

# 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.

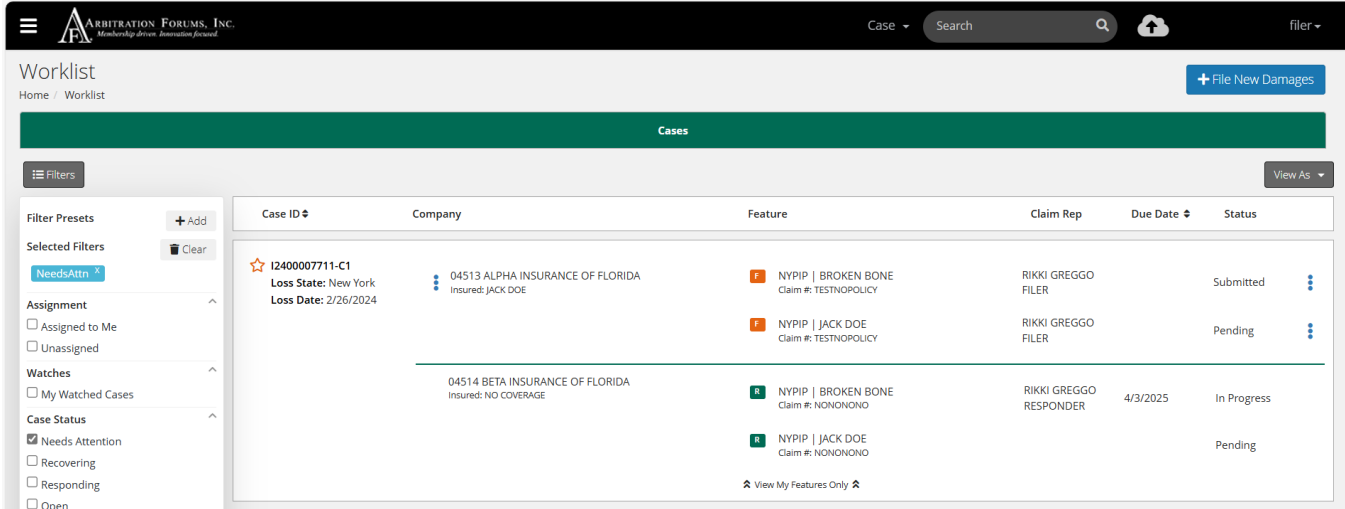
The modern view of TRS offers:

- 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

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

## TRS Worklist

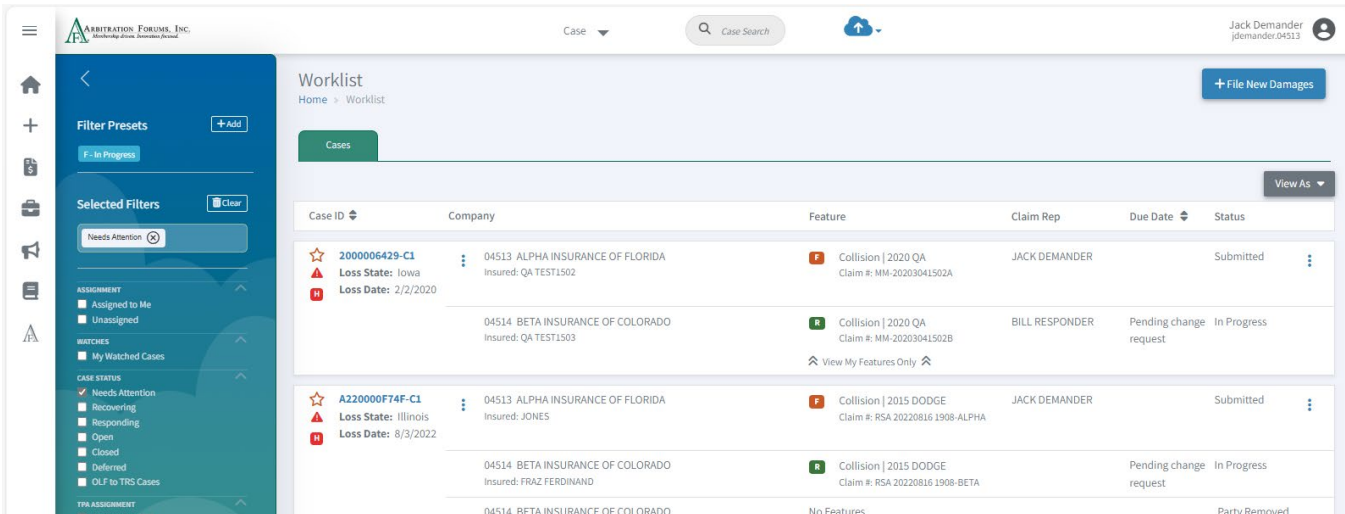
### Classic View



The screenshot shows the 'Classic View' of the TRS Worklist. The interface has a dark header with the Arbitration Forums, Inc. logo and navigation links. A sidebar on the left contains filter presets and assignment options. The main area displays a table of cases with columns for Case ID, Company, Feature, Claim Rep, Due Date, and Status.

Case ID	Company	Feature	Claim Rep	Due Date	Status
★ 12400007711-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

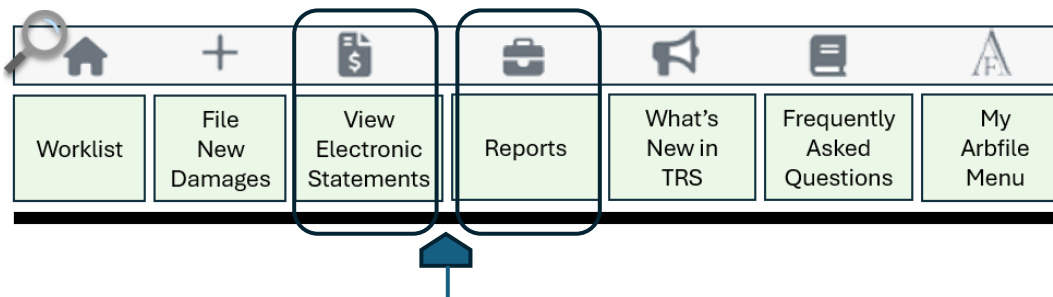
### Modern View



The screenshot shows the 'Modern View' of the TRS Worklist. The interface features a light blue header and a sidebar with filter presets and assignment options. The main area displays a table of cases with columns for Case ID, Company, Feature, Claim Rep, Due Date, and Status.

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
	04514 BETA INSURANCE OF COLORADO Insured: QA TEST1503	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
	04514 BETA INSURANCE OF COLORADO Insured: FRAZ FERDINAND	Collision   2015 DODGE Claim #: RSA 20220816 1908-BETA		Pending change request	In Progress
	04514 BETA INSURANCE OF COLORADO	No Features			Party Removed

### New TRS Menu



Specific icons are visible based on member privileges.

## Workflow Steps – Incident Details and My Party Information

### Classic View

**ARBITRATION FORUMS, INC.**  
Membership driven. Innovation focused.

Case ▾ Search

filer ▾

Incident Details and My Party Information Exit Workflow

Loss State:

Loss Date:

AF Case ID:

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 ↓

**ARBITRATION FORUMS, INC.**  
Membership driven. Innovation focused.

Case ▾ Search

filer ▾

Incident Details and My Party Information Exit Workflow

Loss State:

Loss Date:

AF Case ID:

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

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## Modern View

The screenshot shows the 'Modern View' of the 'Incident Details and My Party Information' page. A red box highlights the top navigation bar, which includes the 'Case' dropdown, a search bar, and the user profile 'Jack Demander' with ID 'jdemander:04513'. Below the navigation bar, the page title 'Incident Details and My Party Information' is displayed, along with 'Loss State: Arizona' and 'Loss Date: 3/1/2025'. The 'Filing Parties' section lists 'ALPHA INSURANCE OF FLORIDA (DFGRDFDFG)' and 'BETA INSURANCE OF COLORADO (BETTY CROCKER)'. The 'Case Type' section shows 'Coverage Group: Collision, Comprehensive/OTC' and 'Right of Recovery: Negligence'. The 'Incident Details' section includes 'Loss Date: 03/01/2025', 'Loss State: Arizona', 'Loss County', and 'Loss City'. A red arrow points to a 'New Case Banner' box. The left sidebar shows 'WORKFLOW STEPS' with 'Incident Details and My Party Information' selected. The right sidebar has 'Case Actions' and 'Evidence Manager' buttons.

↓ Scroll down the page ↓

The screenshot shows the 'Modern View' of the 'Incident Details and My Party Information' page after scrolling down. The page title 'Incident Details and My Party Information' is displayed, along with 'Loss State: Arizona' and 'Loss Date: 3/1/2025'. The 'Filing Parties' section lists 'ALPHA INSURANCE OF FLORIDA (DFGRDFDFG)' and 'BETA INSURANCE OF COLORADO (BETTY CROCKER)'. The 'Case Type' section shows 'Coverage Group: Collision, Comprehensive/OTC' and 'Right of Recovery: Negligence'. The 'Incident Details' section includes 'Loss Date: 03/01/2025', 'Loss State: Arizona', 'Loss County', and 'Loss City'. The 'Party Information' section shows 'Company: 04513 - ALPHA INSURANCE CO' and 'Subsidiary: 0002 - ALPHA INSURANCE OF FLORIDA'. The 'Policy Information' section includes 'Claim Number or Policy Number is Required', 'Claim Number: 3182025A', 'Policy Number', 'Policy Issue State', 'Line of Insurance: Personal/Individual', 'Insured's First Name: JUSTIN', and 'Insured's Last Name: CASE'. The left sidebar shows 'WORKFLOW STEPS' with 'Incident Details and My Party Information' selected. The right sidebar has 'Case Actions' and 'Evidence Manager' buttons.

## Workflow Steps – Liability Arguments

### Classic View

Liability Arguments

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

Liability Arguments ?

\* Arguments

Normal B I U G A Insert Evidence

↓ Scroll down the page ↓

Liability Arguments

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

Admitted liability

Please answer what percentage of liability you admit to for damages to the following parties:

\* ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) admits  % liability for BETA INSURANCE OF COLORADO (NAOMI PRICE)'s damages.

Primary/Excess

✓ Are you alleging to be excess and that another party is primary for liability coverage? ☐ Yes ☒ No

Attached Evidence ?

Attach Evidence

Evidence items have not been attached.

## Modern View

The screenshot shows the 'Liability Arguments' section of the Total Recovery Solution (TRS) interface. The top navigation bar includes the Arbitration Forums, Inc. logo, a 'Case' dropdown, a search bar, and a user profile for Jack Demander. The main header displays 'Liability Arguments' with case details: Loss State: Arizona, Loss Date: 3/1/2025, Filing Parties (ALPHA INSURANCE OF FLORIDA (JUSTIN CASE) and BETA INSURANCE OF COLORADO (BETTY CROCKER)), AF Case ID: A250001D0CF-C1, and Negligence Law: Pure Comparative. A sidebar on the left lists 'WORKFLOW STEPS' with checkboxes for Incident Details and My Party Information, Select Coverages, Add Additional Parties, Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER), Liability Arguments (selected), Coverage Information - Collision, and Feature Information - FEATURE 1. The main content area shows a 'Liability Arguments' section with a '✓ Arguments' heading and a text editor with a toolbar (Normal, Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List, Insert Evidence). Buttons for 'Case Actions' and 'Evidence Manager' are visible.

↓ Scroll down the page ↓

This screenshot shows the same 'Liability Arguments' section, but scrolled down to reveal additional form fields. The 'Admitted liability' section asks for the percentage of liability admitted to for damages to the following parties, with a dropdown menu showing '0' and a text input field. The 'Primary/Excess' section asks if the user is alleging to be excess and that another party is primary for liability coverage, with 'Yes' and 'No' radio buttons. The 'Attached Evidence' section shows a list of evidence items with a '+ Attach Evidence' button. The bottom of the page features a green navigation bar with back and forward arrows.



## Modern View

The screenshot displays the 'Coverage - Collision' workflow in the Modern View. The left sidebar lists workflow steps, with 'Coverage Information - Collision' selected. The main area contains several questions with 'Yes' and 'No' tabs for selection. Red circles highlight these tab-based responses. An inset box titled 'UPDATE' with a hand cursor icon explains that in the modern view, 'Yes' or 'No' responses are selected by clicking the appropriate 'tab' instead of a 'radio button.' The inset shows side-by-side comparisons of the 'Will you accept the Pro-Rata Share?' question in both Modern and Classic views, with red circles highlighting the tab-based selection in the Modern view and the radio button selection in the Classic view.



AF

ARBITRATION FORUMS INC.

Member of Green Mountain Financial Group

Case ▾ 3182025a 🔍 📁 filer ▾

Feature - FEATURE 1

Exit Workflow

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 ?

+ Add Another Feature Delete This Feature

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 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 ↓

ARBITRATION FORUMS, INC.  
Resolving disputes. Restoring peace.

Case # 3182025a

file -

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

Exit Workflow

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

**Feature - FEATURE 1**  
Loss State: Arizona  
Loss Date: 3/1/2025

**Filing Parties**  
ALPHA INSURANCE OF FLORIDA (JUSTIN CASE)  
BETA INSURANCE OF COLORADO (BETTY CROCKER)

AF Case ID: A250001D0CF-C1  
Negligence Law: Pure Comparative

**WORKFLOW STEPS**

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

**Feature - FEATURE 1**

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

**Vehicle Year**

**Vehicle Make**

**Vehicle 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**  
ALPHA INSURANCE OF FLORIDA (JUSTIN CASE)  
BETA INSURANCE OF COLORADO (BETTY CROCKER)

AF Case ID: A250001D0CF-C1  
Negligence Law: Pure Comparative

**WORKFLOW STEPS**

- ☒ Incident Details and My Party Information
- ☒ Select Coverages
- ☒ Add Additional Parties
- ☒ Party Information for BETA INSURANCE OF COLORADO (BETTY CROCKER)
- ☒ 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**