



Responder Quick Reference



This job aid is designed as a reference to the major actions available to a response-side claim handler. This document assumes you are logged into the AF Home page through an individual user id and password or by the auto-login feature.

Accessing a Demand:

My Work List: the most efficient method for accessing demands requiring a response

1. From the My Arbfile page, click **E-Subro** to access the drop down menu.
2. Point to (hover the mouse over) **My Demands**.
3. Click **My Work List** from the slide out submenu.
4. From the Demand Listing page, click **Get Next Work** to open the next available demand that requires a response OR click a **specific claim number** to open that demand.

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Demand Listing

Current List: My Work List Last refreshed at 3:34:46 AM

Role: Both

Work List: Demands on this list need your attention. They appear when: 1) The Message Flag or Action Flag is on. You are the assigned owner. 9 Demands found, displaying all Demands.

My Role	Opposing Party	Claim Number	Date Issued	Demand Amt	Response Amt	Status	Last Action Date	Owner	Actions
R	BETA INSURANCE OF COLORADO	A-20090202-one	02/24/2009	\$1,200.00		Issued	Issued 02/24/2009	BOB RESPONDER	
R	BETA INSURANCE OF COLORADO	A-20090202-two	02/24/2009	\$2,400.00		Issued	Issued 02/24/2009	BOB RESPONDER	
R	BETA INSURANCE OF COLORADO	A-20090202-four	02/24/2009	\$4,800.00		Issued	Issued 02/24/2009	BOB RESPONDER	

Demand Search: used to locate a specific demand when a claim number is known

1. From the My Arbfile page, click **E-Subro** to access the drop down menu.
2. Click **Demand Search**.
3. Enter the desired claim or file number.
4. Click **Search**.
5. Click the link corresponding to the desired claim to access that demand.

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Demand Search

Search By AF ID Search By File Number Search By Insured Info

Claim / File Number: PJ200703121624R

Subro Records - 1

Last Search: File Number is like PJ200703121624R. One Subro Demand found.

File Number	Status	Company Name	Insured	Party	Demand Id
PJ-20070312-1624R	Issued	BETA INSURANCE CO		Responder	69831

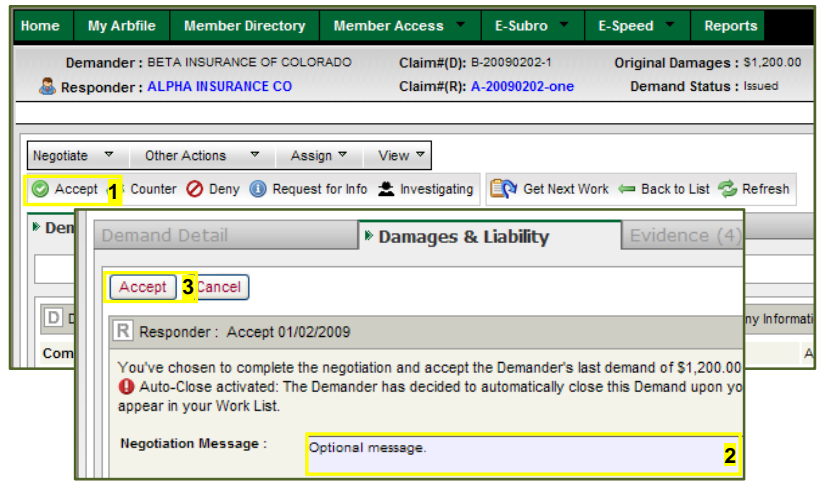
Responding to a Demand:

After reviewing the Demand Details, Damages & Liability, and Evidence tabs, there are five potential options for a response-side claim handler:

Accept: resolves the matter by the acceptance of the current demand amount

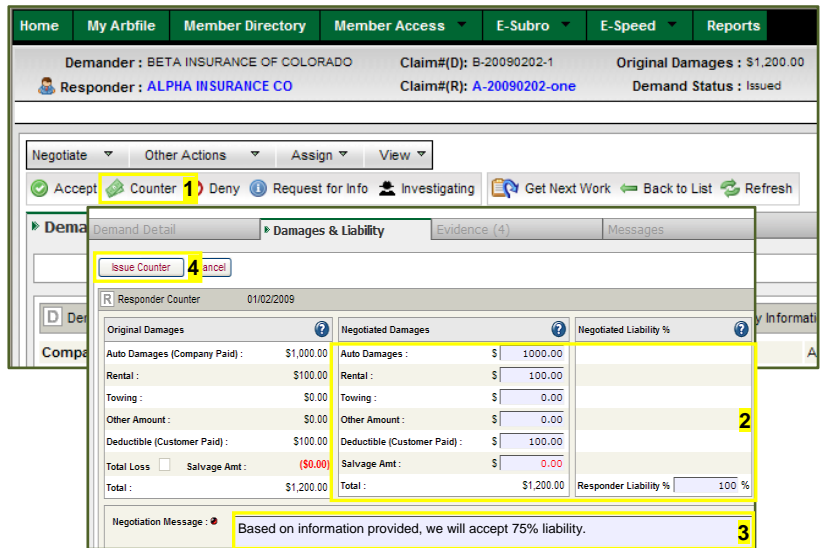
1. Click **Accept** action button.
2. From the Accept action page, complete the optional **Negotiation Message**.
3. Click **Accept** to complete the action.

Note: To fully complete the acceptance, follow your company's normal payment process at this point.



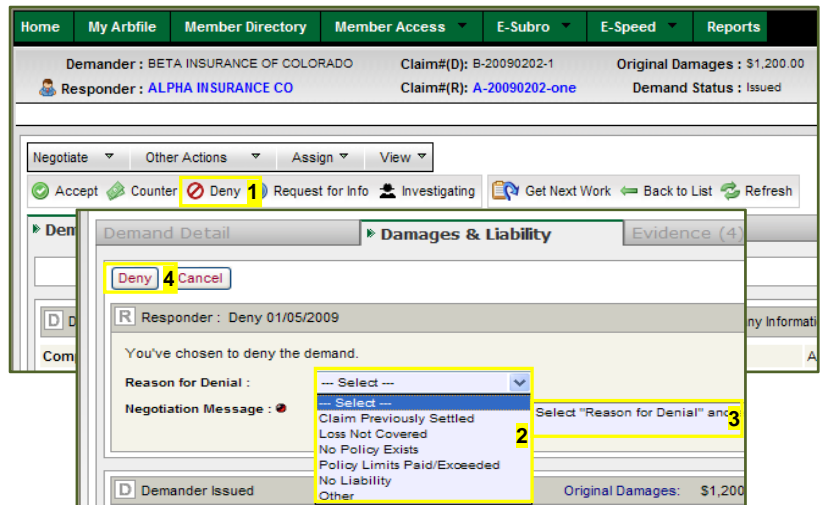
Counter: begins the creation of a counter offer

1. Click **Counter** action button.
2. Complete **Negotiated Damages** entries and/or **Negotiated Liability** entry.
3. Enter **Negotiation Message**.
4. Click **Issue Counter** to complete the action.



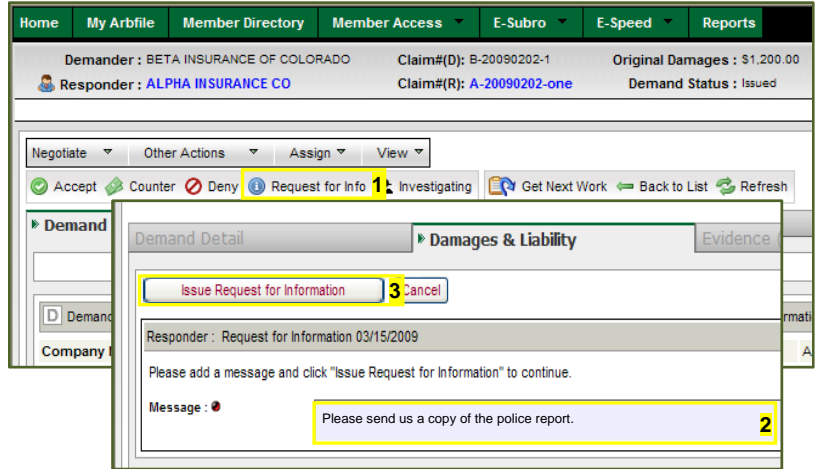
Deny: ends the negotiation process

1. Click **Deny** action button.
2. Select **Reason for Denial** from drop down menu.
3. Enter **Negotiation Message**.
4. Click **Deny** to complete the action.



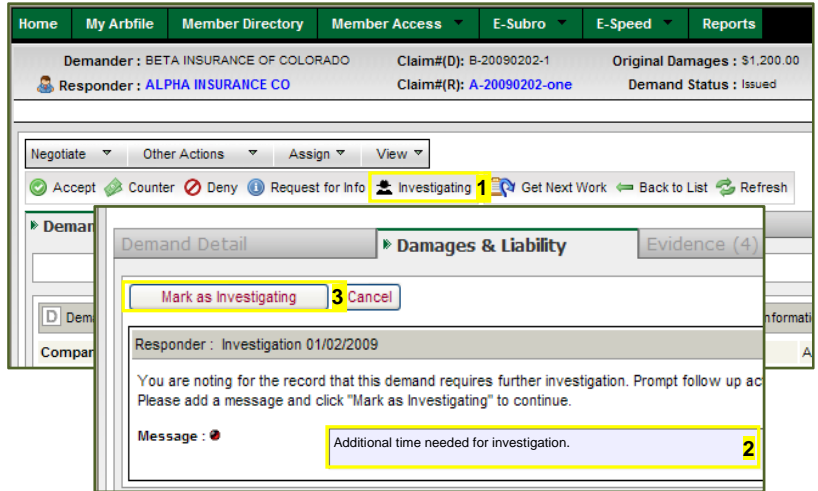
Request for Info: provides a method for obtaining additional information from the opposing party

1. Click **Request for Info** action button.
2. Enter **Message**.
3. Click **Issue Request for Information** to complete the action.



Investigating: advises the demanding party that additional time may be needed to process this demand

1. Click **Investigating** action button.
2. Enter **Message**.
3. Click **Mark as Investigating** to complete the action.



Acknowledge Demander Acceptance:

Used to remove a demand from My Work List when your offer has been accepted by the demander

1. Click the **Action Flag** from inside My Work List or from within the demand.
2. Click **Acknowledge Demander Acceptance** link inside the popup.

Note: To fully complete the acceptance, follow your company's normal payment process at this point.

