



# Online Filing Help



# Online Filing Help

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*by Arbitration Forums, Inc.*

*This manual represents a print version of the Online Filing Help.*

*Care should be taken when referencing printed material as it may not represent the most up-to-date information available.*

# Online Filing Help

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# Table of Contents

Foreword	0
<b>Part I Introduction</b>	<b>6</b>
1 About the Online Filing Guide.....	6
<b>Part II Getting Started</b>	<b>6</b>
1 Accessing Online Filing.....	6
2 Navigation.....	7
3 Notification.....	9
<b>Part III Add Docket</b>	<b>9</b>
1 Cases in Process Listing.....	9
2 Applicant (Company 1) Information.....	11
3 Incident Information.....	15
4 Contentions.....	17
5 Pleadings.....	18
6 Evidence.....	22
7 Damages.....	25
Special .....	29
8 Respondent (Company 2).....	31
9 Check Related Dockets.....	33
10 Summary.....	34
11 Application Print Options.....	35
12 Confirmation.....	36
<b>Part IV Enter Response</b>	<b>37</b>
1 Respondent 1 Information.....	37
2 Incident Information.....	39
3 Affirmative Defenses.....	40
4 Contentions.....	42
5 Evidence.....	42
6 Coverage Denial - UM Forum.....	47
7 Dispute Damages.....	47
8 Summary.....	48
9 Application Print Options.....	49
10 Confirmation.....	50
11 Counter Claim Answer.....	51

**Index**

**54**



# 1 Introduction

## 1.1 About the Online Filing Guide

Arbitration Forums (AF) developed this user guide to help you become familiar with Online Filing.

### – Usage Tips

Here are some tips to help you use this guide. Use any of the methods below, depending on what works best for you.

- View the user guide in sequence using the table of contents. Click the **Contents** button, then click on a book  to see its contents. Click each page  to view the corresponding lesson in the right-hand pane.
- Find information using the online index. Click the **Index** button, scroll through the keyword list, and then double-click the keyword. When you double-click a keyword, the corresponding topic appears in the right-hand pane.
- Locate every occurrence of a word or phrase in the online user guide by clicking the **Search** button and then typing the word. When the list of topics displays, double-click the topic title you want to display. The corresponding topic appears in the right-hand pane.
- Hyperlinks are clickable items such as text (typically underlined and displayed in a different color) that perform an action, such as displaying another topic or a Web page.
- To print this guide, click the **PDF** link to open and print that version.

## 2 Getting Started

### 2.1 Accessing Online Filing

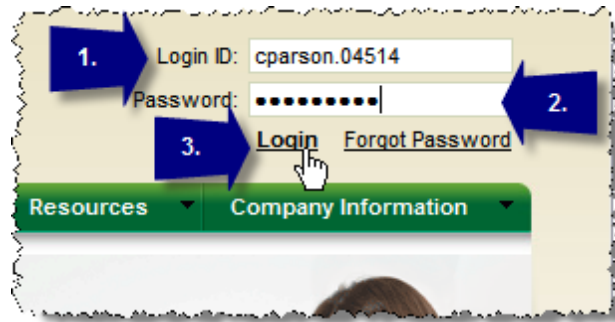
To logon to the Arbitration Forums website and access Online Filing, you need a User ID and Password. Your Security Administrator controls the user names and passwords used by your company. See your supervisor if you have not been assigned a User ID and Password.

**Note:** Passwords and User ID are case sensitive. For example, you must enter all lowercase letters if you were assigned a password in lowercase.

### – Logging In

To log into the AF web site:

1. Enter your User ID in the appropriate field located in the upper right-hand corner of the AF web site.
2. Enter your Password in the appropriate field.
3. Click **Login**.



AF Login

Once logged in, access Online Filing as follows:

1. Click **Member Access** from the top level menu.
2. Hover over Online Filing in the drop down.
3. Click the Forum link associated with the type of arbitration filing desired.



Menu Navigation

SEE ALSO:

[Navigation](#)  
[Notification](#)

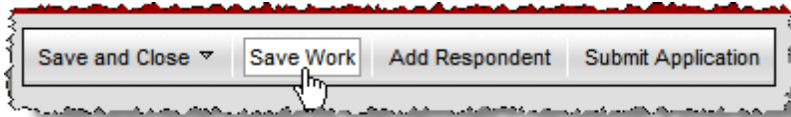
## 2.2 Navigation

When using Online Filing, the action menu as well as various buttons and page tabs will be present on the screen. Each page has its own set of unique buttons and drop-down menus.

## Action Menu

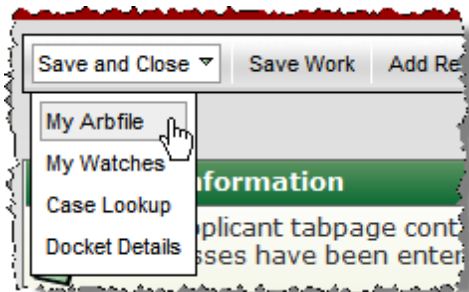
The top of the screen contains the Action Menu that identifies the actions available. These options can change for each section.

Clicking on the action menu option once will perform the specified function.



Action Menu

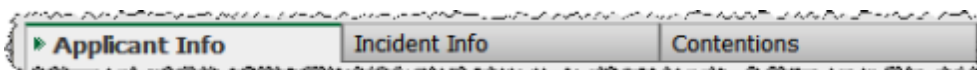
In some instances, a down arrow icon "▼" will be shown next to an Action Menu item. This represents a drop-down menu that will appear when clicking the item once.



Action Menu with Drop Down Choices

## Page Tabs

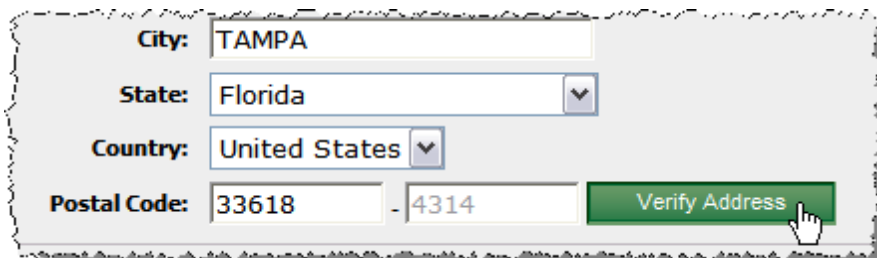
Under the Action menu are Page Tabs used to represent various transaction screens. The lighter colored tab with the arrow showing on it is the current working tab. The darker colored tabs represent other page options. Clicking each tab once will make that tab active.



Page Tabs

## Buttons

Each tab contains various buttons that appear throughout the screens. When activated, these buttons perform specified functions which are initiated by clicking the desired button using a mouse.



Verify Address Button








**SEE ALSO:**

[Accessing the Online Filing Guide Notification](#)

## 2.3 Notification

Online Filing contains a series of notification boxes located at the top of each page just under the action menu. The type of icon displayed with the message provides some context about the message.

### – Notification Icons

<i>Icon</i>	<i>Meaning</i>
	This is the general message icon that will appear on every page. It gives a short description of what the function of the form is and how to proceed.
	This icon will be displayed with important information.
	A warning message will appear when incorrect information has been entered or a required data field has omitted.
	An error message will be displayed if an error has occurred.
	This icon will provide notification of new features in the system.

**SEE ALSO:**

[Accessing the Online Filing Guide Navigation](#)

## 3 Add Docket

### 3.1 Cases in Process Listing

A Case in Process is a filing that has had some items input but has not been submitted. This page will display a listing of any cases previously started.

## Column Definitions

The first five columns allow you to sort in ascending or descending order by each of the different categories by clicking the header label:

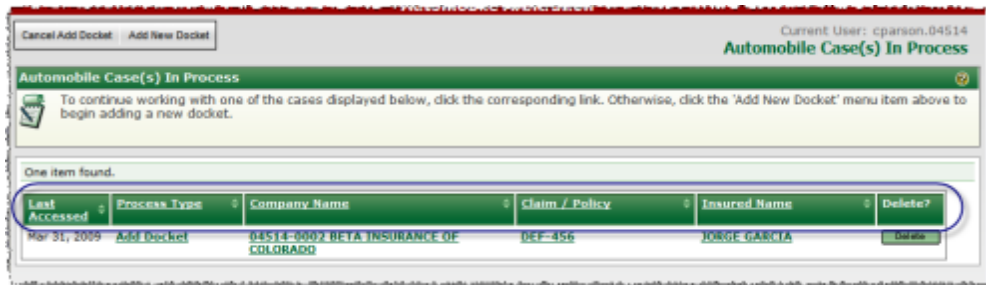
- **Last Accessed** - The date corresponding with the last time you opened the case.
- **Process Type** - The action that was taking place when the In Process case was exited.
- **Company Name** - The Company Name associated with the applicant of the case.
- **Claim / Policy** - The Claim / Policy number associated with the applicant of the case.
- **Insured Name** - The name of the applicant's insured individual.

The last column can not be sorted:

- **Delete?** - The Delete button is used to delete the case from the list.

When deleting, you will be prompted with a verification pop-up. Click **Yes** to confirm deletion.

If you wish to cancel and return to My Watches click the **Cancel Add Docket** button in the action menu.

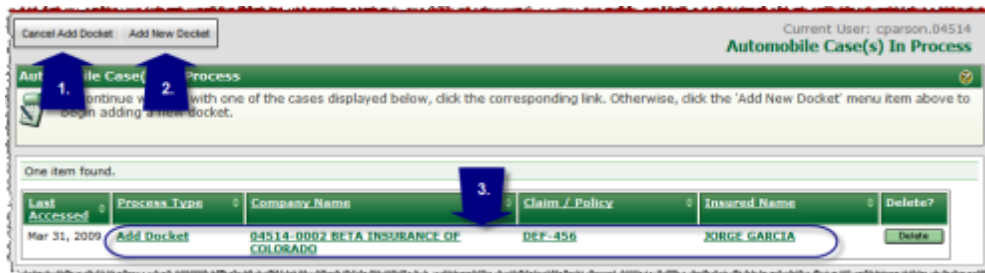


Case In Process Screen

## Using the Case in Process Screen

There are three choices from the Case In Process screen:

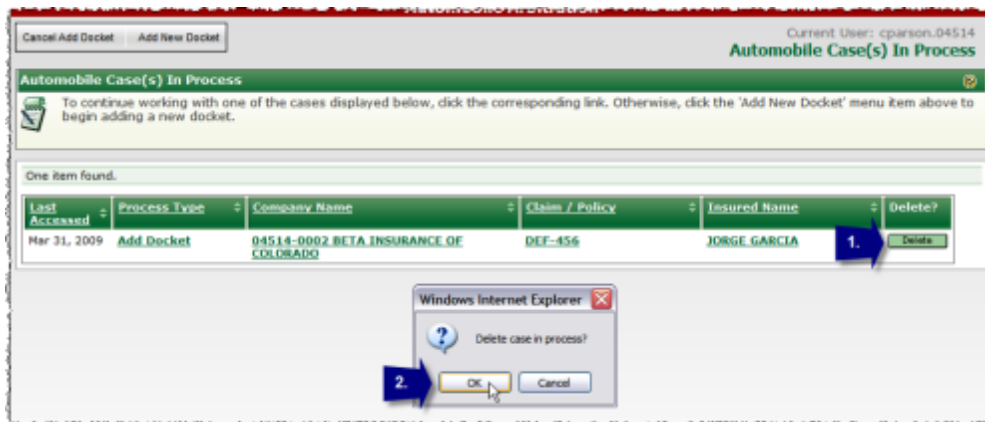
1. Click **Cancel Add Docket** to cancel the process and return to the previous screen.  
OR
2. Click **Add New Docket** to begin a new filing.  
OR
3. Click a linked item in the list to access that filing.



Case In Process Choices

To delete a case in process and remove it from the list:

1. Click the Delete button located in the "Delete?" column.
2. Click **Yes** in the pop-up window to confirm deletion.



Case In Process Delete Option

**SEE ALSO:**

- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

## 3.2 Applicant (Company 1) Information

The Applicant Information tab is used to enter the names and addresses associated with the party initiating the arbitration filing.

In the Special and Uninsured Motorist Forums, this tab will be designated as "Company 1" but contains the same information.

### — Applicant (Company 1) Information Field Definitions

The first set of fields collect information associated with the Applicant. Depending upon the setup, these fields may be populated by the system based on the information associated with the logged in user's account. Otherwise, choose the appropriate item for each field using its drop down box.

- **Applicant (Company 1) Name:** The member group name under which the arbitration is being filed.
- **Applicant (Company 1) Subsidiary:** The member subsidiary under which the arbitration is being filed.
- **Billing Code:** The specific entity (i.e. claim office, region) to which the invoice will be applied, if applicable.

**Applicant Information**

The Applicant tabpage contains information about the filing company. Please fill out address fields to ensure that valid addresses have been entered.

**Applicant Info** | Incident Info | Contentions | Pleadings | Evidence

**Applicant Name:** 04513 - ALPHA INSURANCE CO  
**Applicant Subsidiary:** ALPHA INSURANCE OF FLORIDA (0002)  
**Billing Code:** 004513 - ALPHA INSURANCE CO (DEFAULT)

**By selecting this billing code you are generating an invoice to this location**

**Rep First Name:** CLYDE  
**Rep Phone:** 813-555-5555  
**Rep E-Mail Address:** user@arbfile.org

*Applicant Information Fields*

## — Representative Contact Information Field Definitions

The second group of fields collect contact information for the Applicant company representative.

- **Rep First Name:** The representative's first name.
- **Rep Last Name:** The representative's last name.
- **Rep Phone:** The representative's phone number.
- **Rep Fax:** The representative's fax number.
- **Rep E-Mail Address:** The representative's e-mail address.

**Billing Code:** 004513 - ALPHA INSURANCE CO (DEFAULT)

**By selecting this billing code you are generating an invoice to this location**

**Rep First Name:** CLYDE  
**Rep Last Name:** PARSON  
**Rep Phone:** 813-555-5555  
**Rep Fax:**  
**Rep E-Mail Address:** user@arbfile.org

*Representative Contact Information Fields*

## — Company Address Field Definitions

Company Address is a required field.

- **Address 1:** The primary address line.
- **Address 2:** A secondary address line, if needed.
- **City:** The name of the city.
- **State:** The name of the state.
- **Country:** The name of the country.
- **Postal Code:** The postal code.

After entering the appropriate address information, click **Verify Address**.

**Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.

The screenshot shows a web interface with two address verification sections. The left section is titled "Company Address" and contains the following fields: "Address 1" (3550 BUSCHWOOD PARK DR), "Address 2" (empty), "City" (TAMPA), "State" (Florida), "Country" (United States), and "Postal Code" (33618). The right section is titled "Remittance Address" and contains: "Attention" (empty), "Address 1" (3285 PEACHTREE RD NE), "Address 2" (empty), "City" (ATLANTA), "State" (Georgia), "Country" (United States), and "Postal Code" (30305). Both sections have a "Verify Address" button at the bottom right.

Company Address

## — Remittance Address Field Definitions

Remittance Address is a required field.

- **Attention:** Used if the award payment should be directed to a specific individual or another company (i.e. TPA handling the claim for a member).
- **Address 1:** The primary address line.
- **Address 2:** A secondary address line, if needed.
- **City:** The name of the city.
- **State:** The name of the state.
- **Country:** The name of the country.
- **Postal Code:** The postal code.

After entering the appropriate address information, click **Verify Address**.

**Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of

the address group box, verifying that you accept this address as correct.

The screenshot shows two address verification boxes. The left box is titled 'Company Address' and contains the following fields: Address 1: 3550 BUSCHWOOD PARK DR, Address 2: (empty), City: TAMPA, State: Florida, Country: United States, and Postal Code: 33618. The right box is titled 'Remittance Address' and contains: Attention: (empty), Address 1: 3285 PEACHTREE RD NE, Address 2: (empty), City: ATLANTA, State: Georgia, Country: United States, and Postal Code: 30305. Both boxes have a 'Verify Address' button at the bottom right.

Remittance Address

## — Completing Applicant (Company 1) Tab

To complete the Applicant (Company 1) Tab:

1. If applicable, select the Applicant (Company) Name, Subsidiary, and Billing Code from the appropriate drop down lists.
2. Enter the Representative contact information in the appropriate fields.
3. Enter the Company Address information in the appropriate fields.
4. Click **Verify Address** to validate the entered address.

**Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.

5. Enter the Remittance Address information in the appropriate fields.
6. Click **Verify Address** to validate the entered address.

**Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.

7. Click the **Incident Info** tab to continue creating the docket.

The screenshot shows the 'Applicant Information' tab with several sections. At the top, there are tabs for Applicant Info, Incident Info, Pleadings, Evidence, Damages, and Respondent 1. The 'Applicant Info' tab is active. Fields include: Applicant Name (04513 - ALPHA INSURANCE CO), Applicant Subsidiary (ALPHA INSURANCE OF FLORIDA (0002)), Billing Code (004513 - ALPHA INSURANCE CO (DEFAULT)), Rep First Name (CLYDE), Rep Last Name (PARSON), Rep Phone (813-555-5555), and Rep E-Mail Address (user@arbfile.org). Below these are the 'Company Address' and 'Remittance Address' sections, each with fields for Attention, Address 1, Address 2, City, State, Country, and Postal Code, and a 'Verify Address' button. Blue arrows point to various fields and buttons, numbered 1 through 7, corresponding to the completion steps.

Applicant Tab Completion Steps

**Note:** Once you have entered the information on this screen and completed a filing, this information will become the default and you will not have to enter the information each time you file.

**SEE ALSO:**

[Cases in Process Listing](#)

[Incident Information](#)

[Contentions](#)

[Pleadings](#)

[Evidence](#)

[Special Damages](#)

[Respondent](#)

[Check Related Cases](#)

[Summary](#)

[Confirmation](#)

## 3.3 Incident Information

The Incident Info tab is where information about the incident is defined and any administrative requests are entered.

### — Incident Information Field Definitions

The Incident Information section contains fields used to enter the basics of the filing:

- **Incident City:** The city where the incident occurred.
- **Incident State:** The state where the incident occurred.
- **Date of Loss:** The date when the incident occurred.
- **Claim / Policy Number:** The claim or policy number associated with the filing.
- **Insured Type:** Used to indicate if filing is regarding a Personal or Commercial policy.
- **Insured First Name** (if Type = Personal): The first name of the insured individual.
- **Insured Last Name** (if Type = Personal): The last name of the insured individual.
- **Insured Company Name** (if Type = Commercial): The name of the commercial insurer.
- **Injured Party First Name** (Med Pay, PIP, Special only): The first name of the injured party.
- **Injured Party Last Name** (Med Pay, PIP, Special only): The last name of the injured party.
- **Injured Party Status** (PIP only): Used to indicate the injured party's relationship to the incident - Driver, Occupant or Pedestrian.
- **Line of Insurance** (Special only): Used to indicate the line of insurance involved in the loss from the perspective of Company 2.

**Incident Information**

The Incident tabpage contains the loss date and location as well as your insured's information. This information is used to determine which AF branch the docket will be heard in and any hearing considerations that need to be addressed.

Applicant Info | **Incident Info** | Contentions | Pleadings | Evidence | Damages | Respondent 1

**Incident Information**

Incident City: TAMPA      Incident State: Florida

Date of Loss: 04/14/2010      Claim / Policy Number: CP-20100503-0203-A

Insured Type: Personal      Insured First Name: GEORGE

Insured Last Name: MUNSON

**Administrative Requests**

Accept Policy Limits: No

*Incident Information Section*

## Administrative Requests Field Definitions

The Administrative Requests section contains fields used to indicate requests pertaining to the filing:

- **Accept Policy Limits:** Used to indicate if policy limits will be accepted as final claim settlement.
- **Request Deferment:** Used to request a one-year deferment of hearing.
- **Deferment Justification** (if Request Deferment = Yes): Used to enter justification for deferment request.
- **Personal Rep at Hearing:** Used to indicate if a representative will attend the hearing.
- **Select All That Apply** (if Personal Rep at Hearing = Yes): Used to indicate the role of the representative who will attend the hearing - Member Representative, Insured, Expert, Witness.
- **Automatic Counter Response** (Auto, Med Pay, PIP, Property, Special only): Used to automatically answer a potential counterclaim associated with the filing should one be filed.
- **Return Photos:** Used to indicate if printed photos should be returned once a decision has been rendered.
- **Administrative Request:** Used to enter a request not covered by the other options.

**Administrative Requests**

Accept Policy Limits: No (Article Second(4)) (Note: If you do not know the policy limits, select 'No'. You can amend the case prior to hearing to change this to 'Yes' if policy limits are at issue)

Request Deferment: Yes (Rule 2-10)

Deferment Justification:

Personal Rep at Hearing: Yes (Rule 3-7)

Select all that apply:

Member Representative  Expert  Insured  Witness

Automatic Counter Response: No (If 'Yes' then you will be prompted to complete Response information that will be applied to future counterclaims)

Return Photos: No (Photos will not be returned without a sufficient sized, self-addressed envelope with adequate postage)

Administrative Request:

*Administrative Requests Section*

## Completing Incident Info Tab



Use the following steps to complete the Incident Information tab:

1. Enter the information requested in the Incident Information section. The requested info will vary depending upon the type of filing.
2. Select the desired requests in the Administrative Requests section and enter any additional information that may be requested.
3. Click the Contentions tab to proceed with the filing.

*Incident Tab Completion Steps*

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

## 3.4 Contentions

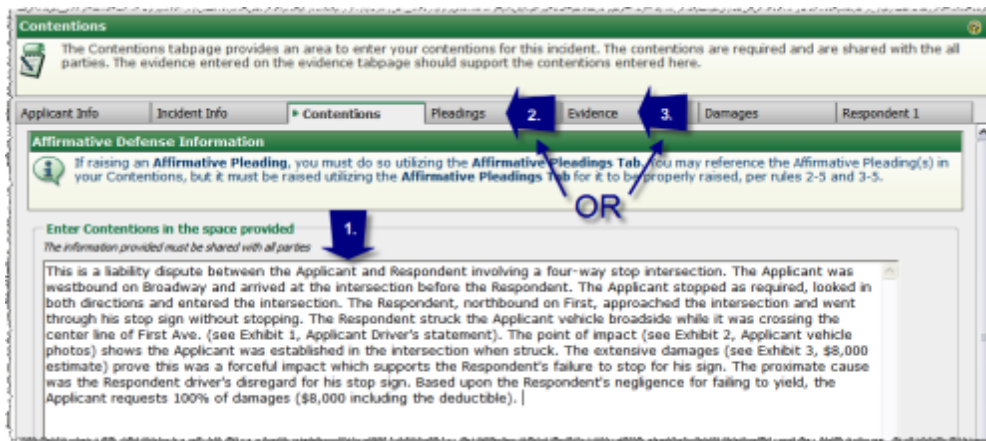
The Contentions tab is used to enter the contentions for the filing or the parties liability, damages and/or coverage position, if applicable.

### — Completing Contentions Tab

Use the following steps to enter contentions:

1. Enter the contentions in the text area provided. This can be done by either using the Copy and Paste features of Windows to move portions of or the entire contentions from a word processing application into the Contentions field or by typing the contentions directly into the field. Rich text formatting enables the use of bold, italics, underlining, and highlighting tools to emphasize key information.

2. If raising an Affirmative Pleading, click the Pleadings tab to proceed.
3. If not raising an Affirmative Pleading, click the Evidence tab to proceed.



Contentions Tab Completion Steps

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Pleadings](#)
- [Evidence](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

## 3.5 Pleadings

The Pleadings tab is used to raise any affirmative pleadings that may be appropriate.

### — Pleadings Field Definitions

There are two fields contained within the Affirmative Pleading Entry section:

- **Affirmative Pleading Type:** Used to identify the type of Affirmative Pleading being raised.
- **Affirmative Pleading Description:** Used to provide a detailed description of the pleading.

**Affirmative Pleading Information**

This page is intended for raising **Affirmative Pleadings** as Applicant/Company 1 to support your case. You **SHOULD NOT** use this page to raise an **Affirmative Defense** in response to potential future Counterclaims. You **MUST** raise your Affirmative Defense as part of your Response to the Counterclaim. If utilizing the **Auto Counter Response** feature, you will be given the opportunity to raise an Affirmative Defense to any potential future Counterclaim upon submitting this case.

Affirmative Defenses raised on this page for any potential future Counterclaim may not be considered by the Arbitrator.

**Affirmative Pleading Entry**

Affirmative Pleading Type: --- None Selected ---

Affirmative Pleading Description:

Add Affirmative Pleading

*Affirmative Pleading Fields*

The Affirmative Pleading Type drop down will display different pleading types based on the forum:

- **Bailment** (Auto only): A legal relationship in common law where physical possession of personal property is transferred from one person (the 'bailor') to another person (the 'bailee') with the expectation that the property will be returned to the bailor in as good or better condition.
- **Joint and Several** (Auto, Med Pay, PIP, Property, Special only): A rule most relevant in tort claims and often applied in negligence cases whereby a plaintiff may recover all the damages from any of the defendants regardless of their individual share of the liability.
- **Other**: Used when the alternative listed choices do not apply.
- **Phantom Vehicle** (Auto only): A vehicle that causes bodily injury, death, or property damage to an insured vehicle, either with or without contact, and leaves the scene.
- **Policy Limit Acceptance** (Auto, Med Pay, PIP, Property, Special only): The filing company is aware of the responding company's policy limits and/or is willing to accept the responding company's policy limits as final settlement of their claim per Article Second (d) of the various Arbitration Agreements.
- **Pro-rata Share Acceptance** (Auto, Med Pay, PIP, Property, Special only): The filing company is aware of the respondent company's policy limits and the existence of other claims against said limits and/or is willing to accept the pro-rata share of the policy limits as final settlement of the claims per Article Second (d) of the various Arbitration Agreements. (This pleading is acceptable only when all claims have been filed together in arbitration and all filers agree to a pro rata share of the policy limits).
- **Spoilation of Evidence** (Auto, Property, Special only): The intentional or negligent withholding, hiding, alteration or destruction of evidence relevant to a legal proceeding. It's application may vary from state to state.

potential future Counterclaim upon submitting this case.

Affirmative Defenses raised on this page for any potential future Counterclaim may not be considered by the Arbitrator.

**Affirmative Pleading Entry**

Affirmative Pleading Type:

Affirmative Pleading Description:

*Affirmative Pleading Type Drop Down*

## — Adding Affirmative Pleadings

To add an Affirmative Pleading:

1. Select the Affirmative Pleading Type from the drop-down menu.
2. Type your Affirmative Pleading Description in the text area provided to explain how the pleading applies to the case being submitted.
3. Click **Add Affirmative Pleading**.
4. If additional items are desired, click **Add New Affirmative Pleading**.

potential future Counterclaim upon submitting this case.

Affirmative Defenses raised on this page for any potential future Counterclaim may not be considered by the Arbitrator.

**Affirmative Pleading Entry**

1. Affirmative Pleading Type:

Affirmative Pleading Description:

2.

3.

*Affirmative Pleadings Completion Steps*

Affirmative Defenses raised on this page for any potential future Counterclaim may not be considered by the Arbitrator.

**Affirmative Pleadings Entered**

One item found.

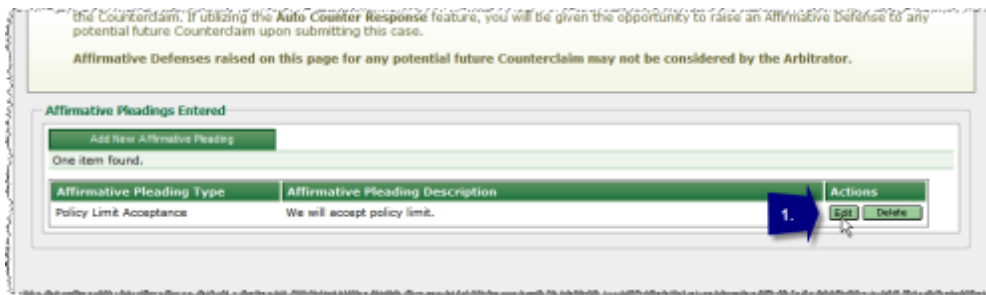
Affirmative Pleading Type	Affirmative Pleading Description	Actions
Policy Limit Acceptance	We will accept policy limit.	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

4.

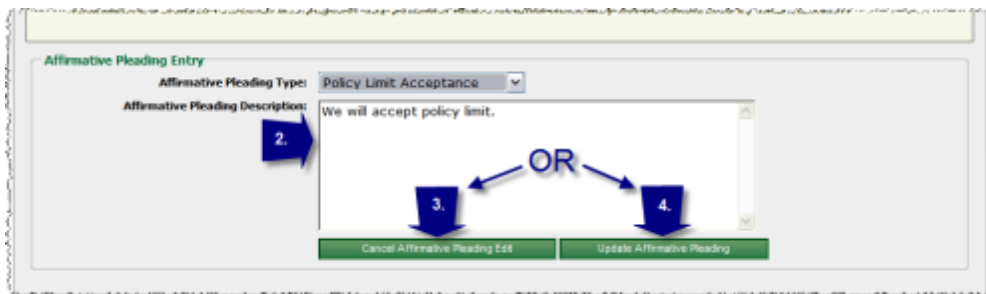
*Adding Additional Pleadings*

To change an item:

1. Click the **Edit** button to the right of the item description.
2. Enter any desired edits.
3. To cancel the edits, click **Cancel Affirmative Pleading Edit**.
4. To commit the edits, click **Update Affirmative Pleading**.



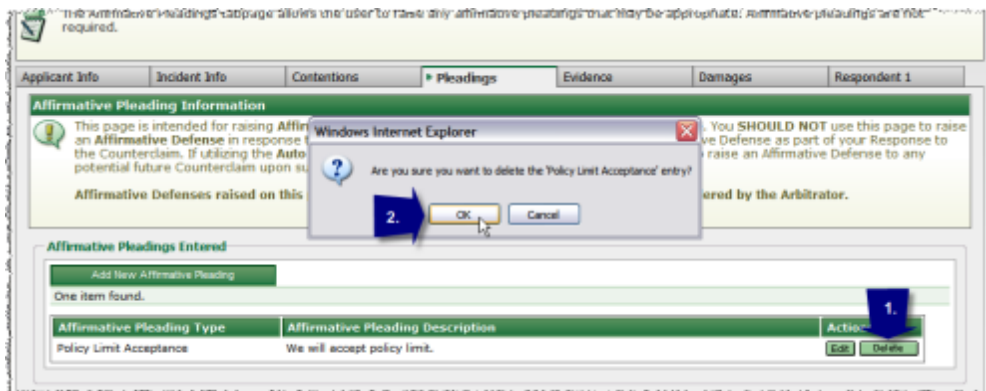
Edit Pleading



Edit Pleading (Continued)

To eliminate an item:

1. Click the **Delete** button to the right of the item description.
2. Click **OK** in the confirmation pop-up.



Delete Pleading

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Evidence](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

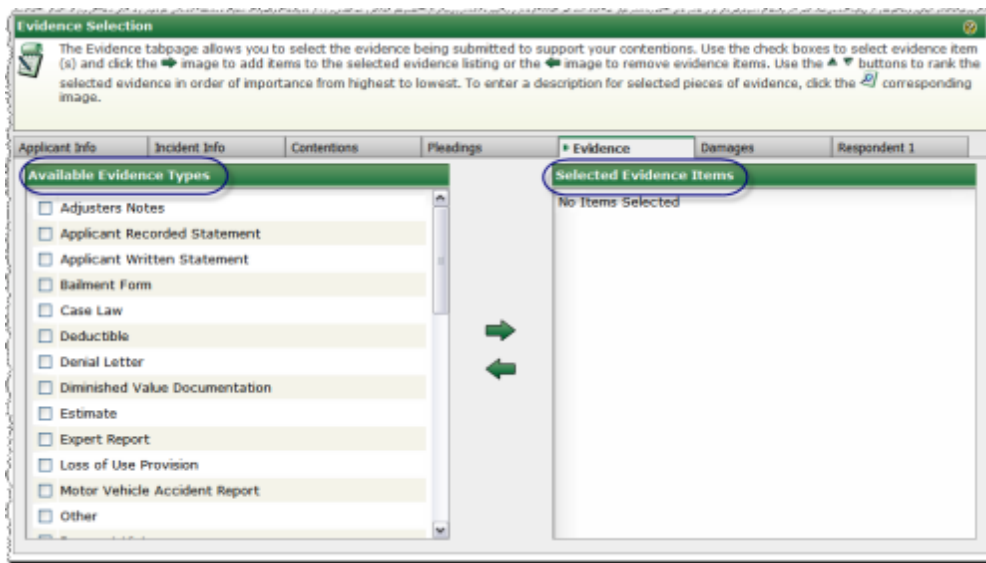
## 3.6 Evidence

The Evidence tab is used to list the evidence that will be used to support the case.

### — Evidence Field Definitions

The Evidence tab is made up of two sections:


- **Available Evidence Types:** lists the most frequently used types of evidence based on the type of filing.
- **Selected Evidence Items:** displays the items that have been chosen from the Available Evidence Types box.



*Evidence Tab Sections*

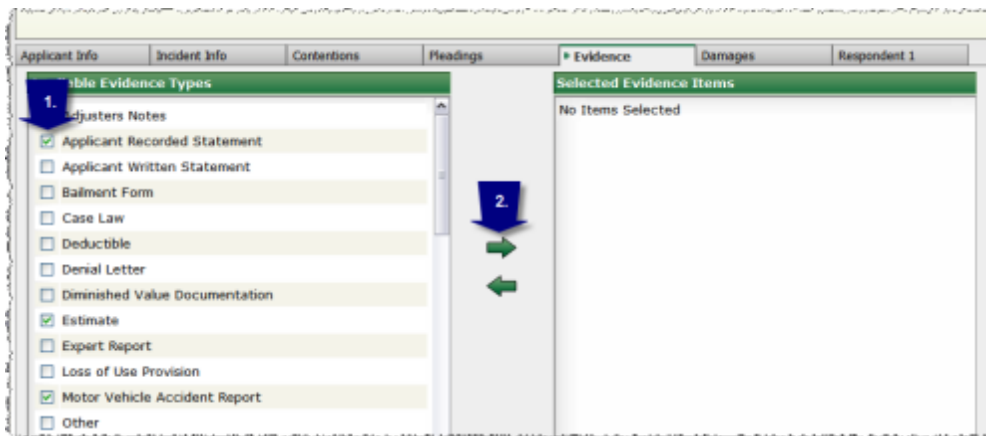
### — Adding Evidence

To list evidence items:

1. Select the checkbox(es) next to the desired Evidence Type(s) in the Available Evidence Types box.
2. Click the arrow pointing to the right  to move the Evidence type(s) into the Selected Evidence Items box.

**Note:** you may select and move one Available Evidence Type at a time OR select multiple items and move them together.

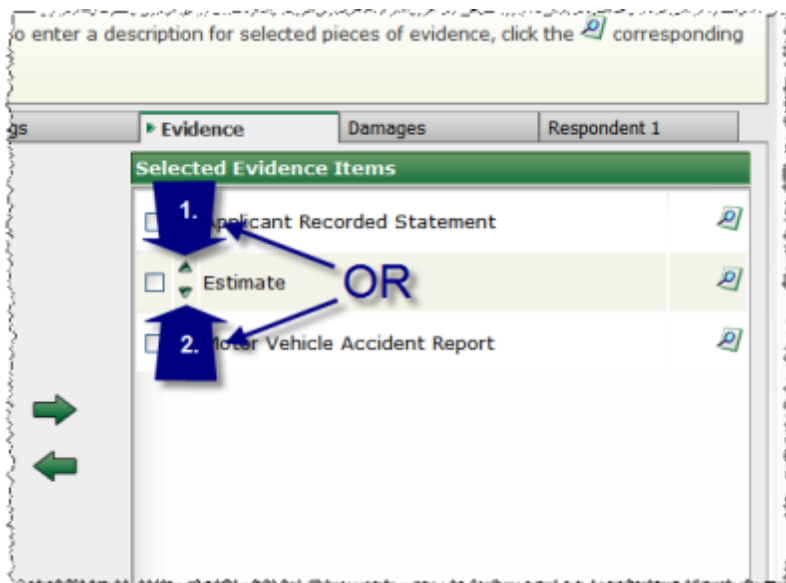
**Note:** you may not upload the evidence items until you complete the process to "Submit" the filing.



Listing Evidence

To reorder the Selected Evidence Items list:


1. Click the up arrow ▲ to move an item higher in the list.
- OR
2. Click the down arrow ▼ to move an item lower in the list.

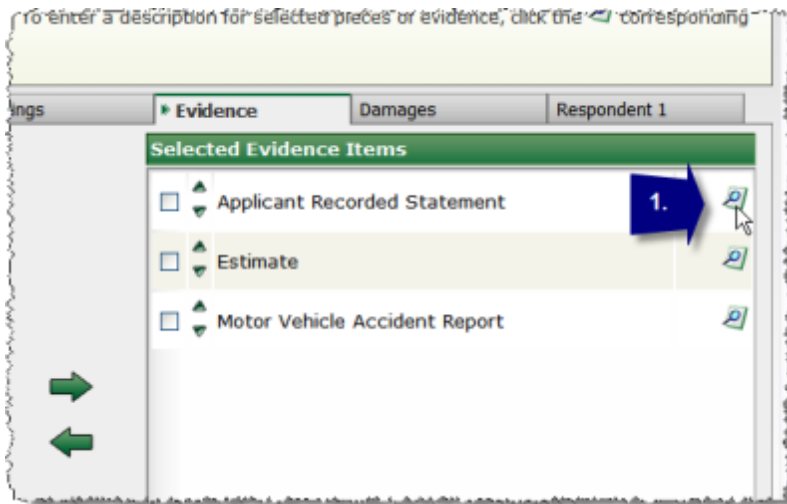


Reordering Evidence

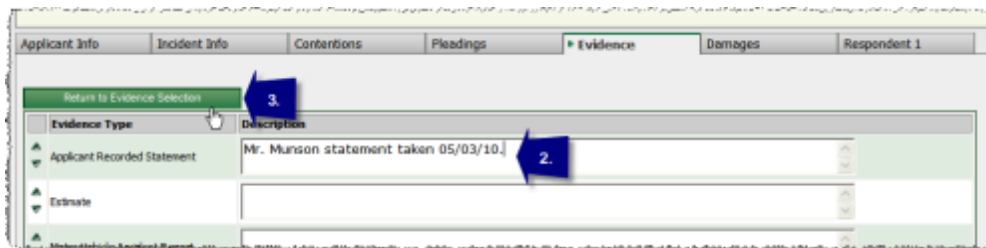
To enter a description for items in the Selected Evidence Items list:

**Note:** This is strongly recommended for statements as a method to include an individual's name.

1. Click the magnifying glass  to access the Description field(s).
2. Enter the desired description.
3. Click **Return to Evidence Selection** to return to Evidence entry.




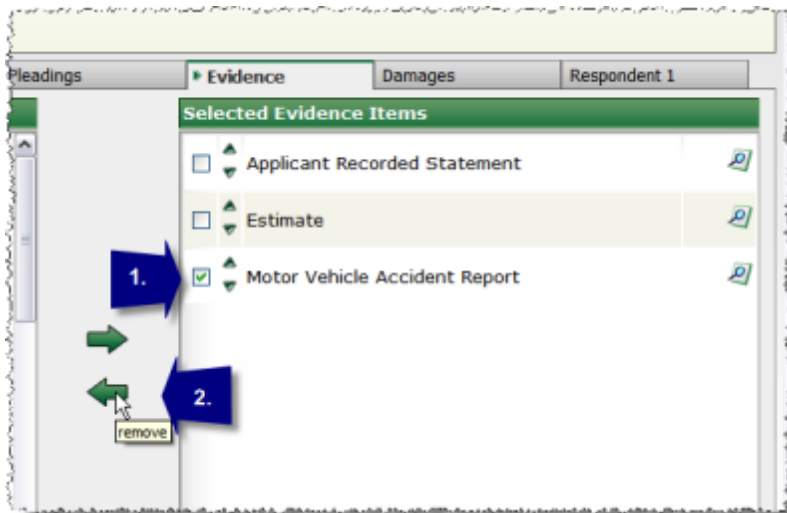
*Entering Evidence Description*



*Entering Evidence Description (Continued)*

To remove an item from the Selected Evidence Items list:

1. Select the checkbox next to the desired Evidence Type in the Selected Evidence Items list.
2. Click the arrow pointing to the left  to remove the item from the Selected Evidence Items box.



*Removing Selected Evidence Items*



### — Viewing Previously Submitted Evidence (during amend process)

To view evidence that has previously been submitted and received:

1. Click the Document icon located next to the desired Evidence Item in the Selected Evidence Items box.
2. Click the PDF icon under the Status Column on the Submitted Evidence popup window.



**SEE ALSO:**

[Cases in Process Listing](#)

[Applicant Information](#)

[Incident Information](#)

[Contentions](#)

[Pleadings](#)

[Special Damages](#)

[Respondent](#)

[Check Related Cases](#)

[Summary](#)

[Confirmation](#)

## 3.7 Damages

The Damages tab is used to either enter itemized damages or indicate the filing is for legal fees only.

### — Damages Field Definitions

The Damage Item Entry section (Auto, Med Pay, PIP, Property, Special) contains the following fields:

- **Type of Damage:** Used to indicate the damage type.
- **Description of Damage:** Used to enter a detailed description of the damage in question.
- **Damage Amount:** Used to indicate the dollar amount associated with the entry.

*Damages Fields (Auto, Med Pay, PIP, Property, Special)*

The Damages Summary section (UM only) contains the following fields:

- **Payment Made:** Used to indicate if a payment has been made.
- **Payment Amount:** Used to indicate the dollar amount of a payment.
- **Legal Fees Sought:** Used to indicate the dollar amount in legal fees that are being sought.
- **Request Three Member Panel:** Used to indicate if a three person panel is desired or not.

*Damages Summary (UM only)*

## — Entering Damages

**Filing for Legal Fees Only:** If you are filing arbitration to recover legal fees only, click the ***File for Legal Fees Only*** button to submit your application without entering itemized damages.

*Filing for Legal Fees Only*

The following steps are used to enter itemized damages:

1. Select which type of damage occurred by using the Type of Damage drop-down list.
2. Enter the Description of Damage in the text area provided. You do not need to describe the damage in great detail.
3. Enter the Damage Amount.
4. Click **Add Damage Item**.

**Important Note on Itemized Damage Entry**  
 The insured deductible, payments accepted, and salvage amount received (in case of a total loss) are listed as separate line items in the Damages Summary.  
 Please do not enter these as separate damage items here.  
 If you are filing arbitration to recover legal fees only, click the button below. Doing so will allow you to submit this application without entering itemized damages.  
**NEW** File For Legal Fees Only

**Damage Item Entry**

1. Type of Damage: Auto Damage (less ded. paid by insured)

2. Description of Damage: Damage to driver's front fender.

3. Damage Amount: \$ 1,575.00

4. Add Damage Item

Note: The insured deductible, payments accepted, and salvage amount received (in case of a total loss) are listed as separate line items in the Damages Summary. These should not be included in this Damage Amount.

Itemizing Damages

To add an additional damage item:

5. You can add a new Damage Item by clicking the **Add New Damage Item** button and repeating steps 1-4. As you enter each damage item, it will appear in the Itemized Damages Entered section.

**Itemized Damages Entered**

Add New Damage Item

2 Damage Items found, displaying 2 Damage Items.

Damage Type	Damage Description	Amount	Actions
Auto Damage (less ded. paid by insured)	Damage to driver's front fender.	\$1,575.00	Edit Delete
Rental	3 day rental	\$250.00	Edit Delete

**Damages Summary**

Total Itemized Company-Paid Damages: \$ 1,825.00

Net Salvage Recovery: \$ 0.00 (in the case of a total loss)

Total Company Claim Amount: \$ 1,825.00 (Total itemized company-paid damages minus salvage)

Deductible Paid By Insured: \$ 0.00

Adding a New Damage Item

6. The sum of all itemized damages are displayed in the Total Itemized Company-Paid Damages field located in the Damages Summary group box. In the event that your insured vehicle was deemed a total loss, enter the amount recovered for salvage in the Net Salvage Recovery field.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Itemized Damages Entered**

Add New Damage Item

2 Damage Items found, displaying all Damage Items.

Damage Type	Damage Description	Amount	Actions
Auto Damage (less ded. paid by insured)	Damage to driver's front fender.	\$1,575.00	Edit Delete
Rental	3 day rental	\$250.00	Edit Delete

**Damages Summary**

Total Itemized Company-Paid Damages: \$ 1,825.00

Net Salvage Recovery: \$ 0.00 (in the case of a total loss)

Total Company Claim Amount: \$ 1,825.00 (Total itemized company-paid damages minus salvage)

Deductible Paid By Insured: \$ 0.00

**Payments Accepted and Legal Fees Sought**

Payments Accepted:

Legal Fees Sought: \$ 0.00  Legal Fees Only

Respondent payments recovered/cashed by applicant and intended to be credited towards an award for this dispute. Payments Accepted amount is not an admission of liability.

*Total Loss and Salvage Recovery*

To modify an item:

7. Click the **Edit** button next to the item if you wish to make changes.
- OR
8. Click **Delete** to remove the item.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Itemized Damages Entered**

Add New Damage Item

2 Damage Items found, displaying all Damage Items.

Damage Type	Damage Description	Amount	Actions
Auto Damage (less ded. paid by insured)	Damage to driver's front fender.	\$1,575.00	Edit Delete
Rental	3 day rental	\$250.00	Edit Delete

**Damages Summary**

Total Itemized Company-Paid Damages: \$ 1,825.00

*Edit or Delete Item*

To complete the Damages Summary:

9. If applicable, enter the amount of Deductible Paid By Insured, Payments Accepted, and Legal Fees Sought.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Itemized Damages Entered**

Add New Damage Item

2 Damage Items found, displaying all Damage Items.

Damage Type	Damage Description	Amount	Actions
Auto Damage (less ded. paid by insured)	Damage to driver's front fender.	\$1,575.00	Edit Delete
Rental	3 day rental	\$250.00	Edit Delete

**Damages Summary**

Total Itemized Company-Paid Damages: \$ 1,825.00

Net Salvage Recovery: \$ 0.00 (In the case of a total loss)

Total Company Claim Amount: \$ 1,825.00 (Total itemized company-paid damages minus salvage)

Deductible Paid by Insured: \$ 0.00

**Payments Accepted and Legal Fees Sought**

Payments Accepted:

Legal Fees Sought: \$ 0.00  Legal Fees Only

Respondent payments recovered/cashed by applicant and intended to be credited towards an award for this dispute. Payments Accepted amount is not an admission of liability.

Entering Damage Summary Information

See the [OLF Claim Amount Entry Scenarios](#) for additional information on entering damages when partial payments have been received.

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

### 3.7.1 Special

The Special Damages page pertains to the Damages Tab Page under Special Docket. In the Damage Item Type section you will define the type of special damage sustained and then describe the damage.

#### — Entering Special Damages

Enter Special Damages as follows:

1. Select which type of damage by using the Type of Damage drop-down list.
2. Enter the Description of Damage in the text area provided. You do not need to describe the damage in great detail.
3. Enter the Damage Amount.
4. Click the **Add Damage Item** button.

section allows you to enter the settlement information, company payment amount, contribution sought, and further details of the case.

Company 1 Info Incident Info Contentions Pleadings Evidence **Damages** Company 2

Damage Item Entry

1. Type of Damage: Lost Wages

Description of Damage: Wages lost due to incident.

2.

3. Damage Amount: \$ 5469.00

4. Add Damage Item

Entering Special Damages (1 of 2)

5. You can add a new Damage Item by clicking the **Add New Damage Item** button. As you enter each damage item, it will appear in the Itemized Damages Entered section.
6. Click the **Edit** button next to the item if you wish to make changes or the **Delete** button if you would like to remove the item.
7. Once all itemized damages have been entered, your next step is to record the damages you are seeking in the Damages Summary group box. Begin by selecting the Dispute in Question. The selections are as follows:
  - Contribution Among Co-defendants
  - Contribution For Concurrent Coverage
  - Workers Compensation Subrogation
  - Non-Compulsory Provisions
 For more information about the types of Disputes see [Reference Guides](#) on our web site.
8. Specify the Settlement Date.
 

**Note:** If this is a Worker's Comp subro and no settlement has been made you can enter the last payment date.
9. Enter the Total Settlement Amount, the Company Payment, the Contribution Sought, and Legal Fees Sought.
10. If the Contribution Sought is greater than \$15,000, you have the opportunity to request a three member panel which can be done by selecting Yes or No from the corresponding drop down menu.

section allows you to enter the settlement information, company payment amount, contribution sought, and further details of the case.

Company 1 Info Incident Info Contentions Pleadings Evidence **Damages** Company 2

Itemized Damages Entered

Add New Damage Item

2 Damage Items found, displaying all Damage Items.

Damage Type	Damage Description	Amount	Actions
Lost Wages	Wages lost due to incident.	\$0	6. Edit Delete
Injury Settlement	Settlement for injury related to incident.	\$9,000.00	Save

Damages Summary

Total Itemized Damages: \$ 15569.00

8. Dispute in Question: Workers Compensation Subrogation 7.

9. Settlement Date: 05/03/2010 mm/dd/yyyy

Total Settlement Amount: \$ 15569.00

Company Payment: \$ 8648.00 9.

Contribution Sought: \$ 15569.00

Legal Fees Sought: \$ 4680.00

10. Request Three Member Panel: Yes (Rule 3-3)

\*\* Note: Enter the settlement date or the last payment date if this is a Worker's Comp subro or Concurrent Coverage Case and no settlement has been made.

Entering Special Damages (2 of 2)

**SEE ALSO:**

[Cases in Process Listing](#)  
[Applicant Information](#)  
[Incident Information](#)  
[Contentions](#)  
[Pleadings](#)  
[Evidence](#)  
[Respondent](#)  
[Check Related Cases](#)  
[Summary](#)  
[Confirmation](#)

## 3.8 Respondent (Company 2)

The last tab in Online Filing is the Respondent (Company 2) tab. This is where you will list all the companies that you seek recovery or contribution from. The first Respondent Company will be labeled as Respondent 1 (Company 2), the second Respondent 2 (Company 3), and so on.

### — Entering Respondent Information

Use the following steps to enter the Respondent information:

1. Enter either the first few characters of the company name or the company subsidiary code.
2. Click the **Search** button to execute the query.

Respondent 1 Search Criteria

Note: Enter either the first few characters of the company name or the company - subsidiary code and click the 'Search' button to execute the query.

1. Search Criteria: bet Search 2.

Entering Respondent (1 of 5)

3. You will be presented with a listing of companies that meet your search criteria, select the company by clicking on the link in the Subsid - Subsidiary Name column.
4. If the company you searched for is not listed, click the **Enter Non Signatory Company** button, this will take you to the Unlisted Respondent Confirmation page. Enter the full company name in the provided text field and click the **Continue** button to proceed.

Verify Address' button to validate the mailing address for the company named.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Respondent 1 Search Criteria**  
 Note: Enter either the first few characters of the company name or the company - subsidiary code and click the 'Search' button to execute the query.  
 Search Criteria: bet Search

**Search Results**  
 Note: If the company you are searching for is not found in the list below, then choose the 'Enter Unlisted Non-Signatory Company' button to file against this company.

Enter Unlisted Non-Signatory Company

Cocode	Company Name	Subsidi - Subsidiary Name	Signatory
04514	BETA INSURANCE CO	0002 - BETA INSURANCE OF COLORADO	Yes TPA
04012	BETHLEHEM CENTRAL SCHOOL DISTRICT	0002 - BETHLEHEM CENTRAL SCHOOL DISTRICT	No
03614	CENTRAL PARKING CORPORATION	0119 - KINNEY SYSTEM OF BETHESDA INC	Yes
03530	QUALITY CLAIMS ADJUSTERS INC	0006 - CITY OF ELIZABETH	Yes

Entering Respondent (2 of 5)

- Once you have selected the Respondent Company, you will be presented with a group of text input fields to provide contact information for the Respondent Company representative. The fields marked with an asterisk (\*) are required and must be completed before continuing.
- The Company Address is required before you can continue. Enter the appropriate address information in the corresponding fields.

**Note:** If a TPA is handling the claim for a respondent, use Address 1 to enter the name of the TPA for mailing purposes (i.e. "C/O TPA Company") and use Address 2 for the physical address.

- Click the **Verify Address** button.

Verify Address' button to validate the mailing address for the company named.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Respondent 1 Information**

\* Company: 04514 - BETA INSURANCE CO Change Respondent

\* Subsidiary: 0002 - BETA INSURANCE OF COLORADO

\* Rep First Name: Mark Rep Last Name: Collins

Rep Phone: Rep Fax:

Rep E-Mail Address: Claim / Policy Number: CP-20100510-0154-A

\* Insured Type: Personal \* Insured First Name: Frank \* Insured Last Name: Smithson

**Company Address**

\* Address 1: 3550 Buschwood Dr

Address 2:

City: Tampa

State: Florida

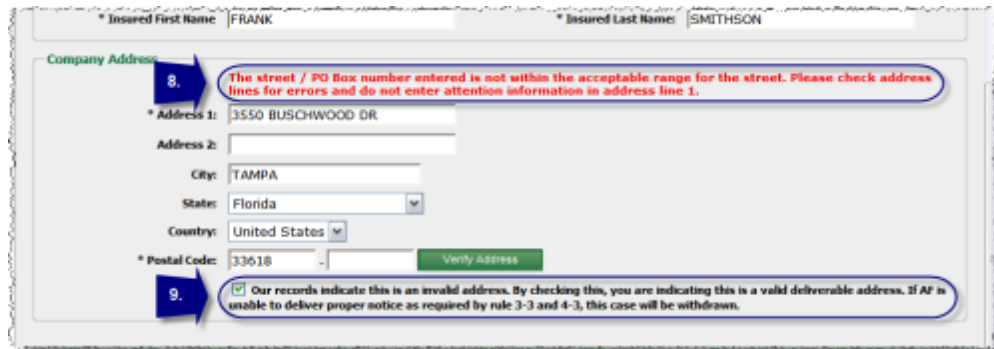
Country: United States

\* Postal Code: 33618 Verify Address

Entering Respondent (3 of 5)

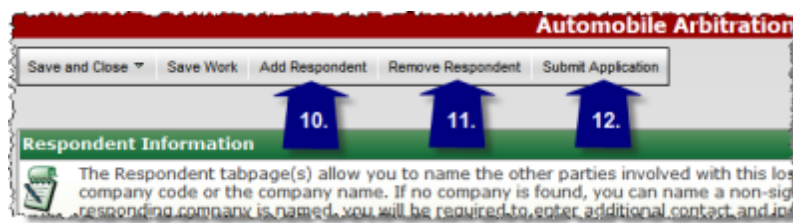
- If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Inspect the address carefully and make any needed corrections.
- If you are certain that this information is correct, place a check in the checkbox located at the bottom of the address group box verifying that you accept this address as correct.





Entering Respondent (4 of 5)

10. You can add multiple Respondent Companies by clicking the **Add Respondent** button on the action menu and completing the steps covered in this section.
11. To remove the last Respondent Company added, click the **Remove Respondent** button on the action menu..
12. To continue to the next step, click the **Submit Application** button on the action menu.



Entering Respondent (5 of 5)

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Damages](#)
- [Special Damages](#)
- [Check Related Cases](#)
- [Summary](#)
- [Confirmation](#)

## 3.9 Check Related Dockets

On this page you will establish Related Dockets. If any were found you will be presented with a listing.

### — Checking Related Dockets

If no dockets are found which seem to be related, you will be given the option of selecting the **I know of a Related Docket** checkbox to manually enter a docket number. Enter the docket number and click **Add Related Docket** to proceed.

If seemingly related dockets are found, use the following steps:

1. To mark a docket as related, select the drop-down menu located in the Relationship column of the listing and change it from Not Related to Companion Claim.
2. If you know of an existing docket that should be related to the docket information being submitted, select the I know of a Related Docket checkbox.
3. Enter the docket number in the space provided and click the **Add Related Docket** button. Then set the relationship.

**Establish Related Dockets**

Based on the information entered, we have found some potentially related cases. All related cases are heard together, so it is very important that you review this listing and set the relationships accordingly. Please note that adjourned and closed cases cannot be related to this docket.

However, if you know of an existing docket that should be related to the docket information being submitted, enter the docket number in the space provided and click the 'Add Related Docket' button. Then set the relationship.


I know of a Related Docket

Enter a Related Docket Number:

**Possible Related Dockets**

Relationship	Docket	Status	Materials Due Date	Loss Date	Party	Company Name	File Number	Insured Name
Not Related	0025003691000	OPEN	Jun 25, 2010	Apr 14, 2010	Appl	04513-0002 ALPHA INSURANCE OF FLORIDA	CP201005030203A	GEORGE MUNSON
Not Related					Resp #1	03530-0006 CITY OF ELIZABETH	CP201005030203C	SALLY TRAINER

*Related Dockets*

**Note:** If you see a  icon in the Relationship column, the docket cannot be related because the last day to respond has already expired.

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Damages](#)
- [Special Damages](#)
- [Respondent](#)
- [Summary](#)
- [Confirmation](#)

## 3.10 Summary

This page summarizes the Docket information you just entered.

### Summary Options

In the User Options group box you will find the following options:

- **Add Docket To Watch List** - To add this docket to My Watches place a check in the check box.

- **Send A Confirmation E-Mail** - To receive a confirmation E-Mail, place a check in the check box.

Automotive Arbitration

Back Finish

Current User: cparson.04513  
May 10, 2010 at 16:07:05 EDT  
**Add Docket - Summary Review**

**Add Docket - Summary Review**

Please review all of the information entered prior to submitting the application. Use the 'Finish' button to submit this arbitration filing. If you need to correct any information, use the 'Back' button to return to the Add Docket entry page.

**User Options**

Add Docket To Watch List  Send A Confirmation E-Mail

**Applicant Information**

Company Code - Name:	04513 - ALPHA INSURANCE CO	Company Address:	3550 BUSHWOOD PARK DR
Subsidiary Code - Name:	0002 - ALPHA INSURANCE OF FLORIDA	City, State Zip:	TAMPA, FL 33618
Signatory:	Yes	Consent:	Not Applicable
File Number:	CP-20100503-0203-A	Insured Name:	GEORGE HUNSON

Summary Options

Once you have reviewed and verified that all information is correct, click the **Finish** button on the action menu to complete the process. Click the **Back** button on the action menu to return to the previous page.

**SEE ALSO:**

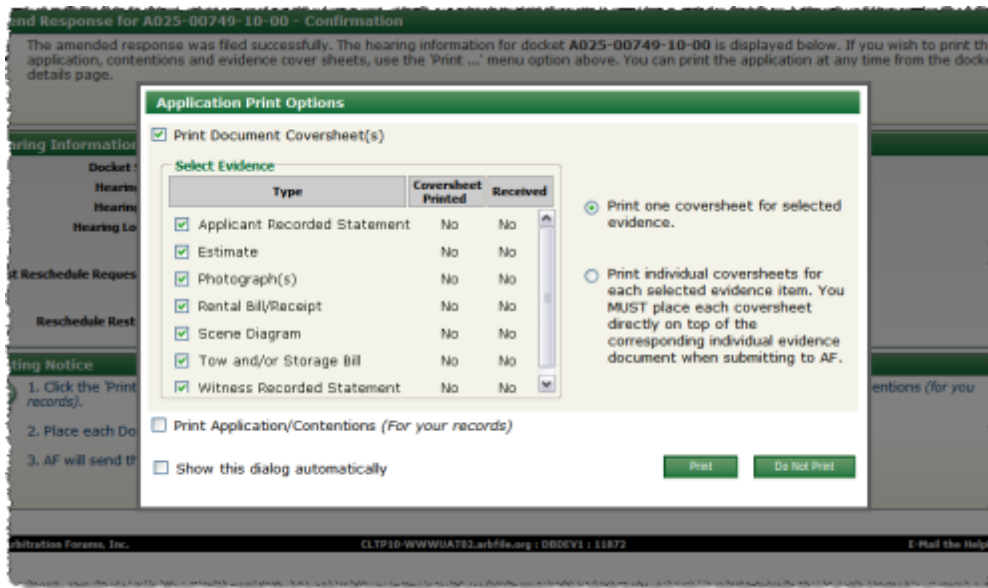
[Cases in Process Listing](#)  
[Applicant Information](#)  
[Incident Information](#)  
[Contentions](#)  
[Pleadings](#)  
[Evidence](#)  
[Damages](#)  
[Special Damages](#)  
[Respondent](#)  
[Check Related Cases](#)  
[Confirmation](#)

## 3.11 Application Print Options

The Application Print Options popup is used to print evidence coversheets in preparation for faxing documents to AF. Additionally, this screen can be used to print a copy of the Application/Contentions for your records. These documents are not to be mailed to AF.

### Application Print Options

Depending upon your company's configuration, you may be presented with the Application Print Options popup upon arriving at the Confirmation screen. If this is not the case, simply click **Print...** in the menu on the Confirmation screen to launch the popup.



Application Print Options

For additional information regarding the Application Print Options popup and its usage, see the [Arbitration Document Coversheet Instructional Aid](#).

**SEE ALSO:**

- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Damages](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Summary](#)

## 3.12 Confirmation

Once your Docket has been successfully added, you will be presented with the confirmation page.

### Confirmation Screen

The Confirmation screen details the filing and provides the docket number as well as information about the filing.

This concludes the process of adding a docket into Online Filing. Click on **Docket Details** to review the docket in further detail. You can also print the application at any time from the docket details page.

**SEE ALSO:**

[Cases in Process Listing](#)  
[Applicant Information](#)  
[Incident Information](#)  
[Contentions](#)  
[Pleadings](#)  
[Evidence](#)  
[Damages](#)  
[Special Damages](#)  
[Respondent](#)  
[Check Related Cases](#)  
[Summary](#)

## 4 Enter Response

### 4.1 Respondent 1 Information

The Respondent 1 Info page contains information entered by the filing company that is related to the Respondent.

#### Editing Respondent Information

Edit the respondent information, if necessary, by doing the following:

1. If your company has multiple subsidiaries, you will need to select a Respondent Name and Respondent Subsidiary from the drop-down menus. The correct Billing Code will automatically be entered.

**Note:** If your organization only has one Name, Subsidiary, or Billing Code, these fields will not be displayed as drop down lists.

2. The next group of text input fields provide contact information for the Respondent Company representative. First Name, Last Name, Phone, Fax, and E-Mail Address should be entered when possible.
3. The Company Address is required before you can continue. Enter the appropriate address information in the corresponding fields.
4. Click the **Verify Address** button.

This page contains your company information entered by this filing company. Please hit our "Go" button for all of the needs and use the "Verify Address" buttons with the address fields to ensure that valid address(es) have been entered.

Respondent 1 Info Incident Info Affirmative Defenses Contentions Evidence Dispute Damages

Respondent 1 Name: 04514 - BETA INSURANCE CO  
 Respondent 1 Subsidiary: BETA INSURANCE OF COLORADO (3002)  
 Billing Code: 004514 - BETA INSURANCE CO (DEFAULT)

By selecting this billing code you are generating an invoice to this respondent.

Rep First Name: MARK Rep Last Name: COLLINS  
 Rep Phone: 813-915-2247 Rep Fax:  
 Rep E-Mail Address: cparson@arbfile.org

Company Address

Address 1: 3550 BUSCHWOOD PARK DR  
 Address 2:  
 City: TAMPA  
 State: Florida  
 Country: United States  
 Postal Code: 33618 - 4401

Verify Address

Entering Respondent Information (1 of 2)

5. If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Inspect the address carefully and make any needed corrections.
6. If you are certain that this information is correct, place a check in the checkbox located at the bottom of the address group box verifying that you accept this address as correct.

Rep E-Mail Address: cparson@arbfile.org

Company Address

5. The street / PO Box number entered is not within the acceptable range for the street. Please check address lines for errors and do not enter attention information in address line 1.

Address 1: 3550 BUSCHWOOD DR  
 Address 2:  
 City: TAMPA  
 State: Florida  
 Country: United States  
 Postal Code: 33618 -

Verify Address

6.  Our records indicate this is an invalid address. By checking this, you are indicating this is a valid deliverable address.

Entering Respondent Information (2 of 2)

**SEE ALSO:**

[Incident Information](#)  
[Contentions](#)  
[Affirmative Defenses](#)  
[Evidence](#)  
[Dispute Damages](#)  
[Summary](#)  
[Confirmation](#)

## 4.2 Incident Information

The next tab you'll come to is the Incident Info page. Here we will verify the Incident Information, define Liability Issues, and enter any administrative requests that there may be.

### — Entering Incident Information

When entering Incident Information:

1. Verify that the Insured's information and Claim / Policy Number are correct. You can specify whether the Insured Type is Personal or Commercial by selecting the Insured Type drop-down menu.
2. Specify whether the insured is under your policy or contract by selecting the corresponding drop-down menu. If you select No, the remaining fields in this group box will be disabled. If you select Yes, you will then specify whether coverage has been denied for this claim. You will then need to enter the Percentage of Liability Admitted, and then specify any Liability Deductible. In the remaining two fields, enter any amounts paid to the Applicant Company or the Applicant's Insured, if applicable.

**Note:** If Yes is selected, a copy of the denial letter must be included as evidence.

3. Administrative requests are as follows:
  - **Request Deferment:** Used to request a one-year deferment of hearing.
  - **Deferment Justification** (if Request Deferment = Yes): Used to enter justification for deferment request.
  - **Personal Rep at Hearing:** Used to indicate if a representative will attend the hearing.
  - **Select All That Apply** (if Personal Rep at Hearing = Yes): Used to indicate the role of the representative who will attend the hearing - Member Representative, Insured, Expert, Witness.
  - **Return Photos:** Used to indicate if printed photos should be returned once a decision has been rendered.
  - **Administrative Request:** Used to enter a request not covered by the other options.

Entering Respondent Incident Info

**SEE ALSO:**

[Respondent Information](#)  
[Contentions](#)  
[Affirmative Defenses](#)  
[Evidence](#)  
[Dispute Damages](#)  
[Summary](#)  
[Confirmation](#)

## 4.3 Affirmative Defenses

The next tab you'll encounter when entering a response is the Affirmative Defenses Tab. Here you will raise any Affirmative Defenses that you may have. Affirmative pleadings are not required. Per the Rules, an Affirmative Defense is a "complete defense that does not address the allegations, but instead, asserts reasons that preclude the arbitrator(s) from accepting jurisdiction and ruling on the disputed issue(s)."

### — Entering Affirmative Defenses

Use the following steps to enter Affirmative Defenses:

1. Select the Affirmative Defense Type from the drop-down menu, the types are:
  - **Claim amount within Liability Deductible/Self-Insured Retention:** Instances in which the carrier has no exposure, just their insured due to a deductible or retention limit.
  - **Filed In Wrong Forum:** The claim was filed under the incorrect forum.
  - **No Coverage:** The party the applicant feels is at fault in the accident has no coverage.
  - **Not Signatory to Forum:** Used to indicate that your company is not Signatory to the



Forum in which the application is filed.

- **Not a Compulsory Dispute - No Consent:** Dispute is not compulsory and no consent has been given.
- **Other:** Used when the alternative choices do not apply.
- **Policy Limits - Multiple Exposures:** Used for a claim where more than two parties may potentially be involved.
- **Policy Limits - One Exposure (Applicant's Claim):** Used if claim involves only two parties.
- **Retro-rated Policy - Insured's Consent Needed:** If Respondent's coverage stems from a retro rated policy or if the insured's consent is required to execute a settlement.
- **Spoilation of Evidence:** Evidence has been altered or custodial chain has been broken.
- **Statute of Limitations:** Used to indicate that the Statute of Limitations has expired.

2. Enter your Affirmative Defense Description in the text area provided.
3. Click **Add Affirmative Defense** to add the item.

*Entering Respondent Affirmative Defense*

4. You will then see the item listed, you can add a new Affirmative Defense by clicking on the Add New Affirmative Defense button. As you enter each Affirmative Defense item, it will appear in the Affirmative Defenses Entered section.
5. Click the **Edit** button next to the item if you wish to make changes or the **Delete** button if you would like to remove the item.

*Adding/Editing Respondent Affirmative Defense*

**SEE ALSO:**

[Respondent Information](#)  
[Incident Information](#)

[Contentions](#)  
[Evidence](#)  
[Dispute Damages](#)  
[Summary](#)  
[Confirmation](#)

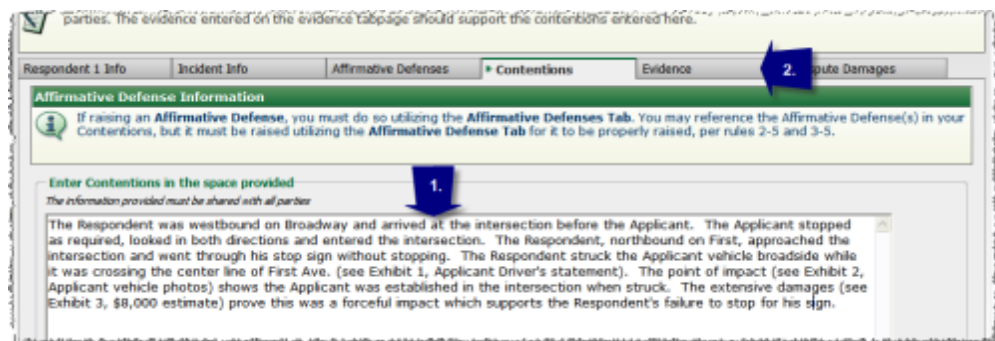
## 4.4 Contentions

The Contentions tab is used to enter the contentions for the filing or the parties liability, damages and/or coverage position, if applicable.

### — Entering Contentions

Use the following steps to enter contentions:

1. Enter the contentions in the text area provided. This can be done by either using the Copy and Paste features of Windows to move portions of or the entire contentions from a word processing application into the Contentions field or by typing the contentions directly into the field.
2. Click the Evidence tab to proceed.



*Entering Respondent Contentions*

#### SEE ALSO:

[Respondent Information](#)  
[Incident Information](#)  
[Affirmative Defenses](#)  
[Evidence](#)  
[Dispute Damages](#)  
[Summary](#)  
[Confirmation](#)

## 4.5 Evidence

The Evidence page allows you to select the evidence being submitted to support your contentions.

### — Evidence Override Information

The Evidence Override section of the Evidence tab provides a method for proceeding with the

response without the need to submit evidence in support of the response.

There are two options from which to choose:

- **Yes, I will submit evidence with this application:** displays the Available Evidence Types and Selected Evidence Items sections from which you will select the evidence you intend to submit in support of your response.
- **No, I will not be providing evidence with this application:** hides the Available Evidence Types and Selected Evidence Items sections and allows you to proceed with the response, without submitting evidence.

The screenshot shows the 'Evidence' tab in a software interface. At the top, there is a navigation bar with tabs: Respondent 1 Info, Incident Info, Affirmative Defenses, Contentions, Evidence (selected), and Dispute Damages. Below the navigation bar is a section titled 'Evidence Override Information' with a green header. It contains an information icon and a paragraph: 'Typically evidence is required to be submitted with your application. However, there are instances where you may not have any evidence such as when the applicant is filing to protect statute or in the case of a no coverage defense raised by a respondent. You can submit this application without providing any evidence by choosing 'No' to the question below.' Below this text is a dropdown menu labeled 'Will you be providing evidence?' with the option 'Yes, I will submit evidence with this application' selected. Underneath are two columns: 'Available Evidence Types' on the left and 'Selected Evidence Items' on the right. The 'Available Evidence Types' column has a list of items with checkboxes: Adjusters Notes, Applicant Recorded Statement, Applicant Written Statement, Bailment Form, Case Law, and Deductible. The 'Selected Evidence Items' column shows 'No Items Selected'. Two green arrows point from the 'Available Evidence Types' column to the 'Selected Evidence Items' column.

*Respondent Evidence Override with 'Yes' Selected*

The screenshot shows the same 'Evidence' tab interface as the previous one. The 'Evidence Override Information' section is visible, but the dropdown menu 'Will you be providing evidence?' now has the option 'No, I will not be providing evidence with this application' selected. The 'Available Evidence Types' and 'Selected Evidence Items' sections are hidden, leaving a large empty space below the dropdown menu.

*Respondent Evidence Override with 'No' Selected*

## — Evidence Field Definitions

The Evidence tab is made up of two sections:

- **Available Evidence Types:** lists the most frequently used types of evidence based on the type of filing.
- **Selected Evidence Items:** displays the items that have been chosen from the Available Evidence Types box.

(s) and click the ➡ image to add items to the selected evidence listing or the ← image to remove evidence items. Use the ▲ ▼ buttons to rank the selected evidence in order of importance from highest to lowest. To enter a description for selected pieces of evidence, click the 📄 corresponding image.

Respondent 1 Info Incident Info Affirmative Defenses Contentions Evidence Dispute Damages

**Evidence Override Information**

Typically evidence is required to be submitted with your application. However, there are instances where you may not have any evidence such as when the applicant is filing to protect statute or in the case of a no coverage defense raised by a respondent. You can submit this application without providing any evidence by choosing 'No' to the question below.

Will you be providing evidence?: Yes, I will submit evidence with this application

**Available Evidence Types**

- Adjusters Notes
- Applicant Recorded Statement
- Applicant Written Statement
- Bailment Form
- Case Law
- Deductible

➡

←

**Selected Evidence Items**

No Items Selected

Evidence Tab Sections

## Adding Evidence

To list evidence items:

1. Select the checkbox next to the desired Evidence Type in the Available Evidence Types box.
2. Click the arrow pointing to the right ➡ to move the Evidence type into the Selected Evidence Items box.

**Note:** you may select and move one Available Evidence Type at a time OR select multiple items and move them together.

Applicant Info Incident Info Contentions Pleadings Evidence Damages Respondent 1

**Available Evidence Types**

1.  Adjusters Notes
- Applicant Recorded Statement
- Applicant Written Statement
- Bailment Form
- Case Law
- Deductible
- Denial Letter
- Diminished Value Documentation
- Estimate
- Expert Report
- Loss of Use Provision
- Motor Vehicle Accident Report
- Other

➡

←

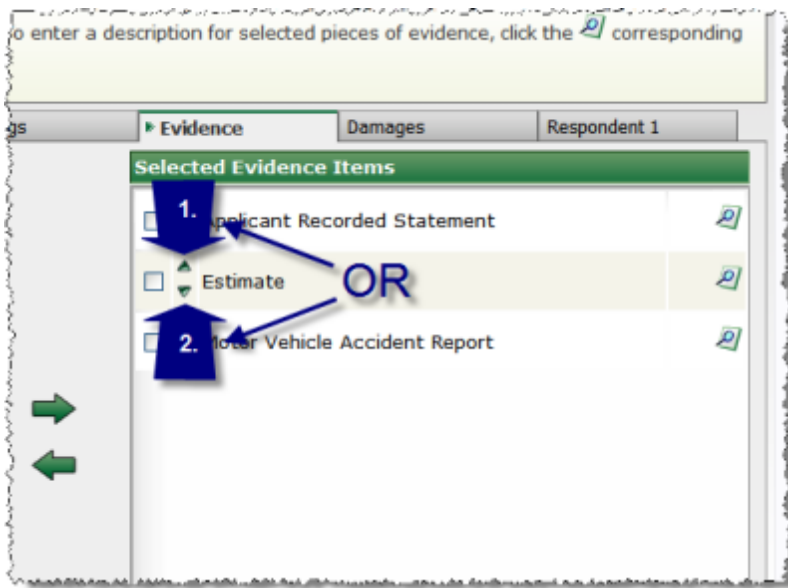
**Selected Evidence Items**

No Items Selected

Listing Evidence

To reorder the Selected Evidence Items list:


1. Click the up arrow ▲ to move an item higher in the list.
- OR
2. Click the down arrow ▼ to move an item lower in the list.

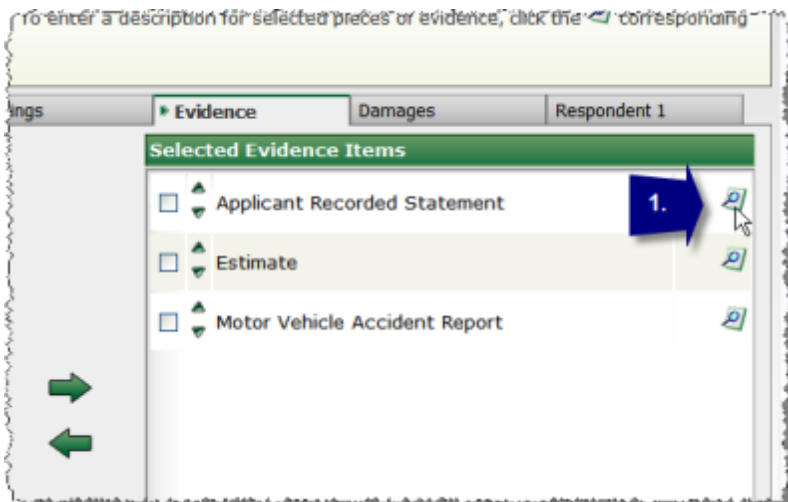


Reordering Evidence

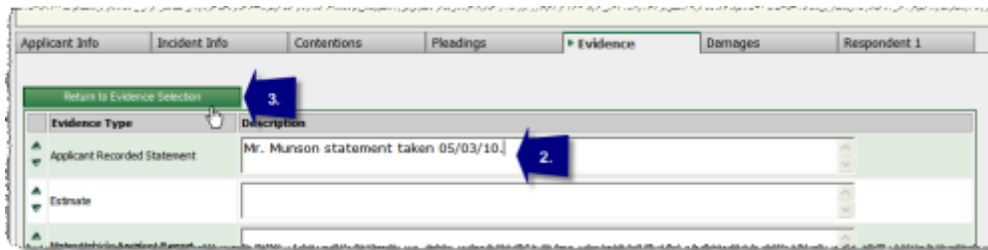
To enter a description for items in the Selected Evidence Items list:

**Note:** This is strongly recommended for statements as a method to include an individual's name.

1. Click the magnifying glass  to access the Description field(s).
2. Enter the desired description.
3. Click **Return to Evidence Selection** to return to Evidence entry.




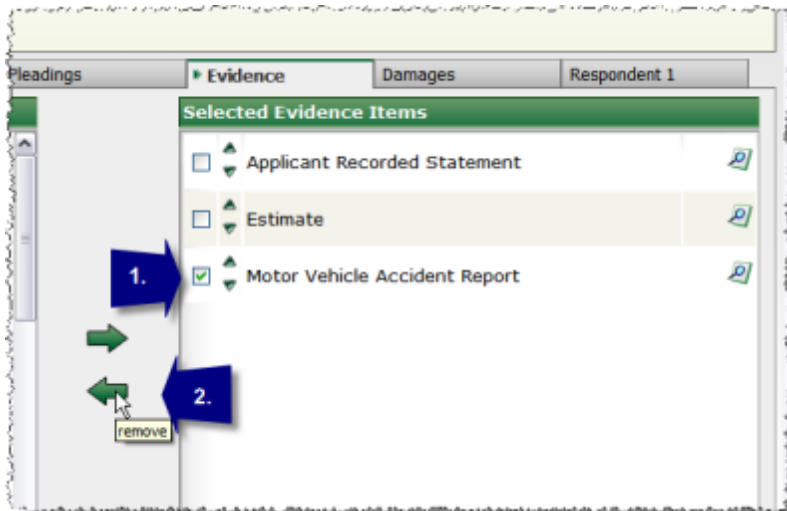
Entering Evidence Description



*Entering Evidence Description (Continued)*

To remove an item from the Selected Evidence Items list:

1. Select the checkbox next to the desired Evidence Type in the Selected Evidence Items list.
2. Click the arrow pointing to the left  to remove the item from the Selected Evidence Items box.



*Removing Selected Evidence Items*

### **— Viewing Previously Submitted Evidence (during amend process)**

To view evidence that has previously been submitted and received:

1. Click the Document icon located next to the desired Evidence Item in the Selected Evidence Items box.
2. Click the PDF icon under the Status Column on the Submitted Evidence popup window.



#### **SEE ALSO:**

[Respondent Information](#)  
[Incident Information](#)  
[Contentions](#)  
[Affirmative Defenses](#)  
[Dispute Damages](#)  
[Summary](#)  
[Confirmation](#)

## 4.6 Coverage Denial - UM Forum

When entering a response for an Uninsured Motorist Arbitration, the Coverage Denial tab is shown. The Coverage Denial page allows you to select the coverage denial type.

### — Entering Coverage Denial in UM Forum

To complete the Coverage Denial tab, click the appropriate denial type(s). If selecting Other, enter a short description in the provided text field.

Selected	Coverage Denial Type	Short Description
<input checked="" type="checkbox"/>	No Policy for the Driver Vehicle	
<input type="checkbox"/>	Policy Without Liability Coverage	
<input type="checkbox"/>	Policy Conditions	
<input type="checkbox"/>	Policy Cancellation	
<input type="checkbox"/>	Policy Exclusion(s)	
<input type="checkbox"/>	Nonpermissive Use	
<input type="checkbox"/>	Other	

Coverage Denial Tab

#### SEE ALSO:

[Respondent Information](#)

[Incident Information](#)

[Contentions](#)

[Evidence](#)

[Affirmative Defenses](#)

[Dispute Damages](#)

[Summary](#)

[Confirmation](#)

## 4.7 Dispute Damages

Per the Rules, the Dispute Damages tab allows you to "...present all damages, arguments and disputed dollar amounts, if known..."

### — Entering Disputed Damages

Use the following steps to enter disputed damages:

1. Specify whether or not you are disputing the Applicant's Damages by selecting **Yes** or **No** from the drop-down menu.
2. If Yes is selected, present all damages, arguments and disputed dollar amounts, if known. Rich text formatting enables the use of bold, italics, underlining, and highlighting tools to emphasize key information.
3. Once you've finished entering your Dispute Damages, click the **Submit Response** button

located on the action bar to continue.

*Respondent Damage Dispute*

**SEE ALSO:**

- [Respondent Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Affirmative Defenses](#)
- [Evidence](#)
- [Summary](#)
- [Confirmation](#)

## 4.8 Summary

This page summarizes the Docket information you just entered.

### **Summary Options**

In the User Options group box you will find the following options:

- **Add To Watch List** - To add this docket to My Watches place a check in the check box.
- **Send Confirmation E-Mail** - To receive a confirmation E-Mail place a check in the check box.



Applicant Information	
Company Code - Name:	04513 - ALPHA INSURANCE CO
Subsidiary Code - Name:	0002 - ALPHA INSURANCE OF FLORIDA
Signatory:	Yes
File Number:	CP-20100303-0203-A
Loss Date:	Apr 14, 2010
Filing Method:	Received via online filing on web
Conflicts Received:	Yes
Company Address:	3550 BUSHWOOD PARK DR
City, State Zip:	TAMPA, FL 33618
Consent:	Not Applicable
Insured Name:	GEORGE HUNSON
Loss Location:	TAMPA, FL
File Received:	No
Representative Name:	CLYDE PARSON

*Respondent Summary*

Once you have reviewed and verified that all information is correct click the **Finish** button on the action menu to complete the process. Click the **Back** button on the action menu to return to the previous page.

**SEE ALSO:**

[Respondent Information](#)

[Incident Information](#)

[Contentions](#)

[Affirmative Defenses](#)

[Evidence](#)

[Dispute Damages](#)

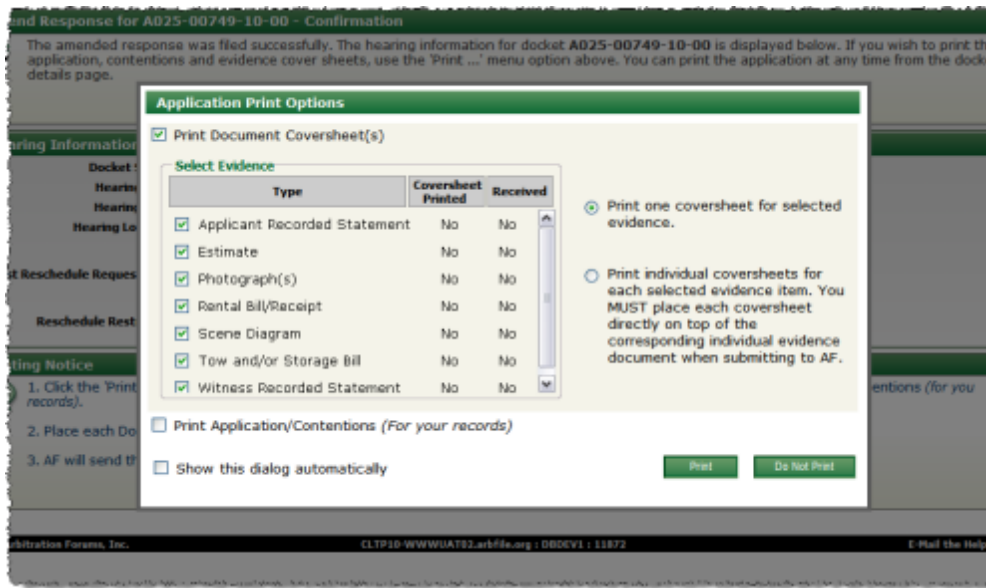
[Confirmation](#)

## 4.9 Application Print Options

The Application Print Options popup is used to print evidence coversheets in preparation for faxing documents to AF. Additionally, this screen can be used to print a copy of the Application/Contentions for your records. These documents are not to be mailed to AF.

### Application Print Options

Depending upon your company's configuration, you may be presented with the Application Print Options popup upon arriving at the Confirmation screen. If this is not the case, simply click **Print...** in the menu on the Confirmation screen to launch the popup.



*Application Print Options*

For additional information regarding the Application Print Options popup and its usage, see the [Arbitration Document Coversheet Instructional Aid](#).

**SEE ALSO:**

- [Respondent Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Affirmative Defenses](#)
- [Evidence](#)
- [Dispute Damages](#)
- [Confirmation](#)

## 4.10 Confirmation

Once the Docket has been successfully responded to, you will be presented with the confirmation page.

### **Confirmation Screen**

The Confirmation screen details the response and provides the docket number as well as information about the hearing.

Return to ... Print... Docket Details Add to Watches Add New ...

Current User: cpanson.04514  
May 12, 2010 at 10:50:31 EDT

### Response for A025-00371-10-00 - Confirmation

The response for **Respondent 1** was filed successfully. The hearing information for docket **A025-00371-10-00** is displayed below. If you wish to print the application, contentions and evidence cover sheets, use the 'Print ...' menu option above. You can print the application at any time from the docket details page.

#### Hearing Information

Docket Status:	OPEN	Date Received:	May 30, 2010
Hearing Date:	Jul 13, 2010	Hearing Type:	SCHEDULED HEARING
Hearing Time:	8:30 AM	Retained:	No
Hearing Location:	HAMPTON INN (ATTN AMANDA AGATER) 151 N DOUGLAS AVE ALTA MONTE SPRINGS, FL 32714	Materials Due Date:	Jun 25, 2010
Last Reschedule Request Date:	Jul 7, 2010	Last Online Response Date:	Jun 25, 2010 by Midnight EST

Note: Applicable if rules 2-1 and 2-2 have been complied with

#### Related Dockets

Docket No	Status	Applicant	Loss Date	File Number	Insured Name	Hearing Date
A025003691000	OPEN	ALPHA INSURANCE OF FLORIDA	Apr 14, 2010	CP-20100503-0203-A	GEORGE MUNSON	Jul 13, 2010

*Respondent Confirmation Screen*

This concludes the process of responding to a docket in Online Filing. Click on **Docket Details** to review the docket in further detail. You can also print the application at any time from the docket details page.

**SEE ALSO:**

- [Respondent Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Affirmative Defenses](#)
- [Evidence](#)
- [Dispute Damages](#)
- [Summary](#)

## 4.11 Counter Claim Answer

The Counter Claim Answer screen appears after you have entered the information for the counter claim and is used to capture your response to the original claim.

### — Entering Counter Claim Answer

The Counter Claim Answer screen contains four tabs used to capture information related to the original claim.

To complete this screen:

1. Make the desired selections on the Answer tab.
2. Click the **Contentions** tab.

Counter Claim Answer for A025-00373-10-00

You have chosen to enter a Counter Claim for docket A025-00373-10-00. Please answer the questions below pertaining to the original case. You may optionally update the original case with identifying information (representative information, insured name, claim number).

A025-00373-10-00 Answer    Contents    Affirmative Defenses    Dispute Damages

**Current Scheduled Hearing Information**

Docket Status: OPEN  
Hearing Date: Jul 13, 2010  
Use Current Hearing for Counterclaim:

Hearing Type: SCHEDULED HEARING  
Hearing Location: HAMPTON INN (ATTN AMANDA AGATER)  
151 N DOUGLAS AVE  
ALTAMONTE SPRINGS, FL 32714

**Original Docket Answer Data Entry**

Filing County: Claim For: CP2010051110498 - YVONNE RICHARDS

Update Rep Information with Counterclaim Data:

Is the insured under your policy or contract?: Yes

Has coverage been denied for this claim?: No (If Yes, a copy of the denial letter must be included as evidence.)

Percentage of Liability Admitted: 10%

Liability Deductible: \$ 250.00

Counter Claim Answer (1 of 4)

3. Modify the contentions as needed (the system will pre-fill the contentions from the previously entered information).
4. Click the **Affirmative Defenses** tab (if you need to assert an Affirmative Defense).

Counter Claim Answer for A025-00373-10-00

You have chosen to enter a Counter Claim for docket A025-00373-10-00. Please answer the questions below pertaining to the original case. You may optionally update the original case with identifying information (representative information, insured name, claim number).

A025-00373-10-00 Answer    Contents    Affirmative Defenses    Dispute Damages

**Enter Contentions in the space provided**

The information provided must be shared with all parties

The Respondent was westbound on Broadway and arrived at the intersection before the Applicant. The Respondent stopped as required, looked in both directions and entered the intersection. The Respondent, northbound on First, approached the intersection and went through his stop sign without stopping. The Respondent struck the Applicant vehicle broadside while it was crossing the center line of First Ave. (see Exhibit 1, Applicant Driver's statement). The point of impact (see Exhibit 2, Applicant vehicle photos) shows the Applicant was established in the intersection when struck. The extensive damages (see Exhibit 3, \$8,000 estimate) prove this was a forceful impact which supports the Respondent's failure to stop for his sign.

Counter Claim Answer (2 of 4)

5. Enter the appropriate Affirmative Defense information.
6. Click the **Dispute Damages** tab (if you want to dispute).

Counter Claim Answer for A025-00373-10-00

You have chosen to enter a Counter Claim for docket A025-00373-10-00. Please answer the questions below pertaining to the original case. You may optionally update the original case with identifying information (representative information, insured name, claim number).

A025-00373-10-00 Answer    Contents    Affirmative Defenses    Dispute Damages

**Affirmative Defense Entry on Original Docket**

Affirmative Defense Type: --- None Selected ---

Affirmative Defense Description:

Add Affirmative Defense

Counter Claim Answer (3 of 4)

7. Enter the appropriate dispute information.
8. Click **Continue** in the menu bar.

Back Continue 8.

Current User: cparson.04514  
May 13, 2010 at 11:48:25 EDT

**Counter Claim Answer for A025-00373-10-00**

**Counter Claim Answer for A025-00373-10-00**

You have chosen to enter a Counter Claim for docket **A025-00373-10-00**. Please answer the questions below pertaining to the original case.  
You may optionally update the original case with identifying information (representative information, insured name, claim number).

A025-00373-10-00 Answer Contentions Affirmative Defenses + Dispute Damages

**Damage Dispute Information**

Are you disputing the Applicant's Damages? No

Enter Your Damage Dispute Description: Not Applicable

7.

Counter Claim Answer (4 of 4)

**SEE ALSO:**

[Respondent Information](#)

[Incident Information](#)

[Contentions](#)

[Affirmative Defenses](#)

[Evidence](#)

[Dispute Damages](#)

[Summary](#)

# Index

## - A -

About the Online Filing Guide 6  
Accessing the Online Filing Program 6  
Affirmative Defenses (Response) 40  
Applicant Information 11  
Application Print Options 35  
Application Print Options (Response) 49

## - C -

Cases in Process Listing 9  
Check Related Cases 33  
Confirmation 36  
Confirmation (Response) 50  
Contentions 17  
Contentions (Response) 42  
Counter Claim Answer (Response) 51  
Coverage Denial (Response) 47

## - D -

Damages 25  
Dispute Damages (Response) 47

## - E -

Evidence 22  
Evidence (Response) 42

## - I -

Incident Information 15  
Incident Information (Response) 39

## - N -

Navigation 7  
Notification 9

## - P -

Pleadings 18

## - R -

Respondent 31  
Respondent Information 37

## - S -

Special Damages 29  
Summary 34  
Summary (Response) 48