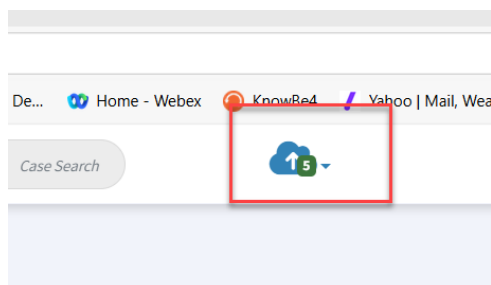


A New Look for Total Recovery Solution® (TRS®): Comparing Classic and Modern Interfaces

AF is transitioning Total Recovery Solution® (TRS®) to a new look and feel. While workflows will remain the same, this update will bring a modern design to the page layouts. Those familiar with E-Subro Hub will see similarities, as we aim to further unify our products with future user interface updates.

The modern view of TRS offers:

- A new TRS Worklist Menu
- Enhanced color scheme
- Improved case banner
- Modernized font style for improved visibility
- Toggle and Tab style response prompts versus radio buttons
- New Cloud icon:

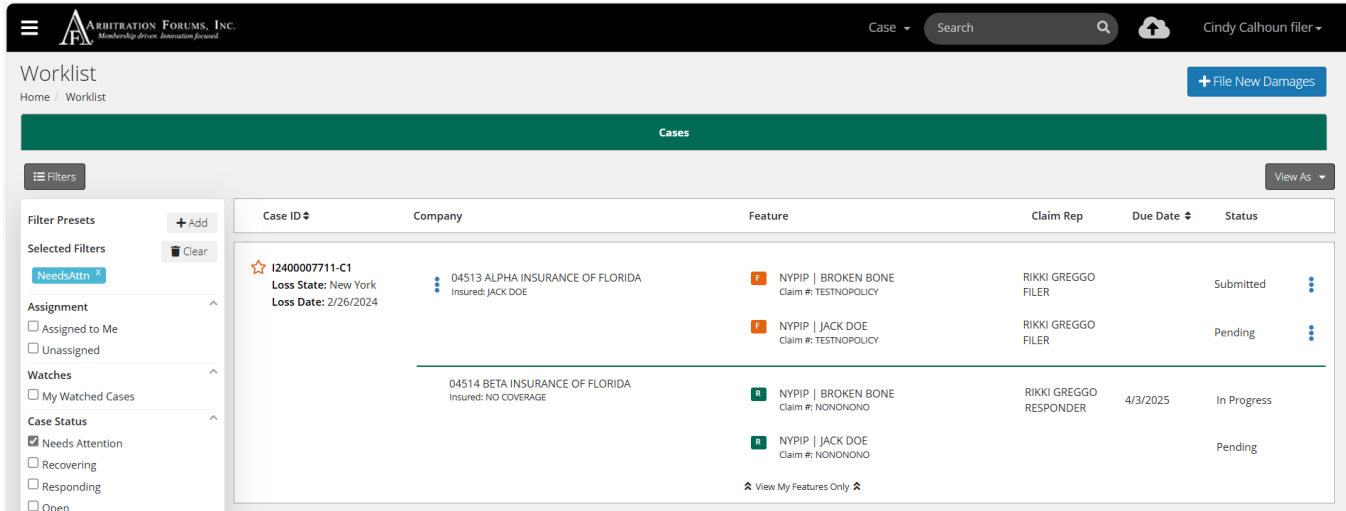


This icon displays in real-time the number of attached evidence items currently being uploaded to a TRS Case. In this example, the user attached five evidence items. As each item is being attached, the numerical value decreases until the upload process is complete.

The following pages contain comparisons of the classic view and the modern view to help users get acquainted with the updated interface.

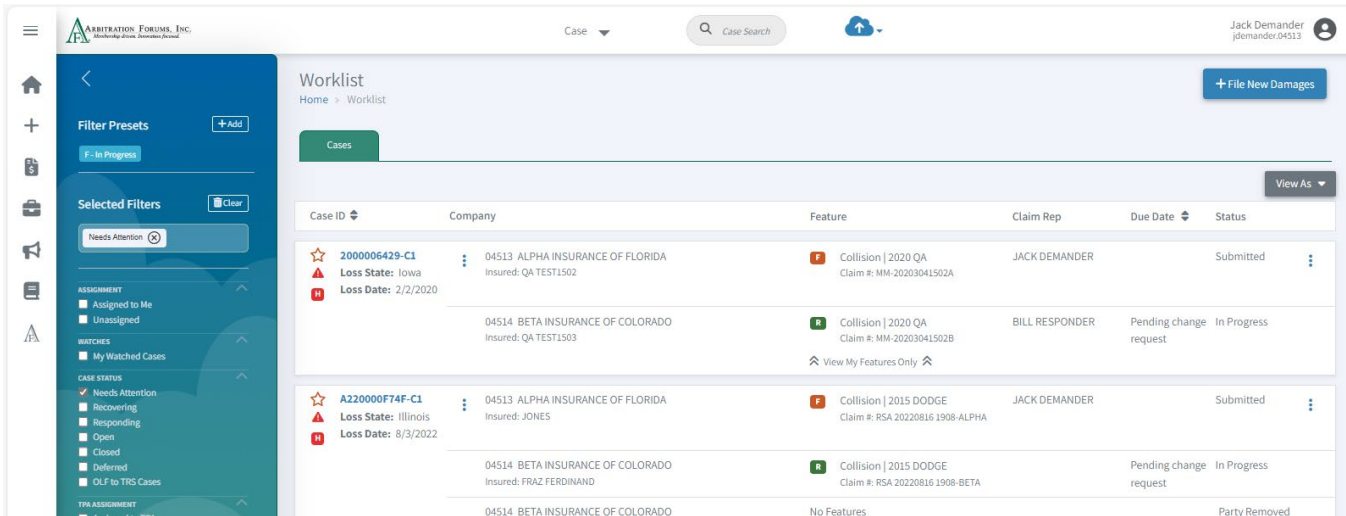
TRS Worklist

Classic View



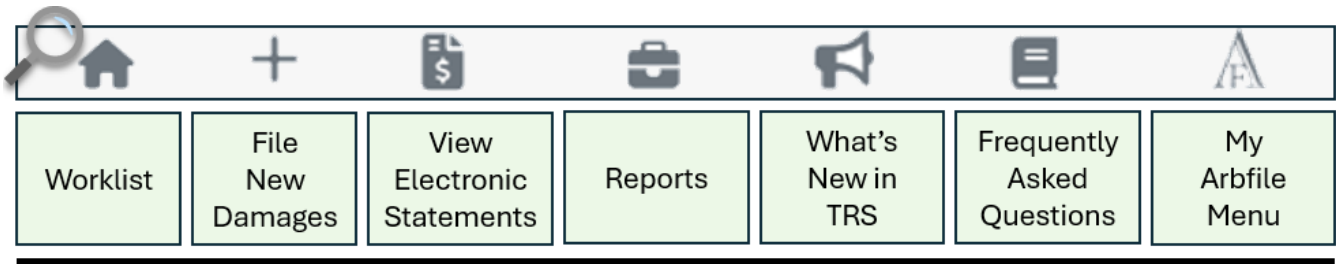
Case ID	Company	Feature	Claim Rep	Due Date	Status
★ I2400007711-C1 Loss State: New York Loss Date: 2/26/2024	04513 ALPHA INSURANCE OF FLORIDA Insured: JACK DOE	NYPIP BROKEN BONE Claim #: TESTNOPOLICY	RIKKI GREGGO FILER		Submitted
		NYPIP JACK DOE Claim #: TESTNOPOLICY	RIKKI GREGGO FILER		Pending
04514 BETA INSURANCE OF FLORIDA Insured: NO COVERAGE		NYPIP BROKEN BONE Claim #: NONONONO	RIKKI GREGGO RESPONDER	4/3/2025	In Progress
		NYPIP JACK DOE Claim #: NONONONO			Pending

Modern View



Case ID	Company	Feature	Claim Rep	Due Date	Status
★ 2000006429-C1 Loss State: Iowa Loss Date: 2/2/2020	04513 ALPHA INSURANCE OF FLORIDA Insured: QA TEST1502	Collision 2020 QA Claim #: MM-20203041502A	JACK DEMANDER		Submitted
		Collision 2020 QA Claim #: MM-20203041502B	BILL RESPONDER	Pending change request	In Progress
★ A220000F74F-C1 Loss State: Illinois Loss Date: 8/3/2022	04513 ALPHA INSURANCE OF FLORIDA Insured: JONES	Collision 2015 DODGE Claim #: RSA 20220816 1908-ALPHA	JACK DEMANDER		Submitted
		Collision 2015 DODGE Claim #: RSA 20220816 1908-BETA		Pending change request	In Progress
		No Features			Party Removed

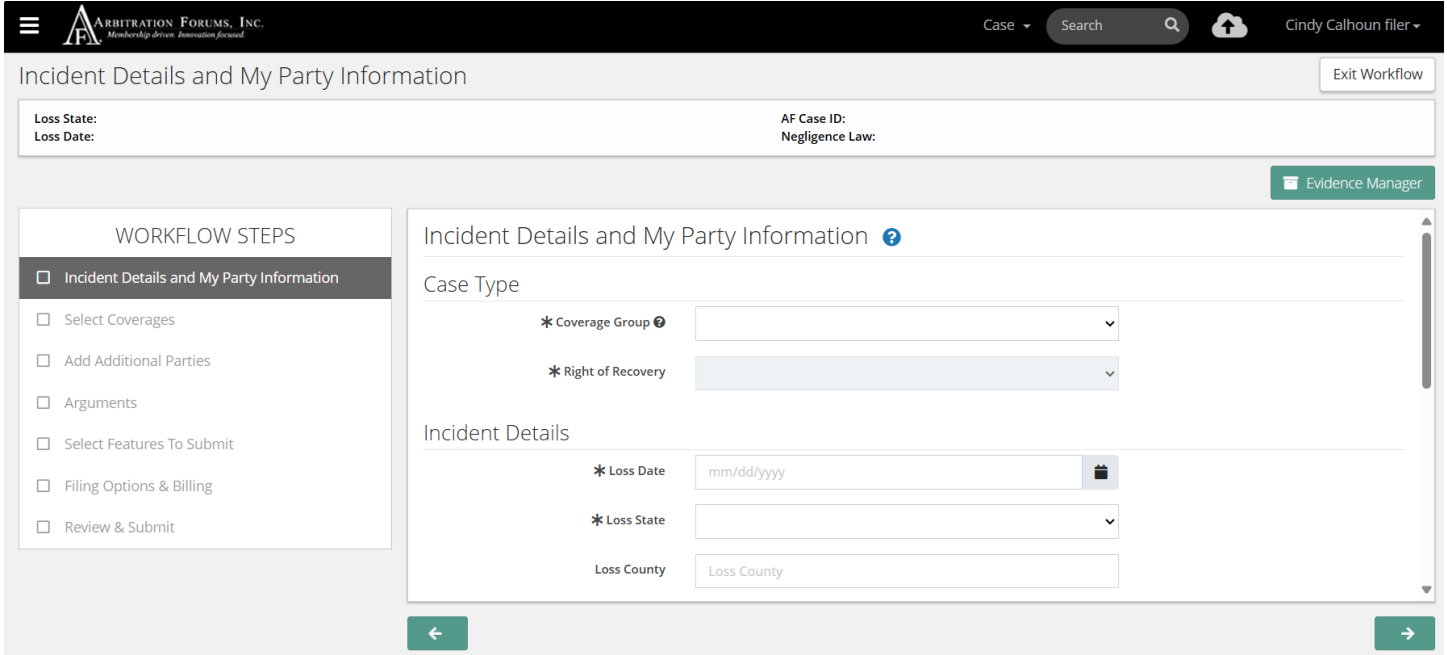
New TRS Menu



- Worklist
- File New Damages
- View Electronic Statements
- Reports
- What's New in TRS
- Frequently Asked Questions
- My Arbfile Menu

Workflow Steps – Incident Details and My Party Information

Classic View



Incident Details and My Party Information

Loss State: AF Case ID:
 Loss Date: Negligence Law:

Evidence Manager

WORKFLOW STEPS

- Incident Details and My Party Information
- Select Coverages
- Add Additional Parties
- Arguments
- Select Features To Submit
- Filing Options & Billing
- Review & Submit

Incident Details and My Party Information ?

Case Type

* Coverage Group

* Right of Recovery

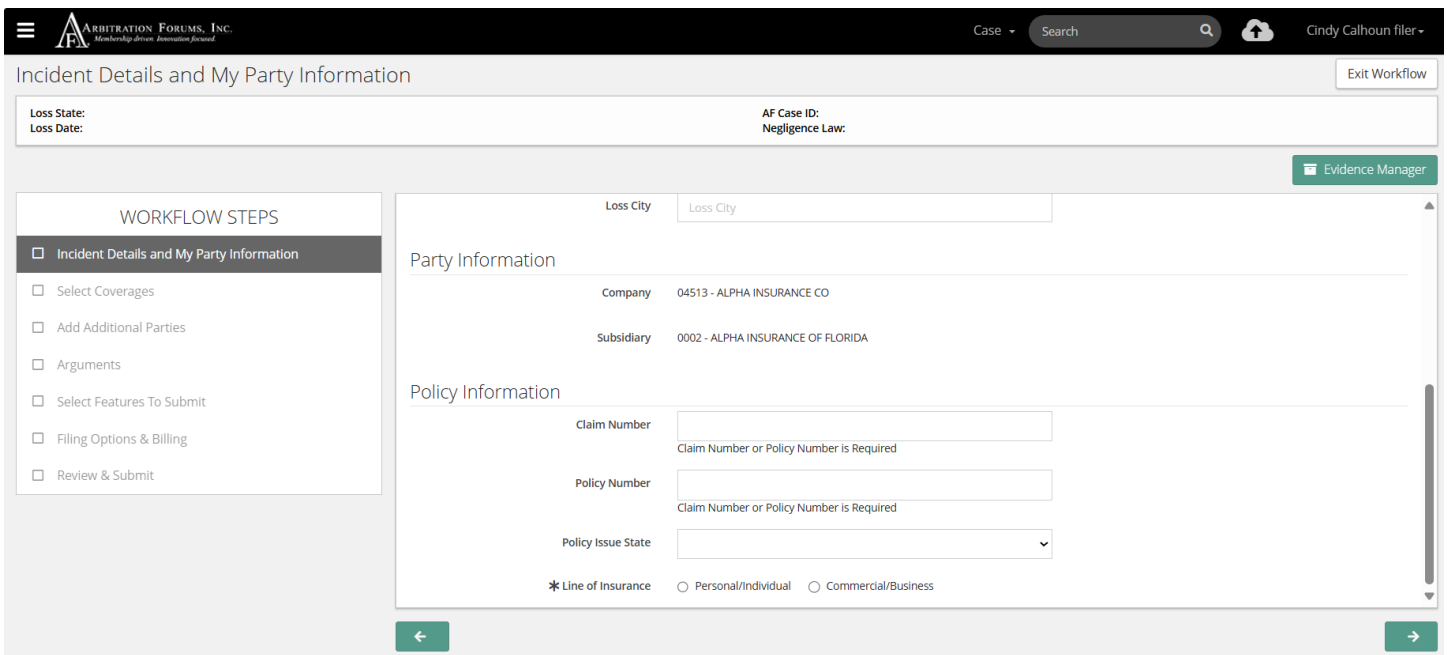
Incident Details

* Loss Date

* Loss State

Loss County

↓ Scroll down the page ↓



Incident Details and My Party Information

Loss State: AF Case ID:
 Loss Date: Negligence Law:

Evidence Manager

WORKFLOW STEPS

- Incident Details and My Party Information
- Select Coverages
- Add Additional Parties
- Arguments
- Select Features To Submit
- Filing Options & Billing
- Review & Submit

Loss City

Party Information

Company 04513 - ALPHA INSURANCE CO

Subsidiary 0002 - ALPHA INSURANCE OF FLORIDA

Policy Information

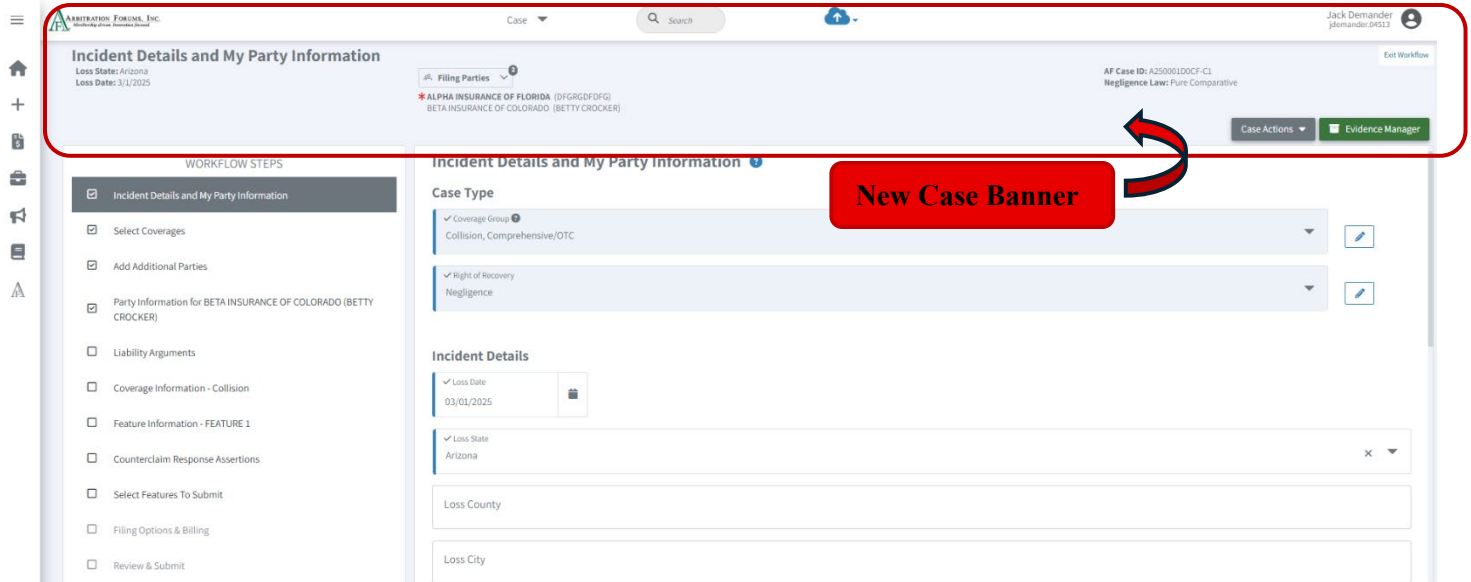
Claim Number

Policy Number

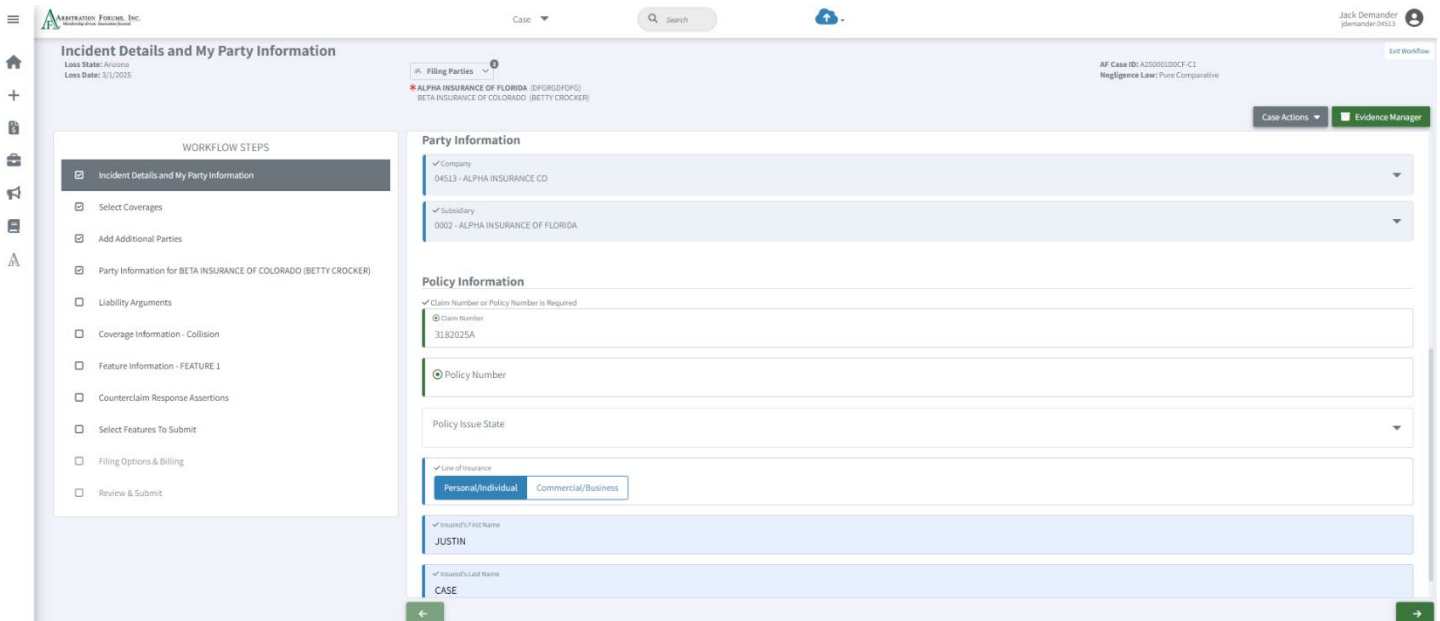
Policy Issue State

* Line of Insurance Personal/Individual Commercial/Business

Modern View

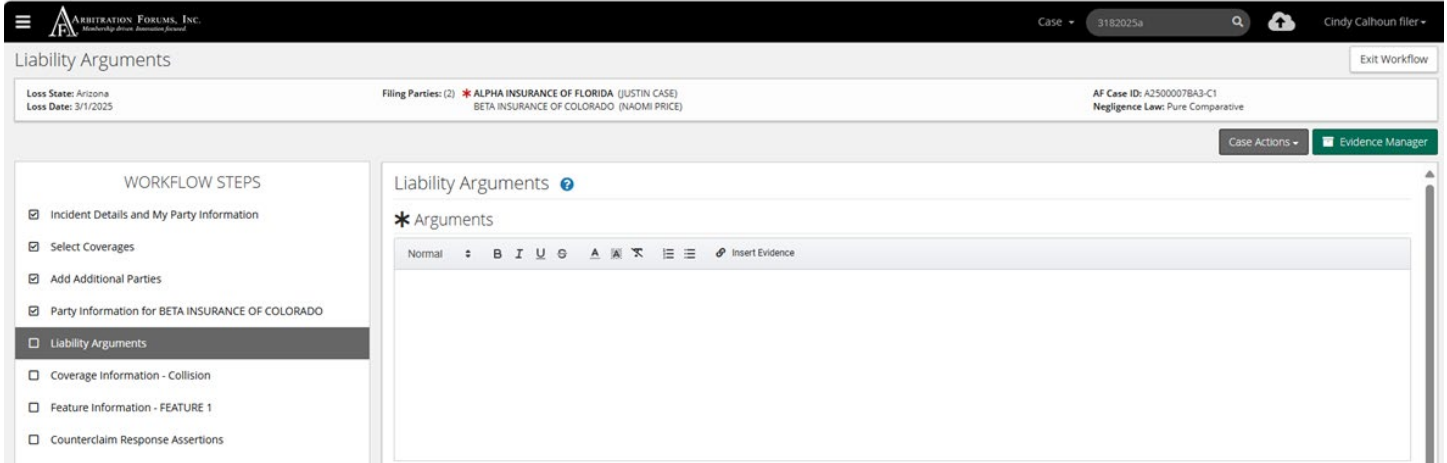


↓ Scroll down the page ↓

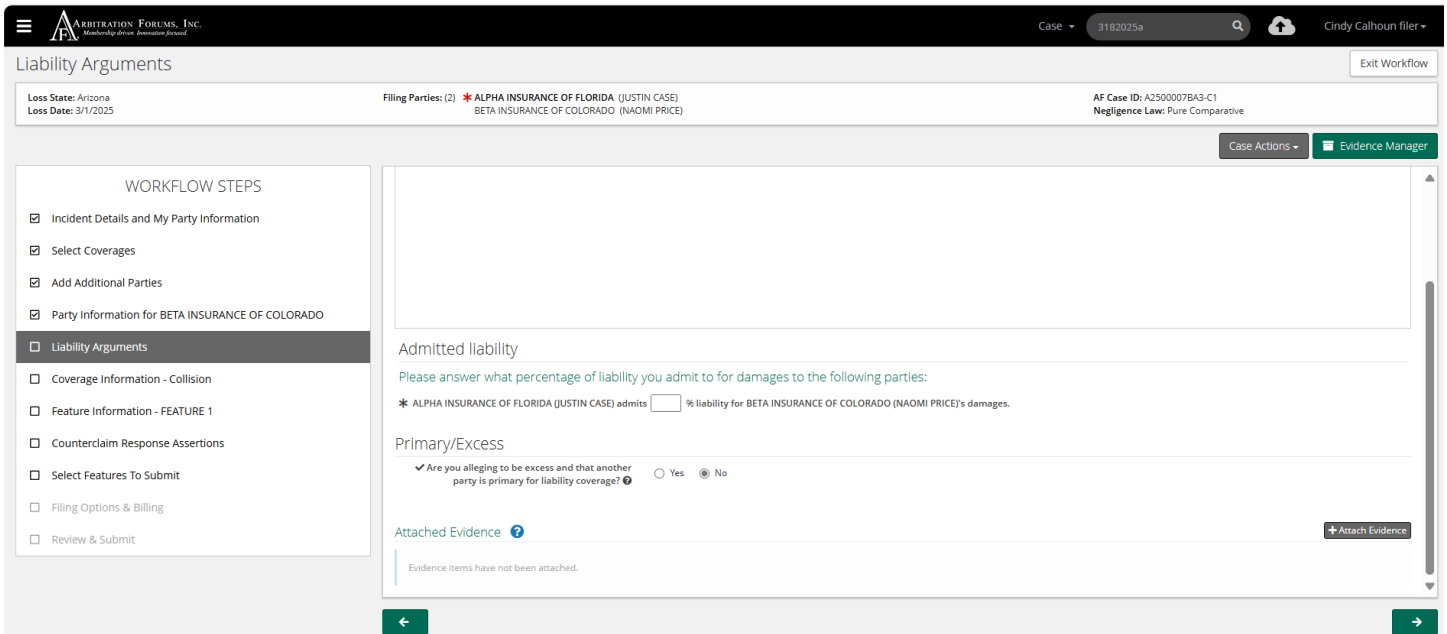


Workflow Steps – Liability Arguments

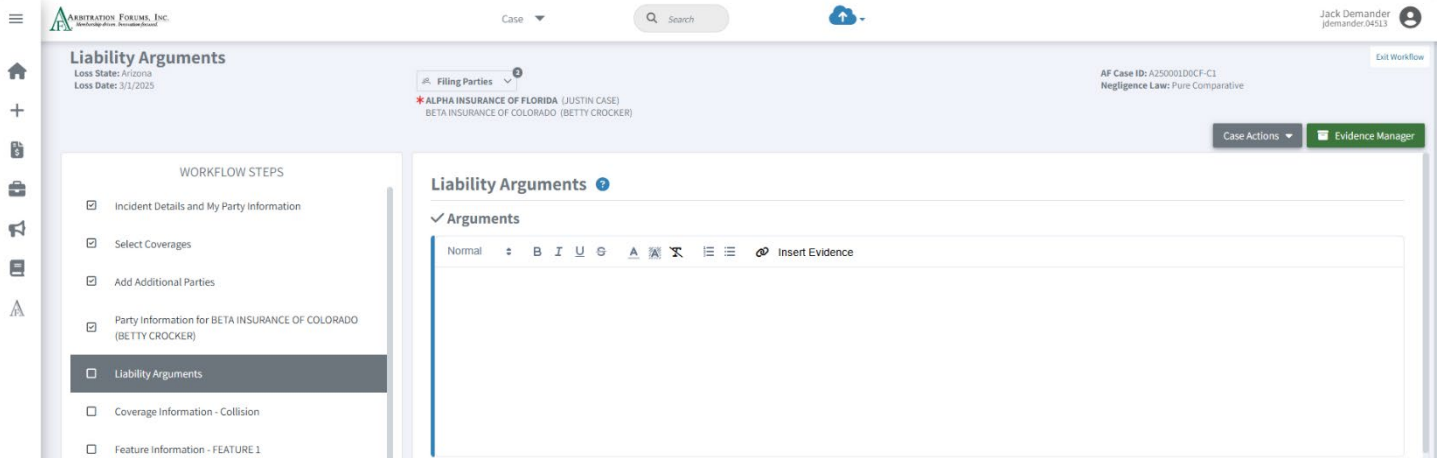
Classic View



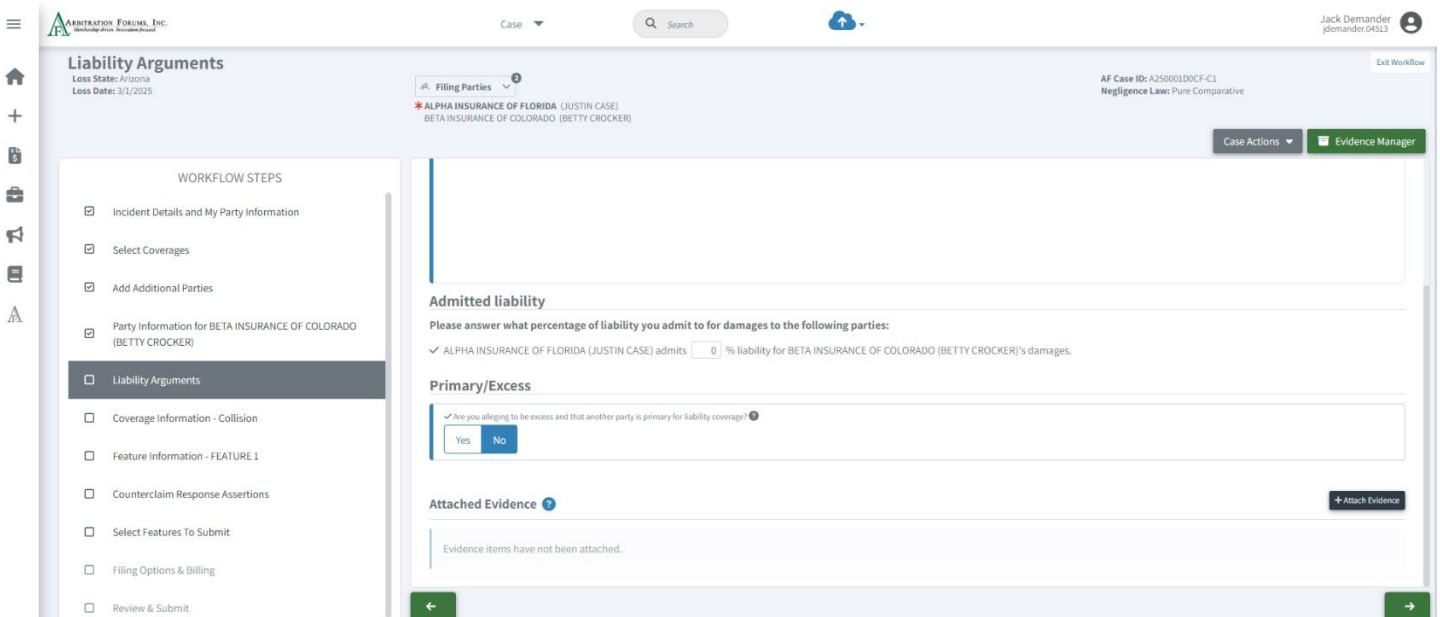
↓ Scroll down the page ↓



Modern View



↓ Scroll down the page ↓



Workflow Steps – Coverage (Collision/Comprehensive/OTC) Classic View

WORKFLOW STEPS

- Incident Details and My Party Information
- Select Coverages
- Add Additional Parties
- Party Information for BETA INSURANCE OF COLORADO
- Liability Arguments
- Coverage Information - Collision
- Feature Information - FEATURE 1
- Counterclaim Response Assertions
- Select Features To Submit
- Filing Options & Billing
- Review & Submit

Coverage - Collision

Loss State: Arizona
Loss Date: 3/1/2025

Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE)
BETA INSURANCE OF COLORADO (NAOMI PRICE)

AF Case ID: A25000078A3-C1
Negligence Law: Pure Comparative

Case Actions Evidence Manager

Exit Workflow

Does joint and several liability apply to this coverage? Yes No

Policy Limits

* Will you accept the policy limits as final settlement of your claim? Yes No I'm Not Sure

Will you accept the Pro-Rata Share? Yes No

Will you accept the remaining balance? Yes No

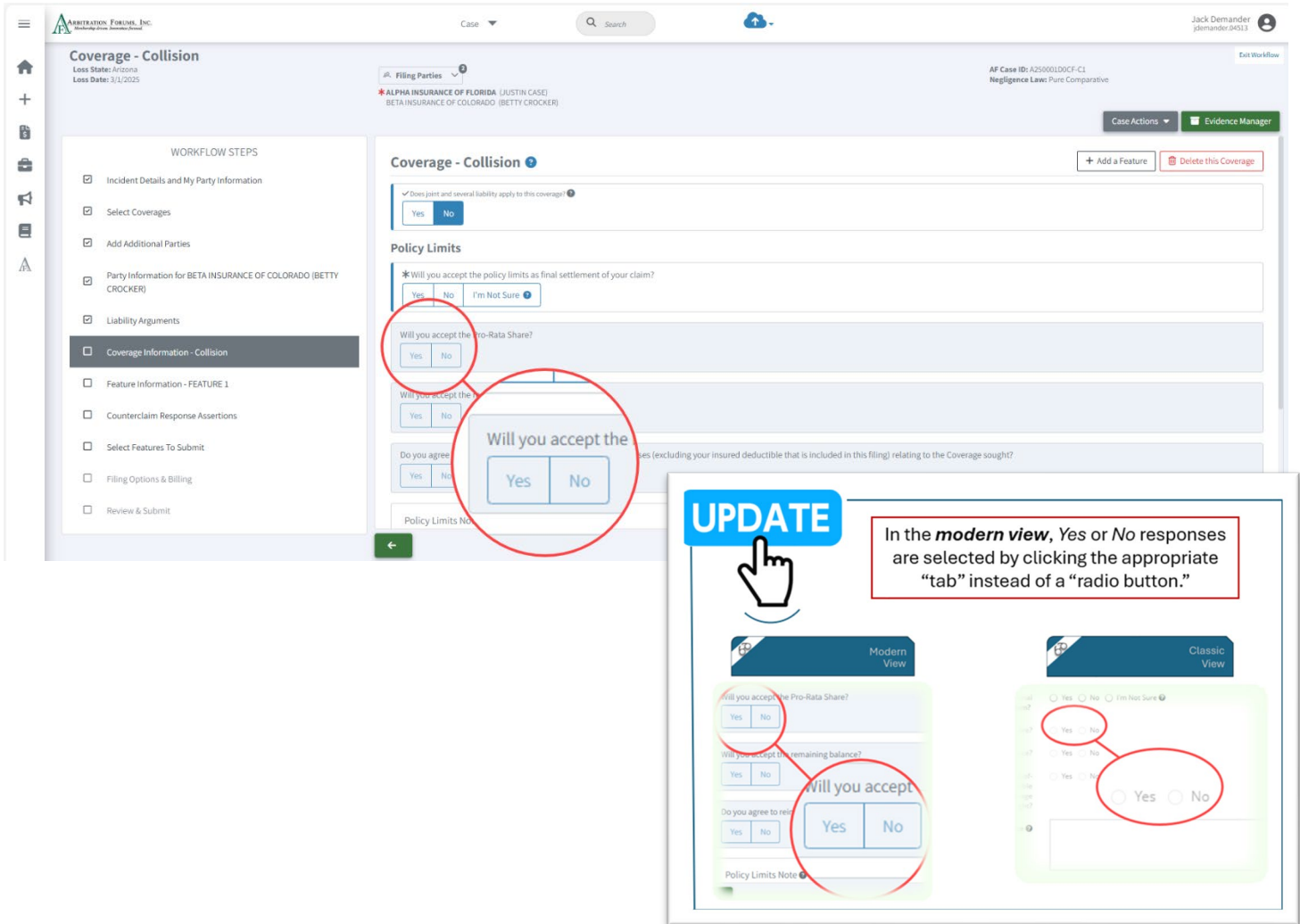
Do you agree to reimburse your insured for out-of-pocket expenses (excluding your insured deductible that is included in this filing) relating to the Coverage sought? Yes No

Policy Limits Note

Policy Limits Acceptance Evidence

Attach Evidence

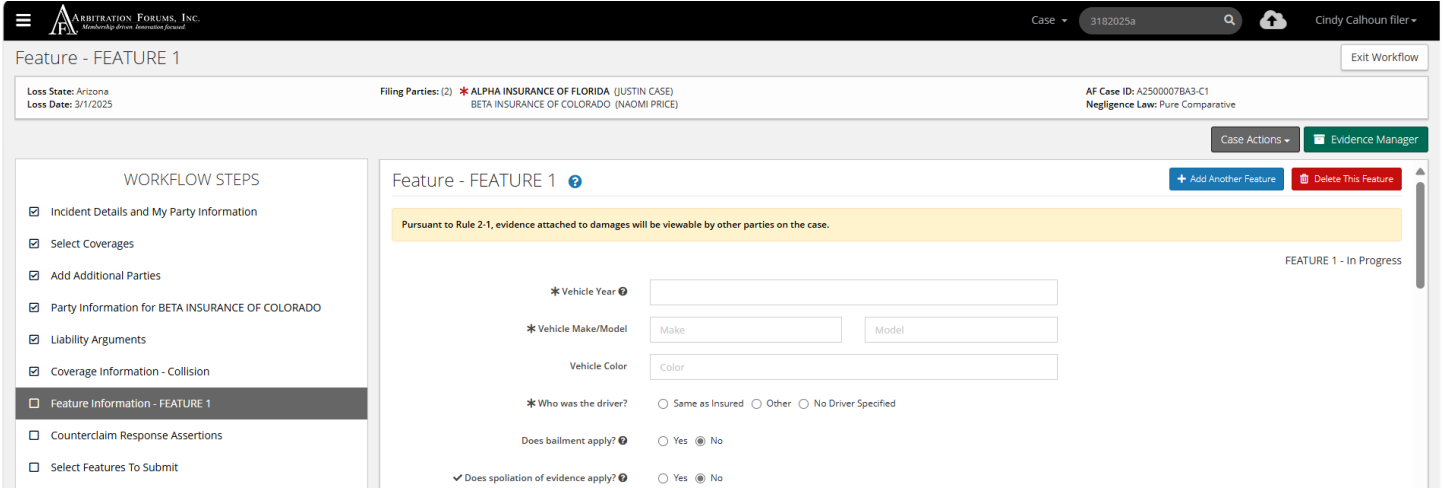
Modern View



The screenshot shows the 'Coverage - Collision' section of the Total Recovery Solution interface. The left sidebar lists 'Workflow Steps' including 'Coverage Information - Collision'. The main content area contains several questions with 'Yes' and 'No' tabs for selection. Red circles highlight these tabs. An inset box titled 'UPDATE' shows a hand cursor pointing to a 'tab' and explains that in the modern view, responses are selected by clicking the appropriate 'tab' instead of a 'radio button'. The inset compares the 'Modern View' (with tabs) to the 'Classic View' (with radio buttons).

Workflow Steps – Feature Information

Classic View



Feature - FEATURE 1

Loss State: Arizona
 Loss Date: 3/1/2025

Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE)
 BETA INSURANCE OF COLORADO (NAOMI PRICE)

AF Case ID: A2500007BA3-C1
 Negligence Law: Pure Comparative

Case Actions Evidence Manager

WORKFLOW STEPS

- Incident Details and My Party Information
- Select Coverages
- Add Additional Parties
- Party Information for BETA INSURANCE OF COLORADO
- Liability Arguments
- Coverage Information - Collision
- Feature Information - FEATURE 1**
- Counterclaim Response Assertions
- Select Features To Submit

Feature - FEATURE 1 ?

Pursuant to Rule 2-1, evidence attached to damages will be viewable by other parties on the case.

FEATURE 1 - In Progress

* Vehicle Year

* Vehicle Make/Model Make Model

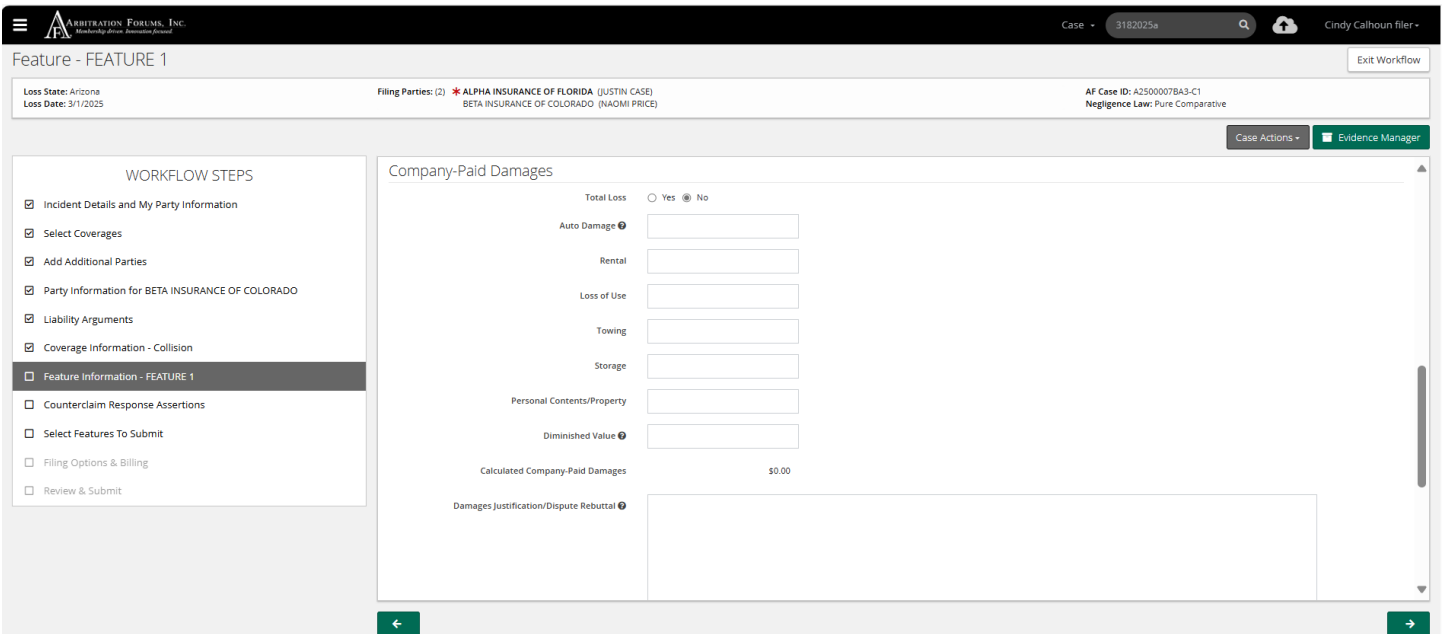
Vehicle Color

* Who was the driver? Same as Insured Other No Driver Specified

Does bailment apply? Yes No

Does spoliation of evidence apply? Yes No

↓ Scroll down the page ↓



Feature - FEATURE 1

Loss State: Arizona
 Loss Date: 3/1/2025

Filing Parties: (2) * ALPHA INSURANCE OF FLORIDA (JUSTIN CASE)
 BETA INSURANCE OF COLORADO (NAOMI PRICE)

AF Case ID: A2500007BA3-C1
 Negligence Law: Pure Comparative

Case Actions Evidence Manager

WORKFLOW STEPS

- Incident Details and My Party Information
- Select Coverages
- Add Additional Parties
- Party Information for BETA INSURANCE OF COLORADO
- Liability Arguments
- Coverage Information - Collision
- Feature Information - FEATURE 1**
- Counterclaim Response Assertions
- Select Features To Submit
- Filing Options & Billing
- Review & Submit

Company-Paid Damages

Total Loss Yes No

Auto Damage

Rental

Loss of Use

Towing

Storage

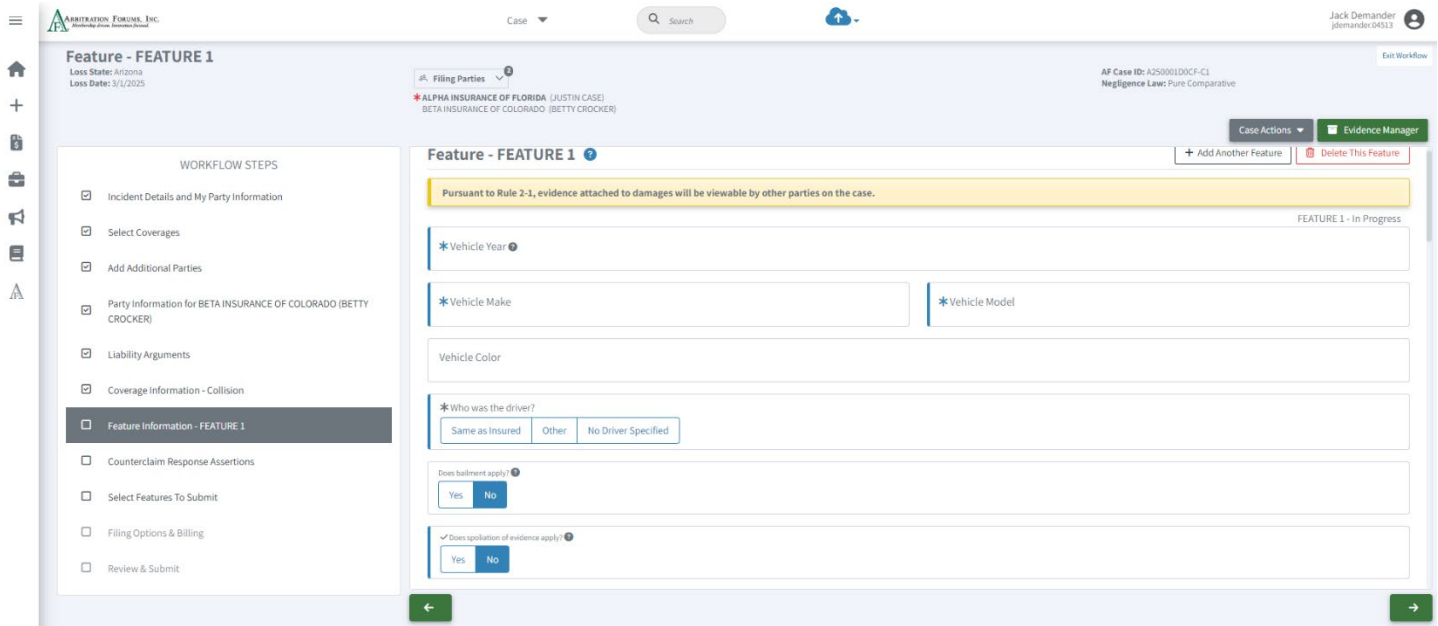
Personal Contents/Property

Diminished Value

Calculated Company-Paid Damages \$0.00

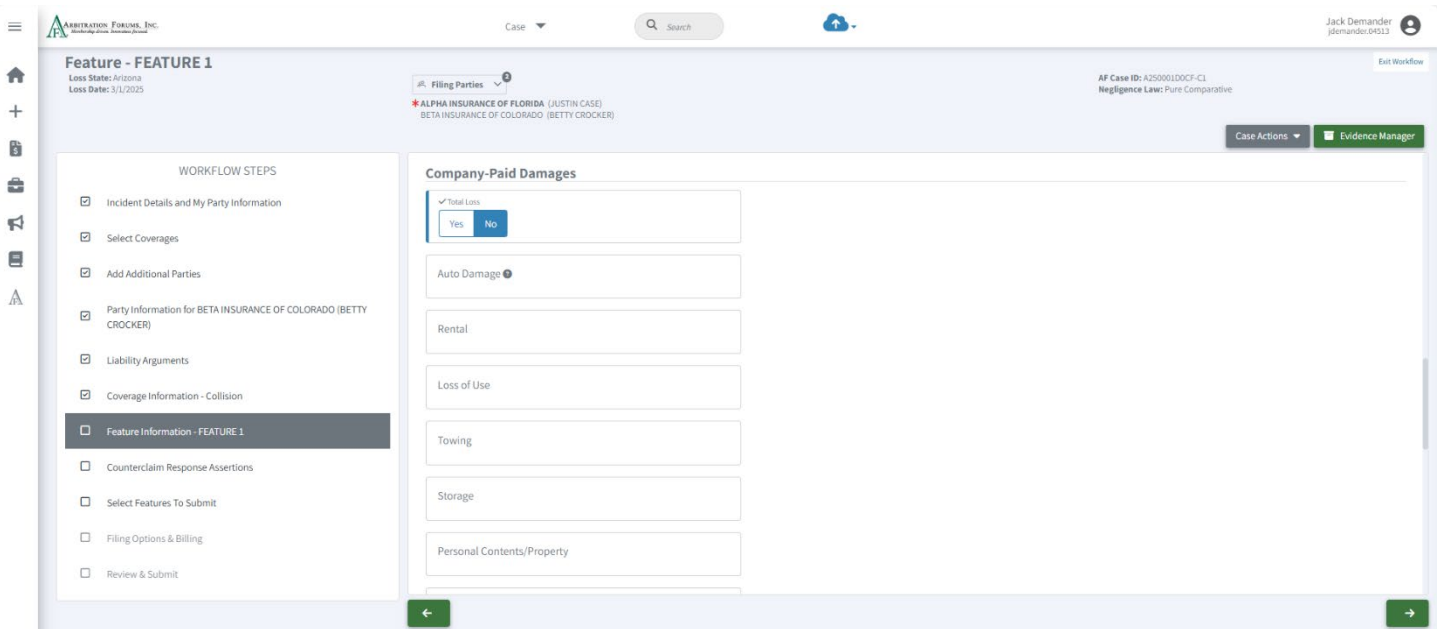
Damages Justification/Dispute Rebuttal

Modern View



The screenshot shows the 'Feature - FEATURE 1' form in the Modern View. The interface includes a sidebar with 'WORKFLOW STEPS' such as 'Incident Details and My Party Information', 'Select Coverages', and 'Feature Information - FEATURE 1'. The main form area contains a yellow banner stating 'Pursuant to Rule 2-1, evidence attached to damages will be viewable by other parties on the case.' Below this are input fields for 'Vehicle Year', 'Vehicle Make', 'Vehicle Model', and 'Vehicle Color'. There are also sections for 'Who was the driver?' (with options: Same as Insured, Other, No Driver Specified), 'Does bailment apply?' (Yes/No), and 'Does spoliation of evidence apply?' (Yes/No). The top navigation bar shows 'Case', 'Search', and user information for Jack Demander.

↓ Scroll down the page ↓



The screenshot shows the 'Company-Paid Damages' form in the Modern View. The sidebar 'WORKFLOW STEPS' is visible, with 'Feature Information - FEATURE 1' selected. The main form area includes a 'Total Loss' section with 'Yes' and 'No' buttons. Below this are input fields for 'Auto Damage', 'Rental', 'Loss of Use', 'Towing', 'Storage', and 'Personal Contents/Property'. The top navigation bar is consistent with the previous screenshot, showing 'Case', 'Search', and user information for Jack Demander.