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## E-Subro Hub Enhancements

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## Enhancements for E-Subro Hub

### Overview

#### What’s new?

1. Data Integration (DI) commands and events will support demand and task assignments and can be consumed into a member’s claim system.\*
2. Streamlined one-click assignments for demands and tasks, and enhanced TPA assignments
3. Improved activity logs and messaging
4. Added support for reissuing demands when the demander corrects the responder claim number

#### What are the benefits for your company?

1. Companies will gain the capability to initiate the assignment of a demand and task from within their claim system. In addition, DI events for demand and task assignment can be consumed into the member’s claims system, increasing visibility and providing process improvement opportunities. These events can be generated through E-Subro Hub when assigning at the business unit level or through the new DI 5.0 inbound command from a member’s claim system\*.

2. Task assignments have been expanded to display all TPA business units a member is web-enabled for—matching the behavior of demand assignments and no longer limited to estimator-designated TPAs. In addition, members can now assign both a task and its related demand in a single click, delivering a meaningful time savings. This capability can be configured by member administrators under Company Preferences.
3. Activity logs will be consolidated into two tasks rather than three when a demand is assigned. A new message will automatically place a demand back on the member’s worklist when a task is returned from damage estimation, clearly indicating that a task has been completed.
4. When a demand is issued with an incorrect responder claim number and the responder has “Unresolved Claim Number” enabled, the demand is rejected and flagged for resolution in the worklist. Updating the claim number triggers a reissue and revalidation. If it is still incorrect, the flag remains. This change adds support for reissuing the demand when the demander corrects the responder claim number.

**\*Note:** These capabilities will be accessible to member companies who have transitioned to DI version 5.0.

## Enhancements Included with Data Integration 5.0

The following enhancements (Assign Demand, Assign Task, and the new message flag) are only available for members who have transitioned to Data Integration (DI) version 5.0.

### Assign Demand and Assign Task

#### What is the purpose of this enhancement?

This functionality assigns a demand or task at the business unit level using the new DI 5.0 assignment events. Without this enhancement, task assignment requires a two-step process to assign the task and demand to a TPA or back to a member company. There is limited visibility when a task is created to inform the member to proceed with the demand. Additionally, there are no Data Integration (DI) commands or events for either demand assignment or task assignment.

#### Who receives the events?

- Internal assignment (within the same company code)
  - Only the member **or** third-party administrator (TPA) assigned to the demand will receive

the event. For instance, if a TPA internally assigns a demand to a TPA business unit, only the TPA will receive the DI assignment event. Likewise, if a member company internally assigns a demand to one of their member company business units, only the member company will receive the DI event.

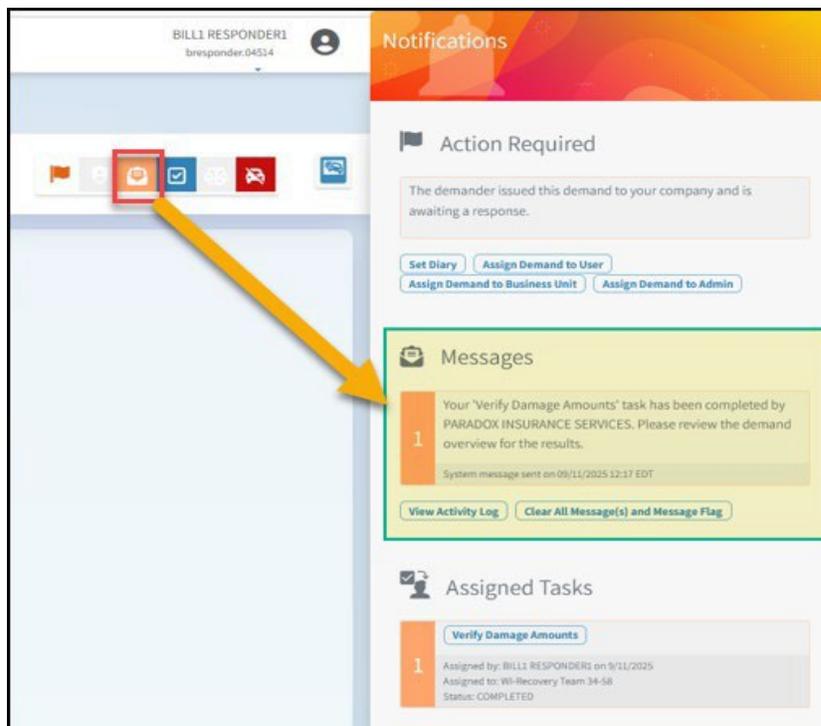
- External assignment (member to TPA or TPA to member)
  - Both the TPA and the member assigned to the demand will receive the event.

**What triggers the event?**

- Assign Demand to Admin, Assign Demand to Business Unit, Reassign Demand from Admin to Member, Assign Demand to Client
- Assign Task to Admin, Assign Task to Business Unit, Assign Task to Client

**New Message Flag**

When a task is returned from the damage estimation TPA vendor, the member company may not be promptly notified of its completion, often because of future diary entries. To resolve this, a new message will automatically place the demand back on the member’s worklist, clearly indicating that the task has been completed.



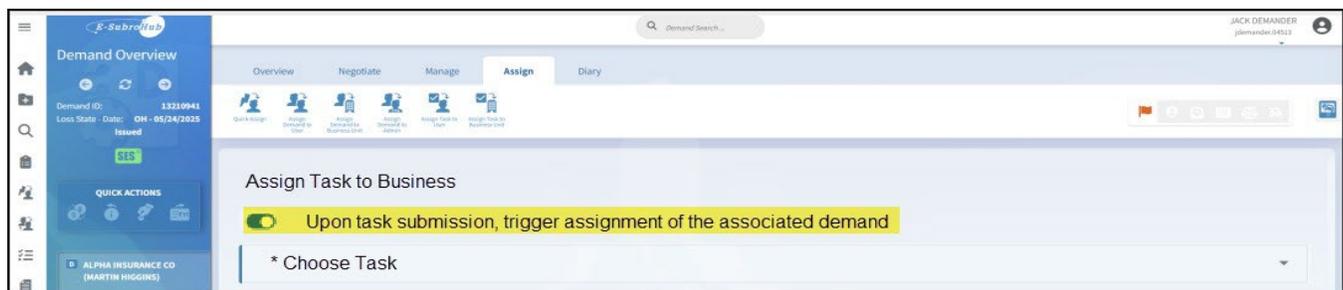
## Enhancements for All E-Subro Hub Users

### One-Click Assignment

Member companies will have the capability to assign both a task and its related demand with a single click. Under company preferences, there will be a new general option for member companies.

General Options	
<input checked="" type="checkbox"/> One Click Assignment	Select this option to provide a way to assign the demand ownership as part of the task assignment process. Applies only to Assign task to business unit

Once enabled, this setting will control the default choice for dual assignment on the task screen. Users can override this choice during assignment, if necessary.



### Activity Log Optimizations

When a demand is assigned in E-Subro Hub, three activity logs are written. To simplify this process, AF will consolidate the activity logs into two.

Current:

05/16/2025 12:14 PM	Demand Ownership changed	Demand ownership changed to WY-PROCESSING TEAM 15-47 by BETA INSURANCE CO.	BILL RESPONDER 
05/16/2025 12:14 PM	Demand has been assigned	Ownership assigned by BETA INSURANCE CO to WY-PROCESSING TEAM 15-47	BILL RESPONDER 
05/16/2025 12:14 PM	Internal Assignment	Assignment message by BETA INSURANCE CO: Please negotiate on our behalf.	BILL RESPONDER 

New enhancement:

09/12/2025 02:31 PM	Assignment Message	Assignment message by BETA INSURANCE CO: Please negotiate on our behalf	BILL1 RESPONDER1 
09/12/2025 02:31 PM	Demand Ownership changed	Responder ownership changed to TEAM A - SOUTHERN DIV by BETA INSURANCE CO	BILL1 RESPONDER1 