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E-Subro Hub Custom List Reference Guide

October 2022

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Published: October 2022

My Arbfile Page

From the My Arbfile page, click the E-Subro Hub dropdown menu, followed by My Demands then My Work List.



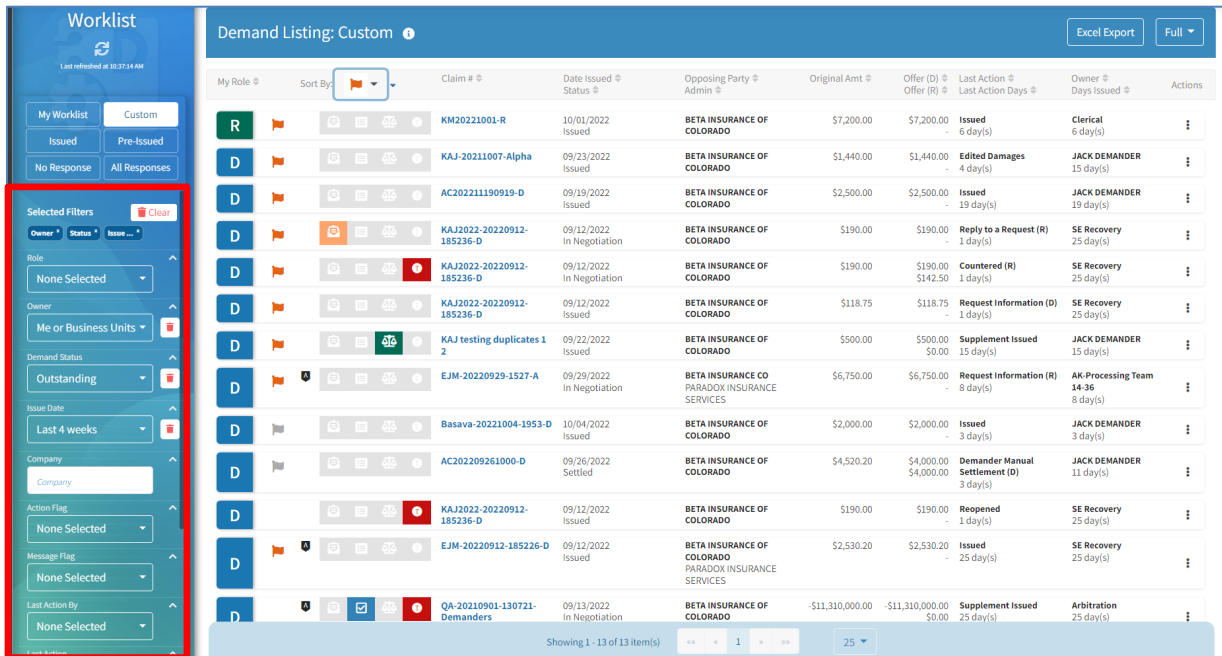
Custom Search List

The Custom Search List allows the associate to create a list of demands using a combination of 12 filter options.

- **Role:** can be set to Demander, Responder, or None Selected for Both
- **Owner:** Current Associate, Business Unit, Other Owner, or None Selected for any owner
- **Demand Status:** there is a required selection of Pre-Issued, Closed, Outstanding, or a specific Status of an open demand
- **Issued Date:** there is a required selection of last four weeks, eight weeks, or up to three months with a custom setting
- **Company:** enter the opposing party
- **Action Flag:** Yes, No, or None Selected
- **Message Flag:** Yes, No, or None Selected
- **Last Action By:** Demander, Responder, or None Selected
- **Last Action:** select any one of the demand actions, such as Accept, Counter, Request Information, etc., or leave None Selected
- **Demand Amount:** set a demand amount parameter or choose None Selected
- **No Response In:** set a date range or choose None Selected
- **Inactive For:** set a date range or choose None Selected

The default list when accessing the page will have the owner (the individual or business unit), demand status (outstanding), and issue date (last four weeks).

The additional filters that are selected will generate a narrower list, while fewer selected filters will generate a larger list.



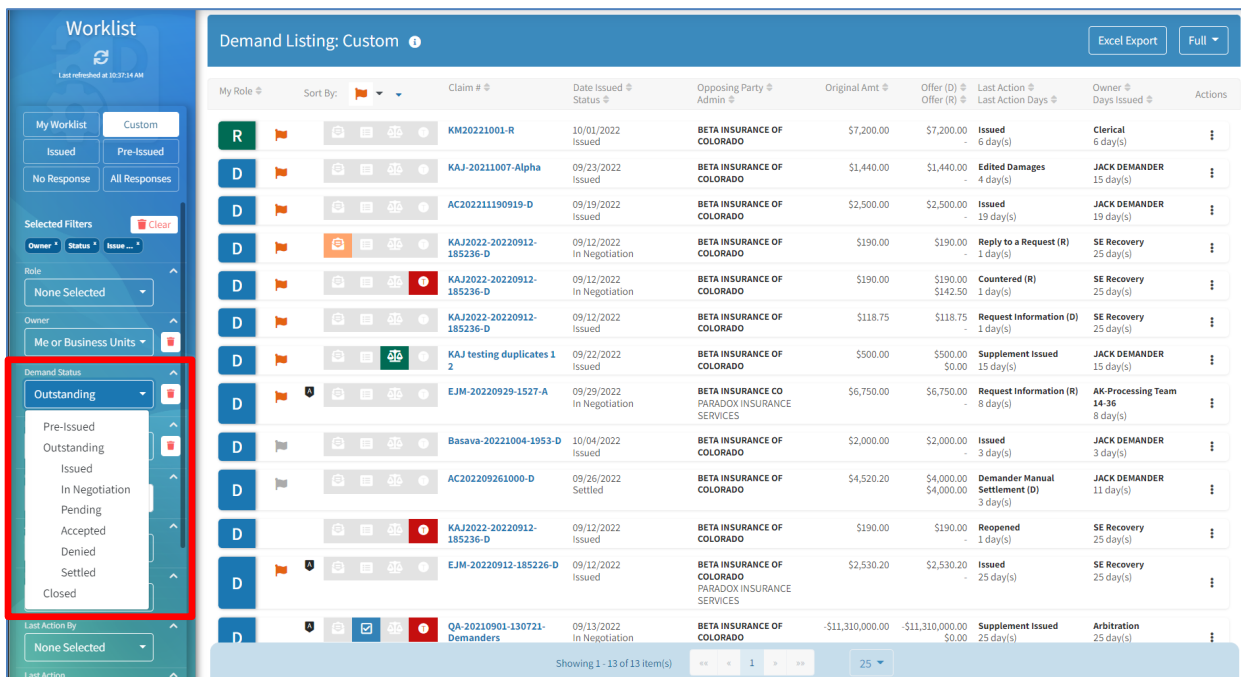
Worklist
Last refreshed at 10:37:14 AM

Demand Listing: Custom [Excel Export] [Full]

My Role	Sort By	Claim #	Date Issued / Status	Opposing Party / Admin	Original Amt	Offer (D) / Offer (R)	Last Action / Last Action Days	Owner / Days Issued	Actions
R		KM20221001-R	10/01/2022 Issued	BETA INSURANCE OF COLORADO	\$7,200.00	\$7,200.00	Issued 6 day(s)	Clerical 6 day(s)	
D		KAJ-20211007-Alpha	09/23/2022 Issued	BETA INSURANCE OF COLORADO	\$1,440.00	\$1,440.00	Edited Damages 4 day(s)	JACK DEMANDER 15 day(s)	
D		AC20221190919-D	09/19/2022 Issued	BETA INSURANCE OF COLORADO	\$2,500.00	\$2,500.00	Issued 19 day(s)	JACK DEMANDER 19 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Reply to a Request (R) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Countered (R) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO	\$118.75	\$118.75	Request Information (D) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ testing duplicates 1 2	09/22/2022 Issued	BETA INSURANCE OF COLORADO	\$500.00	\$500.00	Supplement Issued 15 day(s)	JACK DEMANDER 15 day(s)	
D		EJM-20220929-1527-A	09/29/2022 In Negotiation	BETA INSURANCE CO PARADOX INSURANCE SERVICES	\$6,750.00	\$6,750.00	Request Information (R) 8 day(s)	AK-Processing Team 14-36 8 day(s)	
D		Basava-20221004-1953-D	10/04/2022 Issued	BETA INSURANCE OF COLORADO	\$2,000.00	\$2,000.00	Issued 3 day(s)	JACK DEMANDER 3 day(s)	
D		AC202209261000-D	09/26/2022 Settled	BETA INSURANCE OF COLORADO	\$4,520.20	\$4,000.00	Demandor Manual Settlement (D) 3 day(s)	JACK DEMANDER 11 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Reopened 1 day(s)	SE Recovery 25 day(s)	
D		EJM-20220912-185226-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO PARADOX INSURANCE SERVICES	\$2,530.20	\$2,530.20	Issued 25 day(s)	SE Recovery 25 day(s)	
D		QA-20210901-130721-Demandors	09/13/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$11,310,000.00	\$11,310,000.00	Supplement Issued 25 day(s)	Arbitration 25 day(s)	

Showing 1 - 13 of 13 item(s) [25]

Demand Status: there is a required selection of Pre-Issued, Closed, Outstanding, or a specific status of an open demand.



Worklist
Last refreshed at 10:37:14 AM

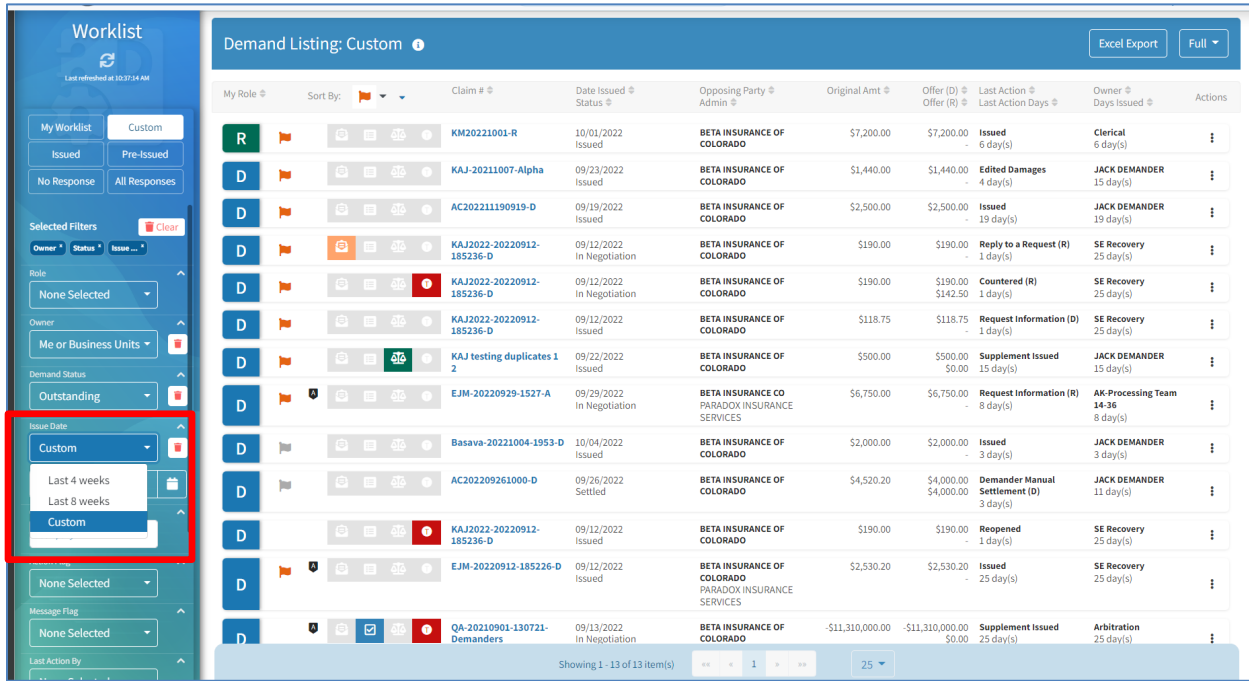
Demand Listing: Custom [Excel Export] [Full]

My Role	Sort By	Claim #	Date Issued / Status	Opposing Party / Admin	Original Amt	Offer (D) / Offer (R)	Last Action / Last Action Days	Owner / Days Issued	Actions
R		KM20221001-R	10/01/2022 Issued	BETA INSURANCE OF COLORADO	\$7,200.00	\$7,200.00	Issued 6 day(s)	Clerical 6 day(s)	
D		KAJ-20211007-Alpha	09/23/2022 Issued	BETA INSURANCE OF COLORADO	\$1,440.00	\$1,440.00	Edited Damages 4 day(s)	JACK DEMANDER 15 day(s)	
D		AC20221190919-D	09/19/2022 Issued	BETA INSURANCE OF COLORADO	\$2,500.00	\$2,500.00	Issued 19 day(s)	JACK DEMANDER 19 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Reply to a Request (R) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Countered (R) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO	\$118.75	\$118.75	Request Information (D) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ testing duplicates 1 2	09/22/2022 Issued	BETA INSURANCE OF COLORADO	\$500.00	\$500.00	Supplement Issued 15 day(s)	JACK DEMANDER 15 day(s)	
D		EJM-20220929-1527-A	09/29/2022 In Negotiation	BETA INSURANCE CO PARADOX INSURANCE SERVICES	\$6,750.00	\$6,750.00	Request Information (R) 8 day(s)	AK-Processing Team 14-36 8 day(s)	
D		Basava-20221004-1953-D	10/04/2022 Issued	BETA INSURANCE OF COLORADO	\$2,000.00	\$2,000.00	Issued 3 day(s)	JACK DEMANDER 3 day(s)	
D		AC202209261000-D	09/26/2022 Settled	BETA INSURANCE OF COLORADO	\$4,520.20	\$4,000.00	Demandor Manual Settlement (D) 3 day(s)	JACK DEMANDER 11 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO	\$190.00	\$190.00	Reopened 1 day(s)	SE Recovery 25 day(s)	
D		EJM-20220912-185226-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO PARADOX INSURANCE SERVICES	\$2,530.20	\$2,530.20	Issued 25 day(s)	SE Recovery 25 day(s)	
D		QA-20210901-130721-Demandors	09/13/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$11,310,000.00	\$11,310,000.00	Supplement Issued 25 day(s)	Arbitration 25 day(s)	

Showing 1 - 13 of 13 item(s) [25]

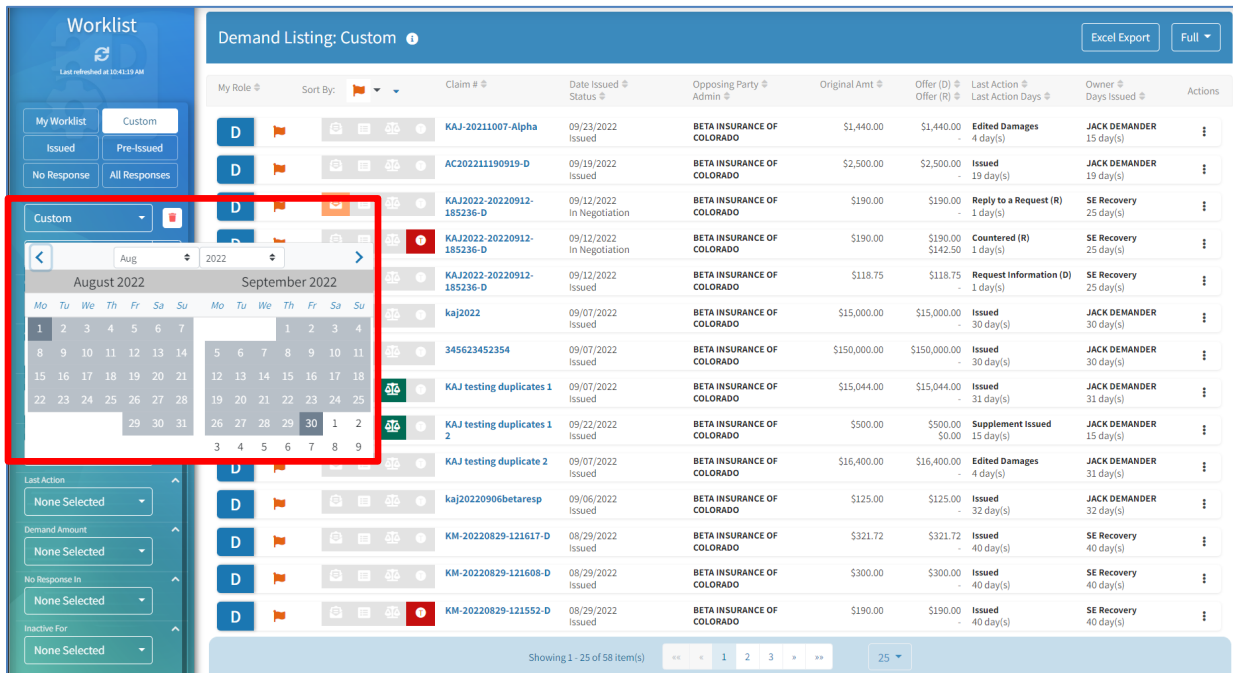
Issue Date – Custom Date Range Setting

The custom setting date range is a maximum of three months.



The screenshot shows the 'Worklist' interface with a 'Demand Listing: Custom' view. The table lists various demands with columns for My Role, Claim #, Date Issued, Opposing Party, Original Amt, Offer (D) Offer (R), Last Action, and Owner Days Issued. A red box highlights the 'Issue Date' filter dropdown menu, which is open to show options: 'Custom', 'Last 4 weeks', 'Last 8 weeks', and 'Custom'.

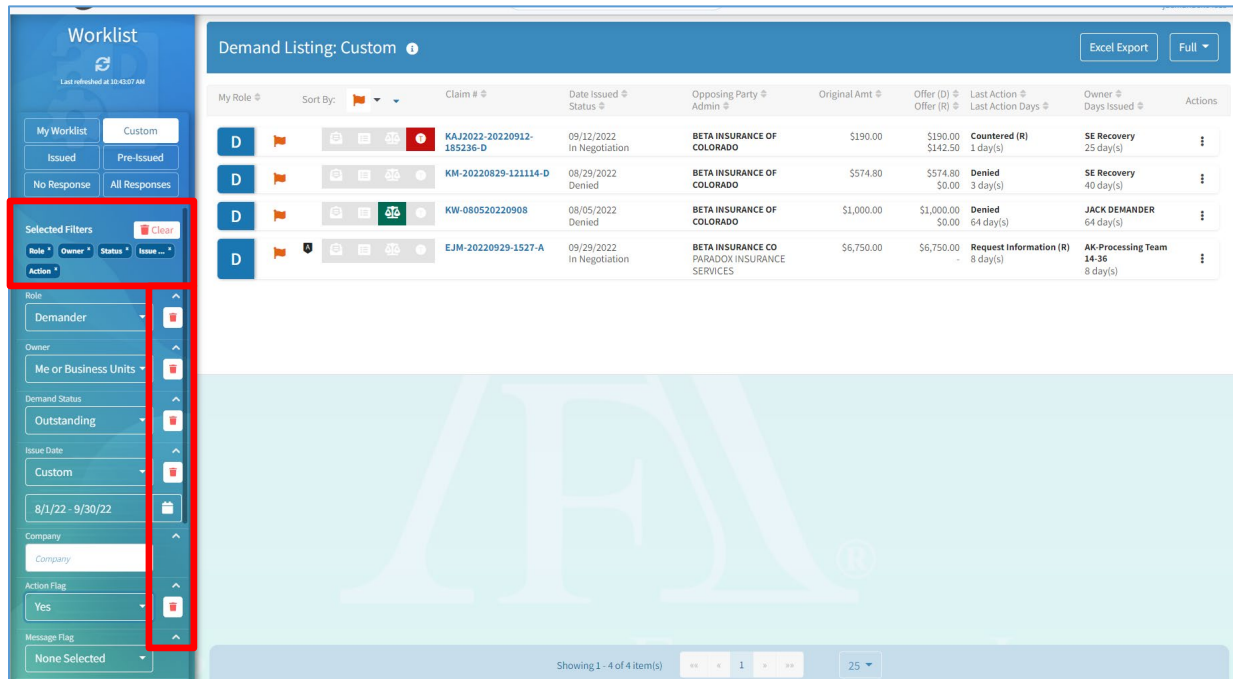
To select the date range, choose a beginning date followed by an end date (three month maximum).



The screenshot shows the 'Worklist' interface with a 'Demand Listing: Custom' view. A red box highlights a calendar view for August and September 2022, used for selecting a date range. The calendar shows dates from August 1st to September 9th.

Selected filters can be removed with a single click of “Clear.”

Individual filters can be removed by clicking the corresponding trash can icon.



The screenshot shows a 'Worklist' interface with a 'Demand Listing: Custom' table. The table has columns for My Role, Sort By, Claim #, Date Issued, Opposing Party, Original Amt, Offer (D) Offer (R), Last Action, Owner, and Actions. The filter sidebar on the left includes sections for Selected Filters, Role, Owner, Demand Status, Issue Date, Company, Action Flag, and Message Flag.

My Role	Sort By	Claim #	Date Issued	Opposing Party	Original Amt	Offer (D) Offer (R)	Last Action	Owner	Actions
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00 \$142.50	Countered (R) 1 day(s)	SE Recovery 25 day(s)	
D		KM-20220829-121114-D	08/29/2022 Denied	BETA INSURANCE OF COLORADO	\$574.80	\$574.80 \$0.00	Denied 3 day(s)	SE Recovery 40 day(s)	
D		KW-080520220908	08/05/2022 Denied	BETA INSURANCE OF COLORADO	\$1,000.00	\$1,000.00 \$0.00	Denied 64 day(s)	JACK DEMANDER 64 day(s)	
D		EJM-20220929-1527-A	09/29/2022 In Negotiation	BETA INSURANCE CO PARADOX INSURANCE SERVICES	\$6,750.00	\$6,750.00 -	Request Information (R) 8 day(s)	AK-Processing Team 14-36 8 day(s)	

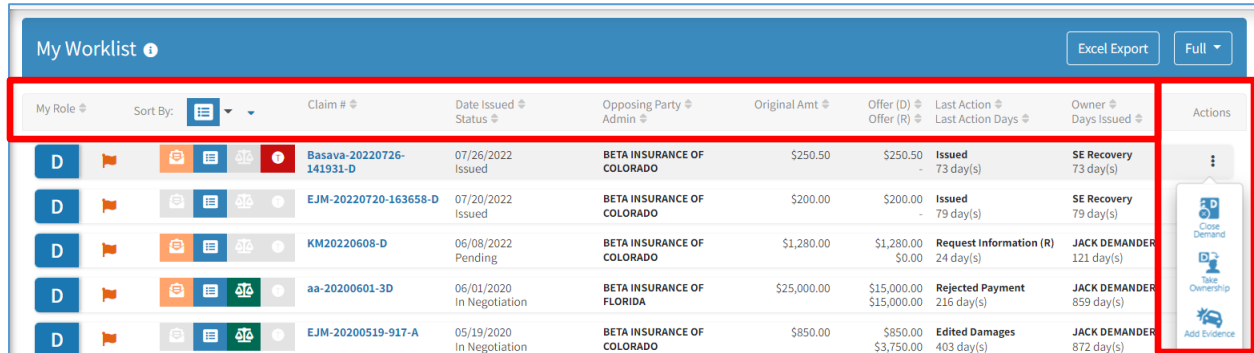
Custom List – Column Review

Once a custom list is generated, there are columns and rows to review. These columns are the same as the My Work List view.

The columns and related rows are listed below.

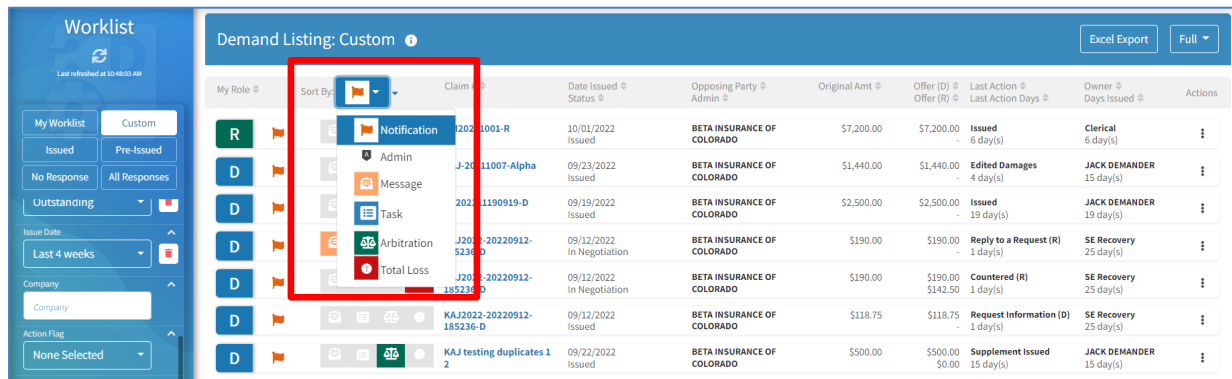
- **My Role:** Demander, Responder, or Both
- **Action Flag:** a pending negotiation action or expired diary
- **Admin Icon:** indicates if a third-party administrator (TPA) currently owns the demand
- **Messages:** a pending message needs review
- **Task:** a pending task is awaiting review and completion
- **Arbitration:** a related arbitration has been filed on the demand
- **Total Loss:** the vehicle involved in the loss has been deemed a total loss
- **Claim Number:** the claim number entered for the users internal file
- **Date Issued:** the date the demand is issued and the default sorting option (oldest to newest)
- **Status:** lists the current negotiation status of the demand (Issued, Pending, Accepted, Denied, etc.)
- **Opposing Party:** the other party involved in the claim
- **Admin:** indicates the TPA
- **Original Amount:** the original demand amount when issued
- **Offer (D):** current negotiation position of the Demander
- **Offer (R):** current negotiation position of the Responder
- **Last Action:** lists the last action taken by the Demander or Responder

- **Last Action Days:** lists the number of days from the last action
- **Owner:** lists the current owner of the demand (individual or business unit)
- **Days Issued:** lists the number of days from when demand was issued
- **Actions:** opens quick links to several common workflow actions



My Role	Sort By	Claim #	Date Issued / Status	Opposing Party / Admin	Original Amt	Offer (D) / Offer (R)	Last Action / Last Action Days	Owner / Days Issued	Actions
D		Basava-20220726-141931-D	07/26/2022 Issued	BETA INSURANCE OF COLORADO	\$250.50	\$250.50 -	Issued 73 day(s)	SE Recovery 73 day(s)	Close Demand, Take Ownership, Add Evidence
D		EJM-20220720-163658-D	07/20/2022 Issued	BETA INSURANCE OF COLORADO	\$200.00	\$200.00 -	Issued 79 day(s)	SE Recovery 79 day(s)	
D		KM20220608-D	06/08/2022 Pending	BETA INSURANCE OF COLORADO	\$1,280.00	\$1,280.00 \$0.00	Request Information (R) 24 day(s)	JACK DEMANDER 121 day(s)	
D		aa-20200601-3D	06/01/2020 In Negotiation	BETA INSURANCE OF FLORIDA	\$25,000.00	\$15,000.00 \$15,000.00	Rejected Payment 216 day(s)	JACK DEMANDER 859 day(s)	
D		EJM-20200519-917-A	05/19/2020 In Negotiation	BETA INSURANCE OF COLORADO	\$850.00	\$850.00 \$3,750.00	Edited Damages 403 day(s)	JACK DEMANDER 872 day(s)	

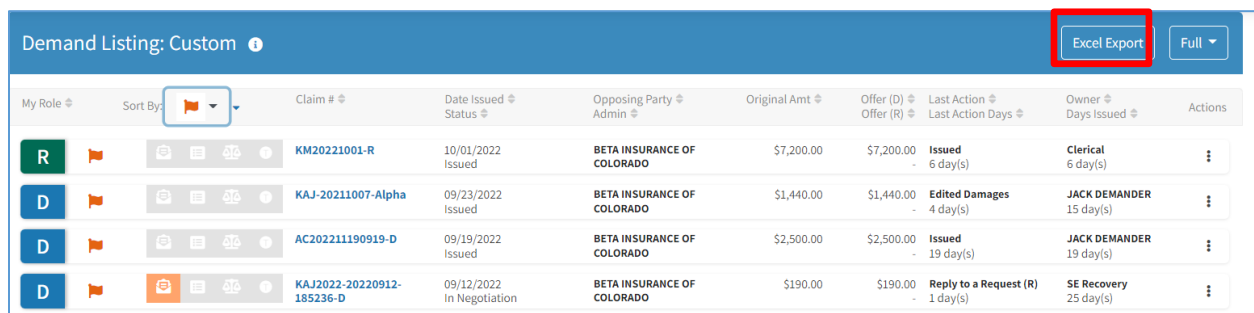
The Sort By menu allows the user to pull demands with the selected icon to the top of the list (Action Flag, Admin, Message, Task, Arbitration, or Total Loss icons).



My Role	Sort By	Claim	Date Issued / Status	Opposing Party / Admin	Original Amt	Offer (D) / Offer (R)	Last Action / Last Action Days	Owner / Days Issued	Actions
R	Notification	202211001-R	10/01/2022 Issued	BETA INSURANCE OF COLORADO	\$7,200.00	\$7,200.00 -	Issued 6 day(s)	Clerical 6 day(s)	
D	Admin	J-20111007-Alpha	09/23/2022 Issued	BETA INSURANCE OF COLORADO	\$1,440.00	\$1,440.00 -	Edited Damages 4 day(s)	JACK DEMANDER 15 day(s)	
D	Message	20221190919-D	09/19/2022 Issued	BETA INSURANCE OF COLORADO	\$2,500.00	\$2,500.00 -	Issued 19 day(s)	JACK DEMANDER 19 day(s)	
D	Task	J201120220912-523-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00 -	Reply to a Request (R) 1 day(s)	SE Recovery 25 day(s)	
D	Arbitration	J201120220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00 \$142.50	Countered (R) 1 day(s)	SE Recovery 25 day(s)	
D	Total Loss	KAJ2022-20220912-185236-D	09/12/2022 Issued	BETA INSURANCE OF COLORADO	\$118.75	\$118.75 -	Request Information (D) 1 day(s)	SE Recovery 25 day(s)	
D		KAJ testing duplicates 1 2	09/22/2022 Issued	BETA INSURANCE OF COLORADO	\$500.00	\$500.00 \$0.00	Supplement Issued 15 day(s)	JACK DEMANDER 15 day(s)	

Custom List – Excel Export

The Custom List can be exported to an Excel document.



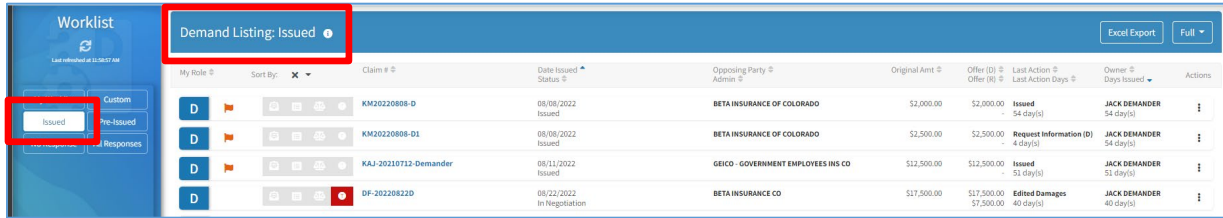
My Role	Sort By	Claim #	Date Issued / Status	Opposing Party / Admin	Original Amt	Offer (D) / Offer (R)	Last Action / Last Action Days	Owner / Days Issued	Actions
R		KM20221001-R	10/01/2022 Issued	BETA INSURANCE OF COLORADO	\$7,200.00	\$7,200.00 -	Issued 6 day(s)	Clerical 6 day(s)	
D		KAJ-20211007-Alpha	09/23/2022 Issued	BETA INSURANCE OF COLORADO	\$1,440.00	\$1,440.00 -	Edited Damages 4 day(s)	JACK DEMANDER 15 day(s)	
D		AC20221190919-D	09/19/2022 Issued	BETA INSURANCE OF COLORADO	\$2,500.00	\$2,500.00 -	Issued 19 day(s)	JACK DEMANDER 19 day(s)	
D		KAJ2022-20220912-185236-D	09/12/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$190.00	\$190.00 -	Reply to a Request (R) 1 day(s)	SE Recovery 25 day(s)	

Pre-Set Filter List

There are quick links to four pre-set filtered lists. These lists will not offer any new filtering options.

Issued List

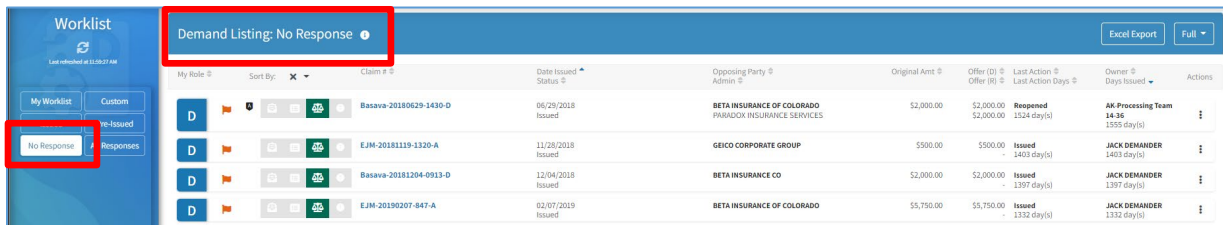
Role: Demander; Demand is owned by the individual and was issued within the last eight weeks.



My Role	Claim #	Date Issued	Opposing Party	Original Amt	Offer (D) / Offer (R)	Last Action	Owner
D	KM20220808-D	08/08/2022 Issued	BETA INSURANCE OF COLORADO	\$2,000.00	\$2,000.00	Issued - 54 day(s)	JACK DEMANDER 54 day(s)
D	KM20220808-D1	08/08/2022 Issued	BETA INSURANCE OF COLORADO	\$2,500.00	\$2,500.00	Request Information (D) - 4 day(s)	JACK DEMANDER 54 day(s)
D	KAJ-20210712-Demander	08/11/2022 Issued	GEICO - GOVERNMENT EMPLOYEES INS CO	\$12,500.00	\$12,500.00	Issued - 51 day(s)	JACK DEMANDER 51 day(s)
D	DF-20220822D	08/22/2022 In Negotiation	BETA INSURANCE CO	\$17,500.00	\$17,500.00 / \$7,500.00	Edited Damages - 40 day(s)	JACK DEMANDER 40 day(s)

No Response

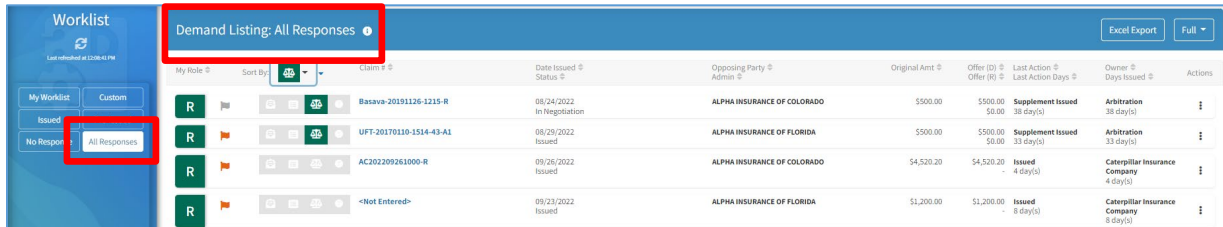
Role: Demander; Demand is owned by the individual and there has been no response in over 15 days.



My Role	Claim #	Date Issued	Opposing Party	Original Amt	Offer (D) / Offer (R)	Last Action	Owner
D	Basava-20180629-1430-D	06/29/2018 Issued	BETA INSURANCE OF COLORADO PARADOX INSURANCE SERVICES	\$2,000.00	\$2,000.00 / \$2,000.00	Reopened - 1524 day(s)	AK Processing Team 14 36 1555 day(s)
D	EJM-20181119-1320-A	11/28/2018 Issued	GEICO CORPORATE GROUP	\$500.00	\$500.00	Issued - 1403 day(s)	JACK DEMANDER 1403 day(s)
D	Basava-20181204-0913-D	12/04/2018 Issued	BETA INSURANCE CO	\$2,000.00	\$2,000.00	Issued - 1397 day(s)	JACK DEMANDER 1397 day(s)
D	EJM-20190207-847-A	02/07/2019 Issued	BETA INSURANCE OF COLORADO	\$5,750.00	\$5,750.00	Issued - 1332 day(s)	JACK DEMANDER 1332 day(s)

All Responses

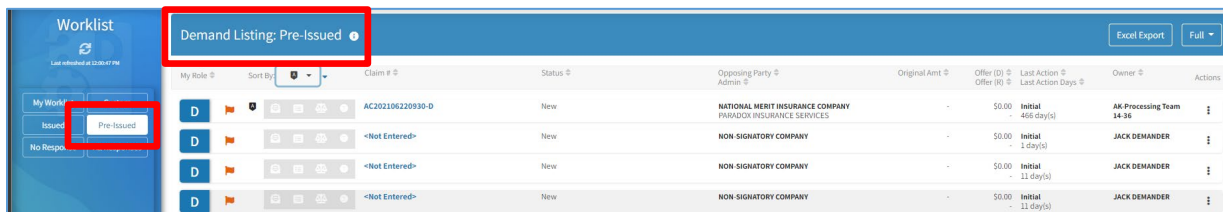
Role: Responder; Demand is owned by the individual and was issued within the past eight weeks.



My Role	Claim #	Date Issued	Opposing Party	Original Amt	Offer (D) / Offer (R)	Last Action	Owner
R	Basava-20191126-1215-R	08/24/2022 In Negotiation	ALPHA INSURANCE OF COLORADO	\$500.00	\$500.00 / \$0.00	Supplement Issued - 38 day(s)	Arbitration 38 day(s)
R	UFT-20170110-1514-43-A1	08/29/2022 Issued	ALPHA INSURANCE OF FLORIDA	\$500.00	\$500.00 / \$0.00	Supplement Issued - 33 day(s)	Arbitration 33 day(s)
R	AC20209261000-R	09/26/2022 Issued	ALPHA INSURANCE OF COLORADO	\$4,520.20	\$4,520.20	Issued - 4 day(s)	Caterpillar Insurance Company 4 day(s)
R	<Not Entered>	09/23/2022 Issued	ALPHA INSURANCE OF FLORIDA	\$1,200.00	\$1,200.00	Issued - 8 day(s)	Caterpillar Insurance Company 8 day(s)

Pre-Issued

Role: Demander; Demand is owned by the individual and has been created, but not issued.



My Role	Claim #	Status	Opposing Party	Original Amt	Offer (D) / Offer (R)	Last Action	Owner
D	AC202106220930-D	New	NATIONAL MERIT INSURANCE COMPANY PARADOX INSURANCE SERVICES	-	\$0.00	Initial - 466 day(s)	AK Processing Team 14 36
D	<Not Entered>	New	NON SIGNATORY COMPANY	-	\$0.00	Initial 1 day(s)	JACK DEMANDER
D	<Not Entered>	New	NON SIGNATORY COMPANY	-	\$0.00	Initial 11 day(s)	JACK DEMANDER
D	<Not Entered>	New	NON SIGNATORY COMPANY	-	\$0.00	Initial 11 day(s)	JACK DEMANDER