

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.
- 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.



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.

Search By AF ID Search By	File Number	Search By Insured Info			My Tasks
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		Search <mark>4</mark>			
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File Number	<u>Status</u>	<u>Company Name</u>	Insured	Party D	emand Id
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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:

<u>Accept</u>: 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.

<u>Request for Info</u>: 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.

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<u>Investigating</u>: 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.

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🥝 Accept 🥔 Counter 🤗 Deny 🕕 Request for Info 🚖 Investigating Action Flag Information								
Demand Detail			Reason for Action Flag: The Demander Accepted your offer. This Demand remains in your Work List to show that you've come to an agreement. Clicking the Acknowledge Demander Acceptance link will remove the Demand from your Work					
			Set Diary Acknowledge Demander Acceptance 2					
Original Damages	0	Negotiated Da	mages	v	negotiated clabing %	v	iotal Lemand	0
Auto Damage (Company Paid)	\$1,000.00	Auto Damage	(Company Paid)	\$1,000.00				
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