

Changes have been made within the Administration function to ease the selection of Business Units when a large number of Business Units exists.

*In the User Maintenance and Routing Rules pages, you will be able to choose Business Units via a search popup.*



Business Unit Name:  Search Business Units

Include TPA Business Units

12 Business Units found, displaying all Business Units.

	Business Unit Name	Company Name
Select	Arbitration	BETA INSURANCE CO
Select	Caterpillar Insurance Company	BETA INSURANCE CO
Select	MA Liability	BETA INSURANCE CO
Select	MA Repsonse Unit	BETA INSURANCE CO
Select	MA Routing Unit	BETA INSURANCE CO
Select	Northeast Routing Unit	BETA INSURANCE CO
Select	Northwest Routing Unit	BETA INSURANCE CO
Select	Southeast Routing Unit	BETA INSURANCE CO
Select	Southwest Routing Unit	BETA INSURANCE CO
Select	Subrogation	BETA INSURANCE CO
Select	Subrogation West	BETA INSURANCE CO
Select	Test Unit A	BETA INSURANCE CO

Select All Business Units Cancel

## Auto-Close / Auto-Print (Available Now)

Auto-Close and Auto-Print offer the ability to streamline the work effort required to process demands. Configuration for these features occurs within the Administration > Company Preferences > E-Subro Preferences > E-Subro Hub Configuration tab.

### Auto-Close

Auto-Close provides the ability to automatically close your demands when a responder accepts your demand or when a responder acknowledges your acceptance of their offer.

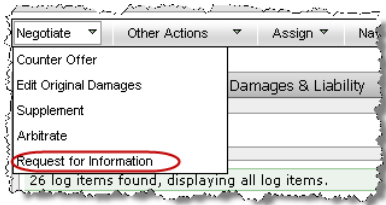
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## Auto-Print

Auto-Print provides the ability to automatically produce a configurable PDF demand package, allowing you to determine when Auto-Print will occur and what will be printed.

## Request for Information (Coming Soon)

The Request for Information feature provides a new negotiation action used to request additional information about a demand from the opposing party.



*Choosing Request for Information from the Negotiate drop down sends the opposing party your message as well as prompting them with the Action Flag.*

*The requested information can be viewed from the Action Flag popup.*

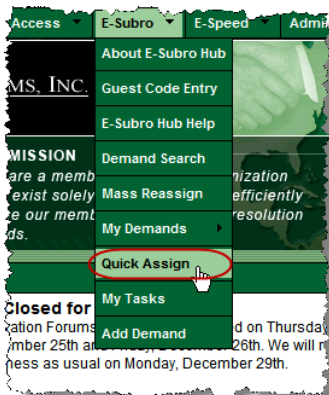


## Navigate Back to List (Coming Soon)

A Back to List button has been added which replaces the Navigate mid level menu item. This button will return you to the list from where you opened the demand, and will remember any sorting and filtering you have done on that list.

## Quick Assign (Coming Soon)

The Quick Assign feature provides a fast and easy method of assigning individual demands. This feature will be very useful for routers.



*Choose Quick Assign from the top level AF menu.*

The top of the screen provides a summary of the next demand to be assigned. The bottom of the screen allows you to search for and select the user or Business Unit to which the demand will be assigned.

You can Skip a demand. When skipped, the demand will not appear within Quick Assign again until you log out of the AF site.

## Interactions Between E-Subro Hub and Online Filing (Coming Soon)

This feature will facilitate prompts and/or system messages when actions occur in one AF system which have implications in another. For example, when a docket is withdrawn while a related demand remains open, you will be prompted as a reminder that some action may need to be taken on the demand.

## Print Demand Package with Opposing Party Evidence (Coming Soon)

To facilitate transfer of E-Subro Hub information back into your system of record, an option has been added to the Print Options window to allow a full demand package to be printed with the evidence from the opposing party only.

Select Print Full Demand (With Opposing Party Evidence Only) from the Print Options window.

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## Counter/Companion Demand (Coming Soon)

Functionality has been added to ease the process of creating a counter or companion demand.

### Counter Demand

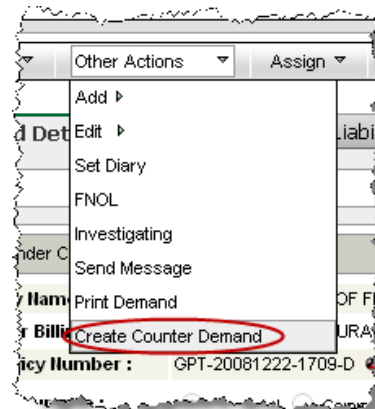
Counter Demand functionality allows a Responder to easily create a new demand back to the opposing party.

*From an incoming demand, the Responder can easily create a Counter Demand by selecting Create Counter Demand from the Other Actions drop down on the mid-level menu.*

*When creating a Counter Demand, evidence and information from the original demand is prefilled into the new demand in the appropriate locations.*

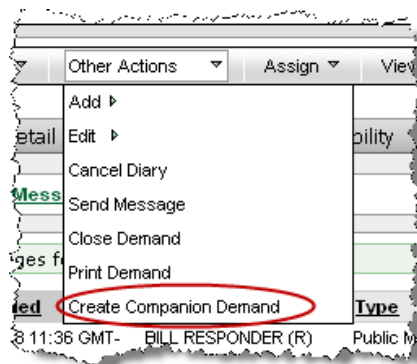
*Demander and Responder Company Information will be prefilled as appropriate for the new demand as will the Demander and Responder Vehicle Information and the Loss Information. You will be required to select the appropriate Subsidiary for your company's information at which point you can proceed with the demand creation in the same manner as you would when creating a new demand.*

*Only your party's evidence will be copied from the original demand based on the availability of the evidence. Simply stated, your evidence will be copied into the new demand if it is both available in the system and not marked as obsolete. Items that were marked private in the original demand will remain private in the new demand.*



### Companion Demand

Companion Demand functionality allows a Demander to easily create a new demand based on a preexisting demand from the same incident. For example, in a multi-vehicle incident you may wish to create several demands against different parties. While the first demand needs to be manually entered, use of the Companion Demand functionality eases the creation of the remaining demands.



*A companion demand is created by the Demander by selecting Create Companion Demand from the Other Actions drop down on the mid level menu.*

*As with a Counter Demand, the creation of a Companion Demand prefills some information from the original demand into the appropriate locations in the new demand. From this point the demand can be processed like any new demand.*

*For a Companion Demand, only the Demander Company Information, Demander Vehicle Information, and the Loss Information will be prefilled.*

*Only your party's evidence will be copied from the original demand based on the availability of the evidence. Simply stated, your evidence will be copied into the new demand if it is both available in the system and not marked as obsolete. Items that were marked private in the original demand will remain private in the new demand.*