WESTERN ASBESTOS SETTLEMENT TRUST
J.T. THORPE SETTLEMENT TRUST
THORPE INSULATION SETTLEMENT TRUST
PLANT ASBESTOS SETTLEMENT TRUST
ONLINE FILING USER'S GUIDE

Table of Contents

1. Logging in

Enter the **User Name** and **Password** that was provided to you when you registered your account. On your first login, the system will direct you to change the temporary password to one of your creation.

Your new password must meet these requirements:

- 6-12 characters in length
- Contains at least one capital letter and one lower case letter
- Contains at least one number
- Contains at least one of these special characters: @, #, $, %, &, *, ^, !, =

Upon successfully logging in, you will be directed to the **Home Page**.

2. Getting Started with the Home Page

On the **Home Page**, you will be able to view announcements, find essential trust documents, access tools and information, and access each of the above titled four trusts in which you file claims.

My Application Tools -- These are features that help you to manage your firm's user accounts and your claim submissions with each trust.

Contact Support– Here you can access the Support Center, where you can search FAQs and open tickets for assistance.

My Trust Accounts – Here you can access your account for each of the above Trusts with which you file claims. This is where you go to submit new claims, run reports, and access information on each Trust's website.

3. Methods for Electronic Submissions

We offer two methods for submitting claims electronically:

Direct Input **T**his method allows you to submit claims by completing an online version of the claim form and uploading supporting documents to each claim individually. You may wish to use this method if you only have a small number of claims to submit, or if you are unable to convert or export your claim data to an Excel format.

Bulk Upload If your firm has data readily available in an electronic format that can be converted or exported to Excel files, this method enables you to file large numbers of claims quickly. This method also allows supporting documents for each claim to be uploaded in bulk and linked to the claims automatically. This is probably the most efficient method for submitting new claims. (Remember though that even if a claim is filled with several of these trusts, it must be submitted to each trust separately.)

Firms that are not equipped to submit claims electronically may also submit claims by completing the paper version of the claim form. Claim forms are located on the Home Page of the Trust website under **Trust Documents**.

4. Submitting Claims by Direct Input

1) From the **Home Page**, under **My Trust Accounts**, select the Trust

2) Select **Submit Claims → Input New Claim** from the menu bar at top left of screen. The claim form will display, defaulting to the **Injured Party** page.

Note:

- **Many of the pages of the online claim form are completed by our staff during the course of review; you will not be able to save information on these tabs. They include the Death Certificate (DC), Proof of Exposure (POE), Physical Exam (Phys), Radiographic Evidence (Radiographic), Pulmonary Function Test (PFT), Pathology (Path), Clinical, and Release sections.**

2

- The **Review**, **Documents** and **Evaluation** pages are updated automatically when you upload documents and as the claim progresses through the review process. No information is required on these pages when submitted a claim.

4.1   Entering Injured Party Information (Inj. Party)

The Injured Party section must be completed before information on the other tabs can be saved. Required fields are indicated by bold red text.

- **Claim Type** and **Exigency Type** – please see the respective Trust Distribution Procedures (TDP) to determine which type of review is appropriate for your claim. The TDP of each Trust can be found on the Trust Website.
- **Claim Matter Number –** if your firm has an identification number that is used to track this claim internally, you may find that providing this information will make it easier for you to match Trust data back to your own management systems.

Once you have completed and saved this page, a Claim ID number is assigned automatically and a claim status of **Incomplete** is displayed in the form header. You may now proceed to the other sections of the claim form by clicking on the tabs in the menu header.

4.2   Entering Representation Information (Representation)

This tab will be populated by default with the law firm information associated with your user account.

- If your firm has established separate Filer IDs for tracking submissions from different offices and/or managing attorneys, select the appropriate **Law Firm Name** to link the new claim to the office/attorney of your choice. Once the **Law Firm Name** has been selected, the rest of the contact information will be completed automatically.

Click the **Save** button before moving on to the next tab.

4.3   Entering Disease Level Information (Disease)

Please refer to the TDP for the specific medical and exposure criteria for each disease level; select the highest disease level for which your claim qualifies.

- If we determine that the claim is eligible for a higher disease level after review, this will be indicated in the **Suggested Disease Level** field. You can then choose to accept the upgrade by selecting yes in the adjacent field.

Click the **Save** button before moving on to the next tab.

4.4   Entering Smoking History Information (Smoking)

Select **yes or no** as to whether the injured party ever smoked on the **Claim Form** tab. **If the claimant smoked,** enter the injured party's smoking history. Partial packs of cigarettes and cigars/pipes must be entered as a decimal (e.g. enter 1.5 if the claimant smoked 1 and ½ packs per day).

4.5 Entering Personal or Estate Representative (Pers. Rep.)

This section only needs to be completed if the injured party is deceased or incompetent.

On the **Claim Form** tab, enter the name of the claimant's personal representative.

- The person you indicate on the claim form should have the authority to sign a release if an offer is made.
- The **Supporting Documents** tab will be completed by our staff upon review of the estate papers that you upload to the claim.

4.6   Entering Asbestos Litigation and Claims History (Litigation)

Enter the details of the injured party's claim history on the **Claim Form** tab.

- If a lawsuit was filed, enter the relevant information
- If no lawsuit was filed, enter the **state in which the claimant would have elected to file suit.** The reason for selecting the claimant's jurisdiction may also be required by some trusts.

Complete the remaining sections and click save before proceeding to the next tab.

4.7   Entering Secondary Exposure Information (Sec. Exp.)

This section only needs to be completed if the injured party is claiming any exposure to asbestos through another person (such as indirect exposure from a household member who was exposed at his own jobsite).

Enter the d**ates the secondary exposure began and ended,** the **Relationship** of the occupationally exposed person to the claimant and a **Description** of how the claimant was exposed.

- Once this information has been saved, you can then enter the same information for additional sources of indirect exposure, if needed.

4.8   Entering Occupational Exposure to Asbestos Products (Exp)

Start by entering the **start** and **end dates** of employment at the first site of exposure.

- If the claimant was exposed to asbestos at multiple sites, or was exposed secondarily through someone who was exposed at multiple sites, the period of exposure at each site will need to be entered separately.

If the person who worked at this site was not the injured party, but an occupationally exposed person through whom the claimant was secondarily exposed, select the appropriate person from the **Occupationally Exposed Person** (OEP) dropdown (this dropdown will contain the relationship information you entered on the **Sec. Exp**. page).

- If an OEP has been selected, the corresponding information should reflect the OEP's work history (rather than the Injured Party's secondary exposure)
- Separate records may be added to reflect the Injured Party's direct exposure, if applicable.

Site of Exposure

- If the exposure occurred at an **approved site**, enter the site from the approved site list and click **Apply**. The site description will be entered automatically.
- If the exposure occurred at a **site that is not approved,** enter a portion of the site name and adjoining **Search** button. All approved and unapproved sites display. Approved sites display at the top of the list. Select the appropriate site.

Once saved, the jobsite record will display in a grid below the data entry fields. Repeat to enter exposure at additional sites.

- Any sites where the claimant worked concurrently with his/her work at the site(s) where exposure occurred should also be represented on this page.

4.9 Entering Economic Loss Information

If a claim of economic loss is being made, answer the two questions that appear on the **Claim Form** tab.

4.10 Entering Dependent Information

If the injured party has any financial dependents, list them here.

All remaining tabs will be completed by our staff when reviewing your claim.

5. Uploading Supporting Documents

Supporting documents may be uploaded to a claim at any point after the Injured Party page has been completed.

- From the **Claim Actions** dropdown (located at the top middle of the claim form header), select **Upload Document** and click **Go**.
- Select the image file to be uploaded **(.pdf or .tif only)**
- Click the **Start Upload** button.   The status of the upload will display.
- Additional documents may be selected.
- Uploaded documents will appear on the **Docs** page of the claim form

6. Determining if the Claim is Sufficiently Complete for Submission

Claims are not assigned a place in the FIFO processing queue until they are deemed sufficiently complete for review by the Trust. Until all the required data and supporting documentation has been provided to meet this requirement, the claim will remain in the status of **Incomplete.** You can continue to revise and supplement the data until you are ready to submit it for review by the Trust.

- A scheduled program periodically sweeps through the database to identify any claims that meet the minimum requirements to be submitted for processing and automatically submits them to the FIFO processing queue. The claim status will then be updated to **Pending First Review**.
- If the claim remains **Incomplete** after this process runs, the missing elements required to complete the claim may be viewed on the **Evaluation** page.

Note: *A FIFO Number is not assigned immediately upon completing this process. The program which assigns FIFO Numbers runs periodically throughout the day. However, FIFO will be assigned according to the TDP rules.*

7. Submitting Claims by Bulk Upload

The "Bulk Upload" process enables you to file large numbers of claims by electronically transferring claimant data and supporting document images directly to the Trust's Claims Management System (CMS). Claim information is uploaded in Excel file format and supporting documentation in **.pdf** or **.tif** format.

<u>**Settings**</u>

1. Web browser "Pop-up Blockers" must be disabled.
2. Add Asbestos Trusts to your Trusted Sites

Internet Options → Security →Trusted Sites
3. The option shown below in Internet Explorer Security Settings must also be set to 'enabled'.

Internet Options → Security → Custom Level → set "**Include local directory path when uploading fields to a server**" to "**Enabled**""

7.1 Preparing the spreadsheets

From the Home Page, select the Trust account with which you are filing claims.

From there, select **Upload Claims**, then **File Data Mapping.**

The **Field Data Mapping Screen** is where you prepare for the upload by generating templates and mapping them to the Claims Management System.

Step 1: Generating Templates

Claim data is uploaded through separate Excel files that relate to different areas of the claim submission:

Spreadsheet	Type of Data
1. Claim/Lawsuit	***Required for all submissions*** – Injured Party and litigation data. *This spreadsheet is essential to create claims and should be submitted prior to the remaining spreadsheets.*

2. Smoking History	Required for some submissions – refer to the specs for each Trust.
3. Personal Rep	Optional for submissions on behalf of deceased claimants.
4. Exposure	***Required for all submissions.***
5. Dependents	Required if the Injured Party has financial dependents.
6. Document Link	This spreadsheet should be uploaded after the submission of the document zip file.
7. Disease	Required for all submissions
8. Economic Loss	
9. Medical Loss	

To create the spreadsheets, follow these steps:

1. Select your **Law Firm** from the dropdown at the top of the screen. Once you do this, you will see the data associated with the first spreadsheet, **Claim/Lawsuit**, displayed on the screen. You can see the data associated with the other spreadsheets by clicking on the corresponding tabs at the top of the screen. We will start with Claim/Lawsuit.

2. Type in the "**File Name Prefix**" that you will use to name your first spreadsheet. This should denote the type of data (e.g. claimlawsuit) in the spreadsheet. It can contain letters, numbers and underscores ("_") but no symbols or special characters. Minimum of five characters.

3. The checked rows and column names you see on this screen will be used to create columns in your spreadsheet template. Information needed for submitting all claims will automatically appear checked as "Required"; you should check any additional information that you intend to provide for one or all of your claims as "Included" (you will need to type in your own column name).

4. Select the format you will use for dates and phone numbers from the "Y**our Format**" dropdown.

5. Click on **Generate Template** at the bottom of the screen:

This will create a spreadsheet that includes the columns that were checked on the mapping screen.

Step 2: Add Your Data

Once you have your templates, you can fill in the data for your claims. The format that should be used for each field is provided in the **File Upload Specs**, which are available on the Field Data Mapping Screen and each of the Trust websites:

The Specs are contained in a workbook with tabs that correspond with each of the Excel files that may be uploaded:

The Claim Form section (white) identifies the section of the claim form where the data will be added.

The Data File section (yellow) describes the data requirements.

Notes:

- All column headings for each spreadsheet must be formatted as "General."
- All Social Security Numbers for claimants in the United States must be formatted xxx-xx-xxxx.
- **A matter number must be provided for each record.** Each claim needs its own matter number; this number is used to link the fields in each spreadsheet that relate to the same claimant.
- Make sure you use the formats that you selected on the Field Data Mapping Screen for all dates

Step 3: Save Your Spreadsheets:

When your template was generated, it was given a file name that follows this convention:
*Trust abbreviation_Attorney ID_prefix_date.xls*
For example, a submission to the A-Best Trust, by a firm with an Attorney ID of 142 generated 10/4/2014 would have the filename *Best_142_claimlawsuit_20141004.xls*
The only part of this convention that can be changed is the date. This may be replaced with any identifying information you choose, as long as it does not include special characters.

Notes:

9

- Make sure that the folder that you save your spreadsheets in does not have special characters, such as an ampersand

- The file must be saved as an Excel workbook. The default format may be web page when the template is generated – this will need to be changed when you save it.

- The Prefix in the file name must match the prefix on the mapping screen:

-
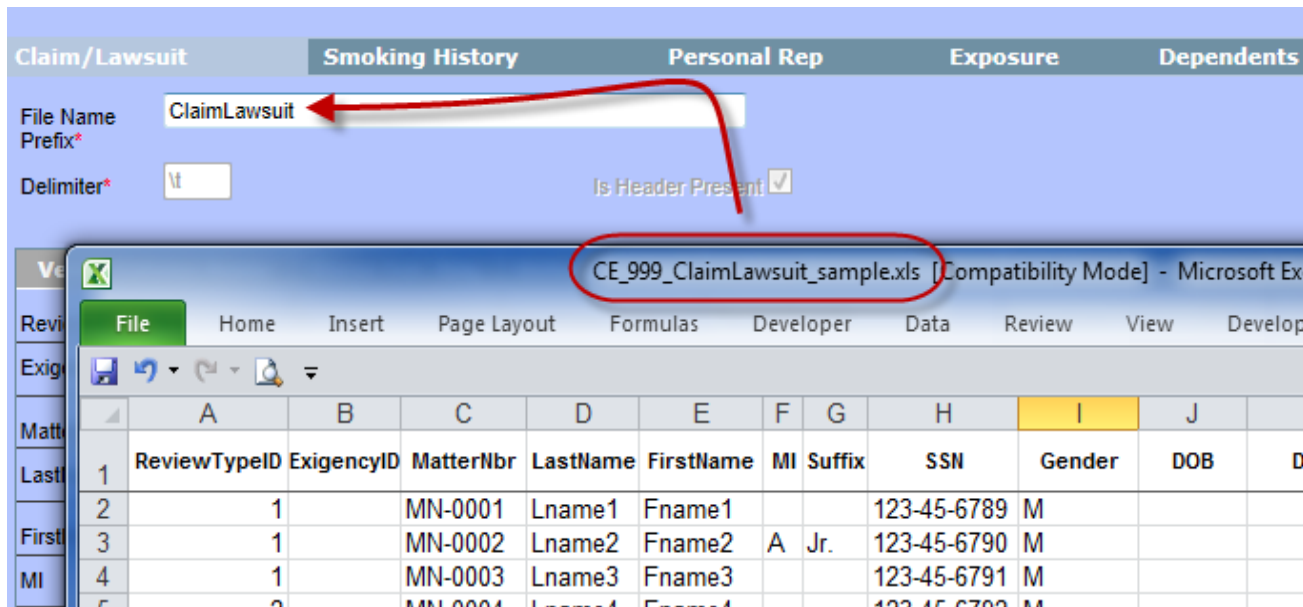
7.2 Submitting the Spreadsheets

When you have finished preparing your spreadsheets, you are ready to upload.

Before starting:

- Make sure that the data on your spreadsheets (column names, date formats, file name prefix) matches the mapping screen. Any changes made on your spreadsheet will also need to be made on the screen.

- Make sure your spreadsheet is closed. If it is in a shared file, you may want to save it on your own desktop to avoid an interruption in the upload.

- Always upload **Claim/Lawsuit** before the other spreadsheets.

To submit spreadsheets, follow these steps:

1) From the Trust webpage, click **Submit Claims → Upload Claims → File Uploads**

2) Select your law firm

3) Set the Upload Type to **Data**

4) Select the spreadsheet and confirm

5) A pop-up will appear to confirm the file has been transferred. **Click Ok**.
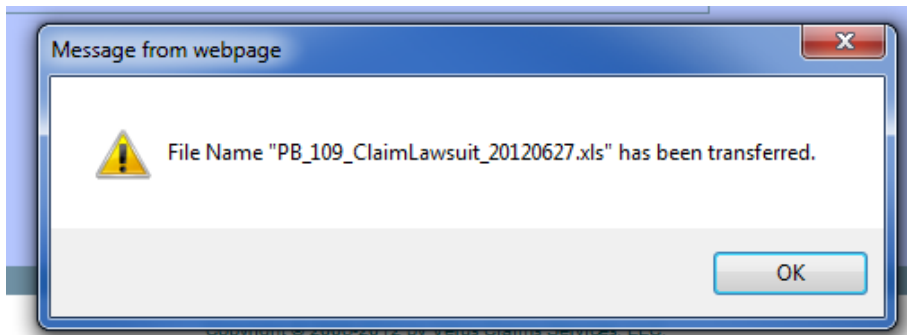
- The program runs every 10 minutes between the hours of 7am and 11pm EST. Once the data has been processed, you will receive an e-mail with the status details of the upload.
- The progress of the upload will also be displayed in the grid on the upload screen.

When the upload status changes to **Uploaded**, all of the data has been uploaded to the Trust's database. You can now upload the Smoking History, Personal Rep, Dependents, and Exposure spreadsheets.

If the status does not change to **Uploaded**, see the troubleshooting tips in the table below.

If you received any errors in the Claim/Lawsuit upload, they should be corrected prior to proceeding with the other spreadsheets. See section x for correcting errors.

8. Preparing and Submitting Documents

8.1 Upload the documents:

1) **Zip the documents** – select only the .pdf and/or .tif documents to be uploaded and zip them.

   Do not zip any folders. You may name the .zip folder in any naming convention desired.
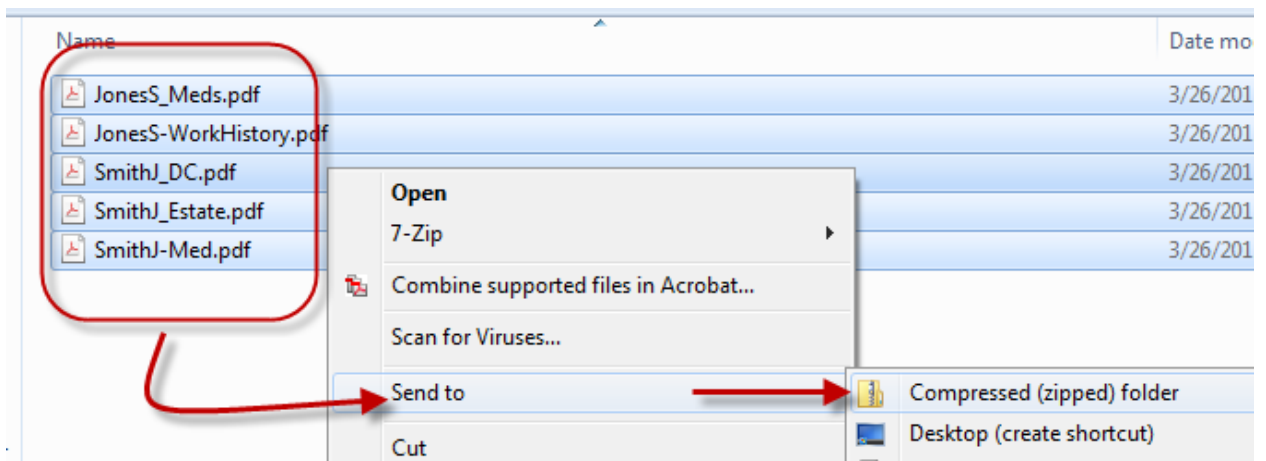
2) **Law Firm** – select your firm from the dropdown box.

3) **Upload Type** – select **Documents** to upload documents.

4) **File Name** – select the .zip folder of documents. If only a single document is being uploaded, upload the one document.

5) Click **Start Upload**

8.2 Upload the Document Link spreadsheet:

1) Confirm the documents uploaded successfully

2) Prepare the **Document Link** excel spreadsheet according to the **Data Import File Format Specifications.**

2) **Law Firm** – select your firm from the dropdown box

3) **Upload Type** – select **Data** to upload the document link spreadsheet

4) **File Name** –select the **Document Link** excel file and confirm

9. Correcting Upload Errors

Any records which fail one or more pre-programmed data validations will be marked as Invalid Records and must be corrected in order to complete the claim submission.

There are two methods to correct records:

1) Correct and reprocess data directly online

2) Correct data on the spreadsheet and resubmit only those records with errors

9.1 Viewing Error Reports

Two reports are available to provide details regarding invalid records and unlinked documents. They are accessed from the **Report tab** within each trust.

Upload Error Details Report

This report lists error description for each invalid record. Select your law firm and enter the bulk upload run date or a range of dates for multiple run reports.

Unlinked Document Inventory

This report lists the filename of documents imported through bulk upload but not yet linked to the claims. The report assists in comparing the document filename against the filename listed on the excel spreadsheet to quickly find inconsistencies such as misspellings.

9.2 Correcting Invalid Records Directly Online

Invalid records may be corrected directly through bulk upload and reprocessed.

To view the invalid records, click on the number under the **Invalid Records** column.

Status	All Records	Reprocess Records	Fixed Records	Invalid Records	Imported Records	Reprocess
Uploaded	8	0	0	0	8	☐
Uploaded	227	0	0	0	227	☐
ImportError	8	0	0	1	7	☐

Click on the record for correction, then click the appropriate tab for Claim/Lawsuit, Smoking History, Personal Rep, Exposure, Dependents or Document Link.

The error will display on each tab page (exposure and document tabs will require opening the edit pencil for the record to be corrected).

Correct the invalid data fields

Click **Save**

Click **Reprocess**

Continue correcting records until all errors records are cleared.

The summary grid will now show the number of records waiting for reprocessing under the **Fixed Records** column. Once the application runs, the reprocessed records will be added to either the **Invalid Records** column or **Imported Records** depending on the import results. You may repeat correcting and reprocessing invalid records until the records successfully import.

9.3 Correcting data on the spreadsheets

Use the report **Upload Detail Errors** to determine which invalid records need correcting. Make the necessary corrections to the appropriate spreadsheet and resubmit.

Note: **Corrected spreadsheets for Claim/Lawsuit, Exposure and Documents may be submitted again in entirety** since the application will reject any duplicate records and import only the corrections. **However, only corrected records should be included on the Smoking, Dependent and PersonalRep spreadsheets** or the original records successfully imported will be duplicated on the claim.

Upload Grid
Status: See descriptions in table below
All Records: total count of records on the spreadsheet

14

Reprocess Records: count of records waiting for reprocessing	
Fixed Records: count of records fixed but not yet submitted for reprocessing	
Invalid Records: count of records with invalid data	
Imported Records: count of records successfully imported	
Reprocess: click this box to reprocess all records on the spreadsheet	

Upload File Status	Description and Troubleshooting Tips
Unable to upload	1) Make sure the file is named properly. 2) If Java is not installed on your machine, download and install the latest version. 3) Make sure the filename and directory name you are uploading from do not include an ampersand (&). The process used to transfer data from your PC or network to our server will not process any files where the path (i.e. directory + filename) contains an ampersand
Transferring	If the File Upload Status popup shown in Section 6.4 is no longer open and the status shows as "Transferring", the transfer was interrupted and you should upload the file again.
New	Newly uploaded data file that is awaiting processing
Processing	Data file is being processed
Uploaded	All data in the file is valid and has been uploaded to the Trust's database
Import Error	One or more claims in the data file contain invalid data.
	All zipped files have been extracted for processing
Staging Load Error	Error in the data file mapping parameters. Potential causes of this error include: 1) Check to ensure the type of file being uploaded agrees. For example, is the file an .xls (excel) and is the "Upload Type" set to **Data.** 2) Check the data file column headings to ensure the format (spelling, no spaces, etc.) is consistent with the "Mapping".

	3) The Excel data file is Shared. Disable this feature.
	4) Only Sheet 1 in the data file can contain data. All subsequent sheets (e.g. Sheets 2-x) must be blank.
	5) Save and close the excel file
Missing File Definition	Indicates a problem with the "File Name Prefix". Check if the File Name Prefix on the mapping page is not missing or misspelled and that the prefix complies with the excel file naming requirements.
Does Not Match File Definition	Possible cause of this error message: 1) Two or more **File Name Prefixes** from separate spreadsheets contain the same string of characters in the name of the filing mapping. 2) Excel data file column headings are not formatted as General. 3) One or more columns checked as **Included** on the mapping page are missing or misspelled on the excel spreadsheet. 4) A data field on the spreadsheet exceeds the maximum length or contains unexpected characters.
Error	One or more data field lengths have exceeded the limit permitted. Refer to the **File Format Specifications** for Batch Electronic Filing available for download at the Trust websites.

10. Overview of Claim Statuses

Throughout the dashboard, you will see references to claim statuses. This section provides a brief description of each status, how the status changes as a claim moves through the process, and points out additional relevant information for each status.

Claim Status	Description

Incomplete	Injured party information has been entered in the database but the claim has not been deemed sufficiently complete for review. You can find which information is needed to make a claim complete by referring to the data indicated as "Required" on the File Upload Specs for each Trust. You can also find what is lacking in a specific claim by opening the claim and selecting "check for completeness" in the **Claim Actions** drop-down.
Pending First Review	The claim has been submitted to the FIFO Processing Queue and is now waiting to be seen by an Analyst.
Deficient – Pending QC Review	The claim which were deemed deficient upon the completion of their first review; claims in this status are subjected to a further quality control review before formal deficiency notices are distributed by email.
Reviewed Deficient	The claim submission was not found to be sufficient to meet the criteria established by the trust for the chosen disease level and review type. Additional information may be required to qualify the claim for compensation. The deficiencies will not be displayed until you have received a Deficiency Notification and a deadline for response has been set. At that point, the Deficiency Response process will be available to attempt resolution of the deficiencies.
Pending Re-Review	A response to a deficiency has been received and is pending review by the trust.
Qualified – Pending QC Review	These are claims which were deemed qualified upon the completion of their first review and are pending a second review.
Reviewed Qualified	The claim has been reviewed and determined to be eligible for compensation. Claims in this status are subjected to a further quality control review before formal offers are made. You will receive an automated email alerting you when an offer is made.
Offer Made	An offer of payment has been made for the claim and a release has been made available.
Payable Qualified	A signed release has been received and the claim will be paid in compliance with the Trust's payment schedule and all applicable payment caps required by the Trust Distribution Procedures.
Payable Hold	A signed release has been received, but one or more issues must be resolved before the claim can be paid. The reason for any Hold is displayed on the **Evaluation** tab when viewing the claim.
Paid	The claim has been paid by the Trust. Please refer to the Review tab to see the **Net Payment** amount.

Withdrawn	The claim has been withdrawn at the request of plaintiff counsel or by the Trust, due to the expiration of a deadline. The claim can be resubmitted for review at a later date, but will not maintain its original place in the FIFO Processing Queue.
Deferred	A claim may be deferred by counsel or by the Trust. You may choose to defer a claim if additional time is needed to obtain documents or information required for the claim submission. Any deadlines that have elapsed while the claim was deferred will come into effect at the time the claim is resubmitted.
Rejected	The claim has been rejected by the Trust as the result of an incurable deficiency or failure to meet a deadline.

11. Notices – Deadline and Deficiencies

If your user account has been assigned admin rights for your firm, you will receive notifications when new deficiencies have been applied to your claims and when deadlines are approaching to respond to a deficiency or offer. Listings of these claims may be downloaded from the website.

11.1 Downloading Deficiency Notifications

1. On the **Home Page**, under **My Application Tools**, select **Download Deficiencies**

2. To select the most recent report, limit the **Date Range** to the day when you received the e-mail notification.

3. Select either **Not Downloaded** for a list of notices not yet downloaded or **Downloaded** for a list of notices previously downloaded (if you need to download another copy of the same report).

4. Place a check mark in the box next to the report to be downloaded. If all reports are to be downloaded, place a check mark in the **Select All** box.

5. Click the **Download** button and open or save the file.

11.2 Downloading Deadline Notifications

1. On the **Home Page**, under **My Application Tools**, select **Deadline Notifications**.

2. To select the most recent report, limit the **Date Range** to the day when you received the e-mail notification.

3. Narrow the search by entering a Deadline Type, Claim ID and/or Trust if desired.

Click the **Search** button.

4. Click the **Export To Fil**e link to export the listing of claims to an excel spreadsheet.

Deadline Type	
Deferral Limit	Claims that are within 30 days of the maximum deferral time permitted by the Trust. The Trust may withdraw or reject claims exceeding the deadline date.
Deficiency Notification	Claims that are within 30 days of the maximum time permitted by the Trust to respond to a deficiency. The Trust may withdraw or reject claims exceeding the deadline date.
Offer Notification	Claims that are within 30 days of the maximum time permitted by the Trust to return a signed Release. The trust may defer, withdraw or reject claims exceeding the deadline date.
Filing Fee	Claims that are approaching the maximum time permitted by the Trust to pay the required filing fee. If the fee is not paid, the Trust will reject the claim.

12. Resolving Deficiencies

Once you have been notified of deficiencies issued for claims in a Reviewed Deficient status, you may attempt to resolve them in any of the following ways:

1. Amending the information provided on the claim form.
2. Uploading additional supporting documentation.
3. Providing a written response.
4. A combination of the above.

The primary course for resolving deficiencies is through the Deficiency Response feature. This feature allows us to maintain a complete record of all information submitted to cure claim deficiencies and provides feedback to you on the status of each deficiency response.

12.1 Amending the Claim Form:

You may edit the Information provided on the claim form at any time while a claim is in a deficient status. The application has many built in validations that will automatically re-assess

19

updated claims each night; if the new data is sufficient to cure any active deficiencies, those deficiencies will automatically be cleared by the application.

An example of a deficiency that could be cured in this way is 261: *Valid jurisdiction not provided*. The resolution for this deficiency is: "Enter state where lawsuit was filed by selecting appropriate entry from drop-down list." This deficiency was issued automatically because required information had not been provided on the Injured Party page. In this case, simply selecting the state in the appropriate section of the claim form will be sufficient to cure this deficiency.

It is important to note that **editing information provided on the claim form alone will not prompt a re-review of the claim**. Deficiencies that were issued because a discrepancy between the claim form and supporting documentation was noted on first review of the claim cannot be cured by amending the claim form alone; the supporting documents must also be re-reviewed in light of the changes that were made. Any changes made to the claim form that require further review or clarification must be indicated in a written response as described below.

12.2 Using the Deficiency Response Feature

This feature will only become available once a Deficiency Notification has been issued for the claim.

To access the **Deficiency Response** feature, select "Deficiency Response" from the **Claim Actions** dropdown in the claim form header:

The following pop-up will be displayed:

Each specific deficiency identified on the claim will be displayed in a list, preceded by a "+" and the status of the deficiency response. The statuses of deficiency responses are as follows:

| Status	Meaning
New	Indicates a new deficiency for which no response has been provided yet.
Submitted	The response has been submitted and will be placed in the Deficiency Response FIFO Queue automatically when the background program that assigns responses to the review queue next runs (periodically throughout the day).
Pending Review	The response has been placed in the Deficiency Response FIFO Queue and is awaiting review by an analyst.
Cured	The response has been reviewed by an analyst and deemed acceptable to clear the deficiency.
Still Deficient	The response has been reviewed by an analyst and deemed insufficient to clear the deficiency.

To enter a response to a deficiency:

First, click on the "**+**" sign to expand the response form for that deficiency. An image upload utility and notes field will be displayed immediately beneath the deficiency description:

You can then respond to the deficiency by uploading a document, typing a response, or both.

To upload a new document, click "Upload File", then click the **Browse** button to locate a TIF or PDF file on your computer. Select the TIF or PDF file and click the **Upload** button. If you have more than one document to upload, click the "Upload more documents" link and continue to upload documents as needed.

Uploading documents that have already been included in the claim submission will not result in a re-review of the claim. If documents that have already been provided need to be re-reviewed, please request this by submitting a written response (see option 2).

To provide additional information or clarification, request the review of changes made to the claim form, or to request the re-review of a previously submitted document by submitting a direct written response to the deficiency, click anywhere in the white area beneath the **Upload File** fields and type your response, as shown below:
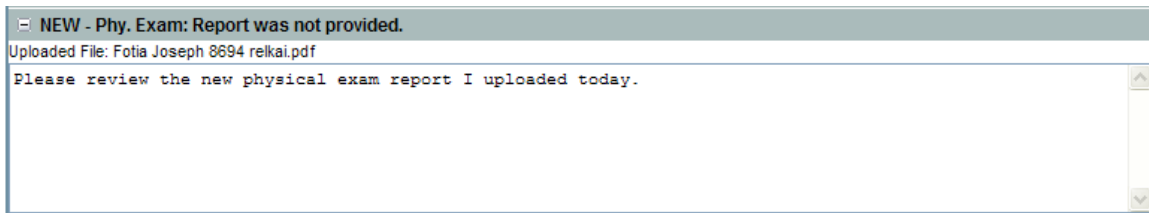
Additional notes about written deficiency responses:

8. When requesting re-review of the claim form or previously submitted documents, please be as specific and detailed as possible. Page and document references will aid the analyst in locating relevant information within the claim submission.
9. All statements made through this process are subject to the terms of the Electronic Filer Agreement.
10. Written deficiency responses will become part of the supporting documentation of the claim.

After you have completed your responses, click the **Submit for Review** button. The status of each response that you provided will change to **"Submitted"** (you may respond to each deficiency independently).
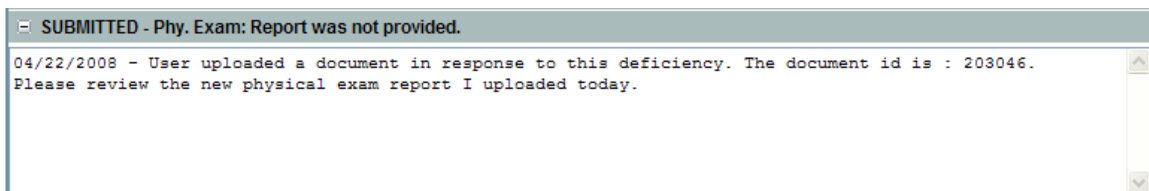
An automated program runs periodically to gather all response submissions. After this process runs, the status of these responses will change to "Pending Review"; the status of the claim will become "Pending Re-Review."

Once an analyst reviews the curative response, the status of each response will change to either "Still Deficient" if the response was insufficient to clear the deficiency, or "Cured" if the response was sufficient and the deficiency was removed by the analyst. You may view the status of each deficiency at any time by selecting **Deficiency Response** from the **Claim Actions** dropdown.

If the status of the response is "Still Deficient" after review, the Upload File and notes fields will be reactivated and you may submit another response with additional information. Should all deficiencies become cured after review of the responses, the status of the claim will be updated to Qualified – Pending QC Review and the submission will proceed to offer approval.

13. Reports

The application provides a menu of standard reports for use by law firms to monitor the status of claims submitted throughout the process of submitting, reviewing and paying claims.

The reports can be accessed from the **Reports** menu located on the menu bar of each Trust account.

- Depending on the number of claims and amount of data included in the report, it may take several minutes for certain reports to run and be displayed on the screen.
- The report may be exported in various formats to view or save.

Descriptions of Reports

All Claims by Status – This report is equivalent to running a search for all Trust claims from the home page but also includes the Liquidated Value, Status Date and Credit Amount

Claim Inventory Overview – A report listing the total count of claims filed with each Trust, broken down by claim status. The report can be run from any of the Trust pages and will include data for all Trusts.

Claims Paid by Date Range – A report of claims paid within a specified date range.

The report includes the Payment Date, Liquidated Value, Adjustment, Credit and Amount Paid.

Deadline Summaries –A report of all claims having a deadline for offer and deficiency responses and deferral limits. The report includes the days remaining and expiration date.

Inactive Claims Deficiencies – A report of all claims in Withdrawn/Rejected status and their deficiencies.

Inactive Claims Summary – A report of Deferred/Rejected/Withdrawn claims. The report includes the date the claim became inactive, prior claim status and reason for the current claim status.

Incomplete Claims List – A report of incomplete claims. The report includes the date the claim was received and reason for the incomplete status.

23

Law Firm Deficiency By Row – A detailed report of claims and each of their deficiencies listed individually. The report is useful for sorting all the claims by the deficiency type.

Offers Rec'd on Select Date – A report of claims which received offers for a specified date range. The report includes the offer date, offer amount and current claim status.

Releases Downloaded by Date – A report of claims for which Releases have been downloaded for a specified date range. Includes the Picked up Date and Release File Name.

Releases with Deficiencies – A report of claims in Payable Hold status. The report lists the deficiencies and any accompanying reviewer notes.

Status of Deficient Claims – A report of deficient claims similar to the Law Firm Deficiency By Row report, however, deficiencies are grouped by claim. The report includes the Earliest Notice Date and Insert Source and whether there are pending documents.

Unlinked Document Inventory – A report of documents successfully uploaded to the staging area but not yet linked to any claim.

Upload Error Details – A report listing records from bulk submission spreadsheets which were not successfully imported and the reason for them being invalid.

14. Notices of Offer and Releases

When a claim has been determined to be eligible for compensation, you will receive an automated email notification from the Trust that releases are available for download.

14.1 Downloading Releases

1. On the **Home Page**, under **My Application Tools**, select **Download Releases**.

2. Select the Trust, Law Firm and Date Range.

3. Select either **Not Downloaded** for Releases not yet downloaded or Downloaded for Releases previously downloaded (if you need to download another copy of the same Release). Searches may be further filtered by Claim number, SSN and Injured Party name.

4. Place a check mark in the box next to the report to be downloaded. If all reports are to be downloaded, place a check mark in the **Select All** box.

5. Click the **Download** button and open or save the file. We recommend selecting Save and keeping a copy of the releases for your records.

14.2 Returning Signed Releases

To accept an offer, the Trust requires the original signed release be returned to the specific Trust. The claim will be placed in the FIFO Payment Queue as of the date the release was returned to the Trust.

15. Other Tools

There are additional features found under **My Application Tools** on the **Home Page** that are helpful for managing your claims.

15.1 Filing Fees
On this screen, you can view your balance of funds and manage your filing fee account.

- On the **Claims** tab, you will find the claims that currently have outstanding fees and select the claims you wish to pay from the funds you have available.
- The **Funds** tab lists the checks that have been received by the Trust to cover fees.
- The **History** tab lists the claims to which fees have already been applied.
- The **Reimbursement** tab shows your history of reimbursement and includes a link where you can request the reimbursement of unused funds.

15.2 Search Deficiency
You may search for deficiencies by code or description.

- To obtain a list of all deficiencies used by the trusts, click Search without entering anything into the fields. This list can be exported to Excel for reference by clicking the link above the grid.

15.3 Search Payments
After receiving a notification of payment, this screen may be used to obtain a list of the claims included in that payment, as well as other payment information.

15.4 Trust Information

Here you can find the payment percentage, payment schedule and other key information for each Trust.

15. Getting More Help

If you require help with an issue or question which is not addressed in this guide, you may contact us directly.   Every effort will be made to respond to your questions as quickly as possible. For the fastest response, please use email for the initial request.   Please include as much information as possible in your email, including the specific Trust to which your question pertains; if your question pertains to specific claims, please also include the Claim ID number and name of each claimant in your correspondence.