

# How to Request a Deferment

Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>)

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Accountability

Passion

Achievement



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

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# Deferment Request Basics



**Deferment:** A postponement of a case being heard for one-year from the date of filing.

## Withdraw

The requesting party can **withdraw** the deferment anytime prior to hearing.

## Challenge

Any party named in the case may **challenge** the deferment. If challenged, the case will transition to hearing, where the arbitrator will rule either to allow or not allow the deferment.

## Amend

Cases where deferments have been challenged, withdrawn, or expired can be **amended** depending on how the case was submitted\*.

[\\*Learn more about case submission types](#)




# Terms & Definitions



The terms and definitions below are intended to help parties decide what type of case they want to submit when there is a deferment possibility.

## Initial Submission

An initial submission is when a deferment is **added with or during** the initial case and is requested prior to selecting the **Submit** tab  .



**When a deferment ends, this submission type requires the case to be resubmitted to be viewable by the arbitrator. Parties can simply review case details, amend the case to include new information, or edit information previously entered.**

## Final Submission

A final submission is when a deferment is added **AFTER** the **Submit** tab  is selected.



**When a deferment ends, this submission type does not allow parties to amend previously entered information into the case. The case and the original information entered remains final and cannot be changed.**



# Case Submission Types

The ability to amend a TRS case **after** a deferment is **withdrawn** depends on how the original case was submitted. The two case submission types are:

## Initial Submission

When a deferment is added **with or during** the initial case submission.

Amendments



## Final Submission

When a deferment is added **AFTER** the case submission.

No Amendments



[Learn more about these terms/definitions.](#)



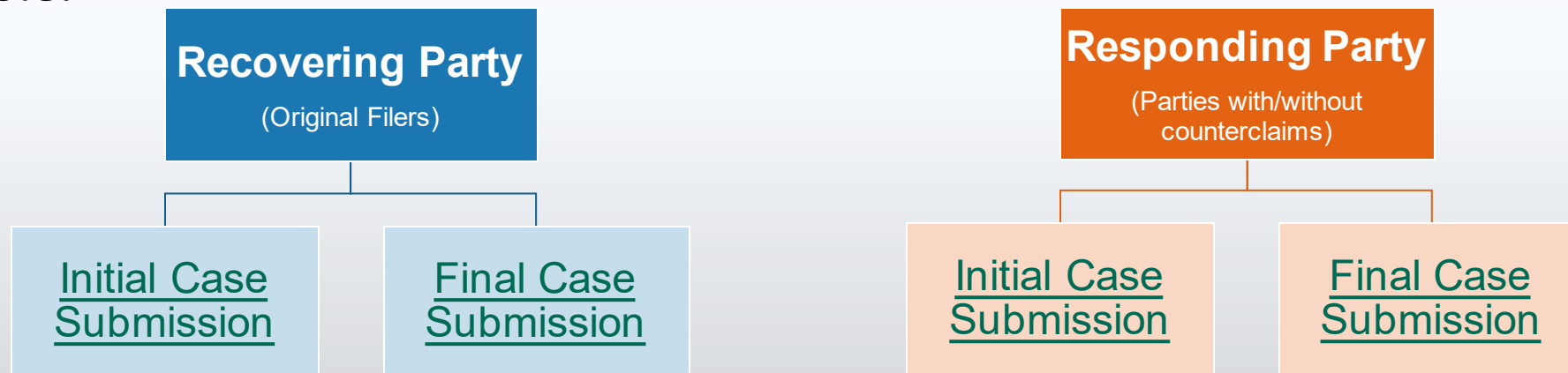
# Deferment Requests – Two Paths



These boxes represent two distinct paths for deferment requests. Each path is role specific: either **Recovering Party** or **Responding Party**.

To request a deferment, first determine your **role**. Next, decide what type of case you are submitting (Initial or Final Submission\*). Then select the link associated with that role.

To add deferments on cases previously submitted, select the **Final Submission link** specific to your role.





# Recovering Party

Includes Initial Filers



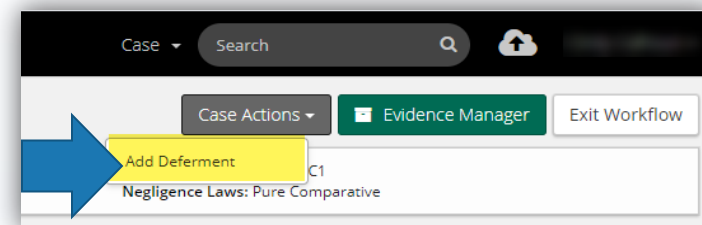
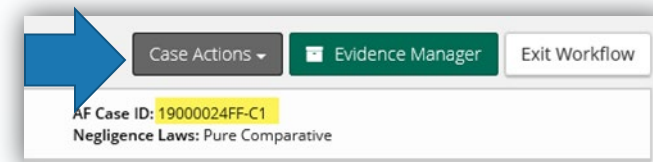
# Recovering Party: Initial Case Submission (Amendments allowed when deferment ends)

*When a deferment is added with or during the initial case*



After the **Incident Details and My Party Information** workflow step is completed and a Case ID is created, the **Case Actions** tab will be enabled.

Select **Add Deferment** from the Case Actions drop-down menu.



A deferment **reason and justification** must be entered. **Evidence** may also be attached, i.e., proof of litigation, pending BI, etc.

**Deferment reasons include:**

- Pending Coverage Investigation
- Pending Litigation
- Policy Limits Issue
- Toll statute for reason not listed

A banner appears stating the case will be deferred upon submission. It also provides links to **edit** or **delete** the in-progress deferment request.

Unsubmitted Deferment: This case will be deferred upon submission. [Edit](#) [Delete Deferment](#)





# Recovering Party: Initial Case Submission (Amendments allowed when deferment ends)

*When a deferment is added with or during the initial case*



When submitting an initial case, parties are **not required** to complete **all** workflow steps. The following message will appear advising this. Fields such as Liability Arguments and/or Company-Paid Damages are not required, as they may be unknown during the initial submission.

## Liability Arguments

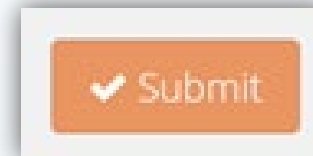
You are not required to enter your liability arguments while the case is deferred. You will receive another opportunity to address liability when the case is no longer deferred.

## Company-Paid Damages

You are not required to enter your damage amounts while the case is deferred. You will receive another opportunity to address your damages when the case is no longer deferred.

After entering all known information, select **Submit**. This is required for your case to be deferred.

**Required**



Your deferment action is complete. When the deferment ends, the case status will change to **Pending**, requiring a resubmission from you.

**Failure to do so will prevent the case from moving forward to hearing.**

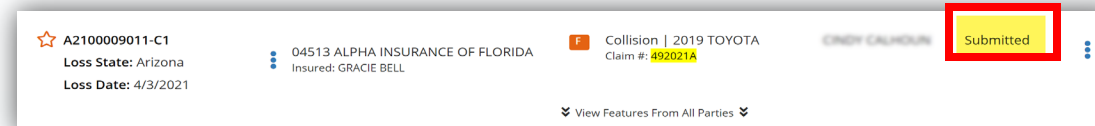


# Recovering Party: Final Case Submission (Amendments not allowed when deferment ends)

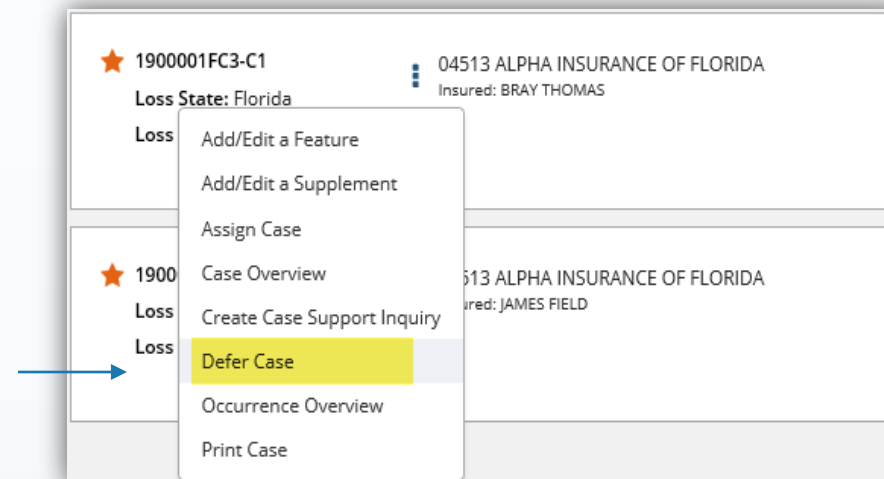


*When a deferment is added after the case is submitted*

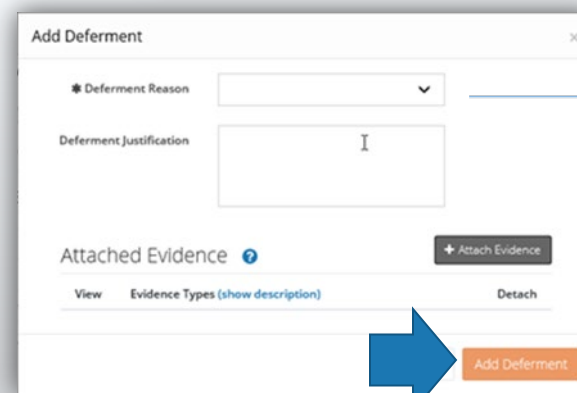
If a case has already been submitted, the case status will display as **Submitted**.



To defer a case after it has already been submitted, go to the Worklist. From the ellipsis drop-drop menu, select **Defer Case**.



A deferment **reason and justification** must be entered. **Evidence** may also be attached, i.e., proof of litigation, pending BI, etc. To complete the action, select the **Add Deferment** tab.





# Recovering Party: Final Case Submission (Amendments not allowed when deferment ends)

*When a deferment is added **after** the case is submitted*



After selecting the Add Deferment tab, the case will be deferred. To verify, go back to the case and review the **Status**. It should show **Deferred-Submitted**.



Due Date	Status
	Deferred - Submitted



The deferment action is complete. When the deferment ends, the case status will change to **Submitted**.  
  
No amendments can be made.  
The information previously entered is final.

F Collision | 2015 NISSAN  
 Claim #: LEW55501 Submitted





# Responding Party

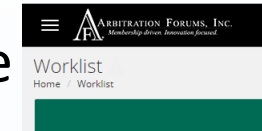
Includes one or multiple responding parties named in case and/or includes counterclaims



# Responding Party: Two Paths to Defer a Case



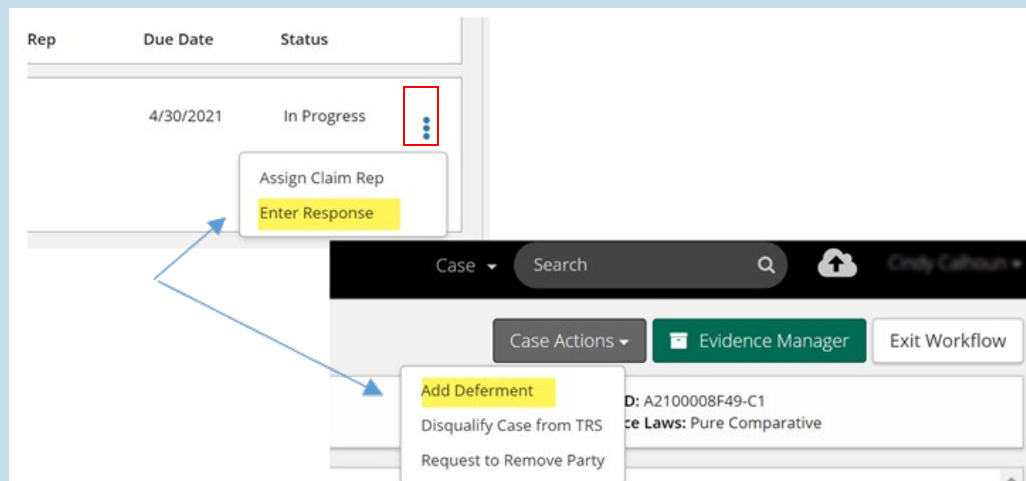
To begin, Responders should be on the TRS Worklist page



. There are two paths to defer a case.

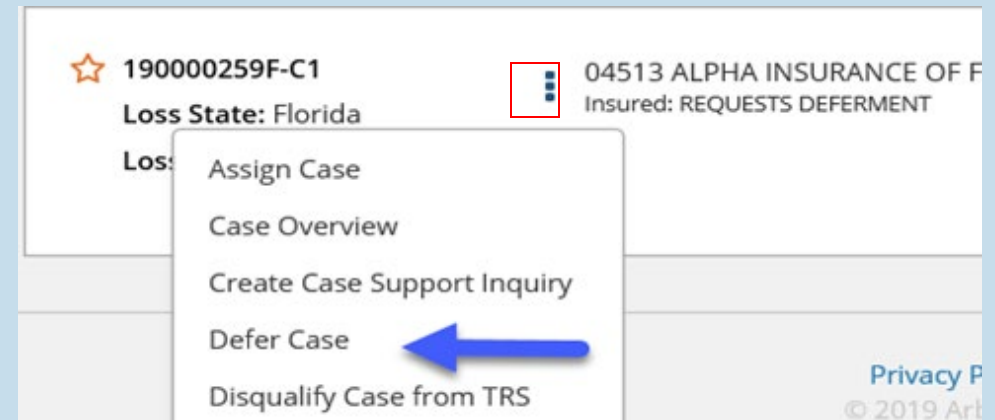
## Ellipsis Drop-Down Menu:

- Step 1 **Enter Response**
- Step 2 **Case Actions**
- Step 3 **Add Deferment**



## Ellipsis Drop-Down Menu:

- Step 1 **Defer Case**



When using the **Defer Case** option from the Worklist, the case is immediately deferred. Responders are **not** required to enter an official response at this time.

**When the deferment ends, the parties will be notified and will need to enter case details and submit their official response. Otherwise, the case will go to hearing without an answer.**



# Responding Party: Initial Case Submission (Amendments allowed when deferment ends)

*When a deferment is added with or during the initial case*



\*After selecting a deferment path, a deferment **reason and justification** must be entered. **Evidence** may also be attached, i.e., proof of litigation, pending BI, etc. To complete the action, select the **Add Deferment** tab.

\*(when adding deferment from **Case Actions** only)

**Add Deferment**

\* Deferment Reason: [dropdown]

Deferment Justification: [text area]

Attached Evidence [info icon] [Attach Evidence button]

View Evidence Types (show description) Detach

[Add Deferment button]

**Deferment reasons include:** [dropdown]

- Pending Coverage Investigation
- Pending Litigation
- Policy Limits Issue
- Toll statute for reason not listed

A banner appears stating the case will be deferred upon submission. It also provides links to **edit** or **delete** the in-progress deferment.

Loss State: Arizona      Filing Parties: (2) ALPHA INSURA  
 Loss Date: 4/3/2021      \* BETA INSURANCE

Unsubmitted Deferment: This case will be deferred upon submission. → [Edit](#) [Delete Deferment](#)

When submitting a response, parties are **not required** to complete **all** workflow steps. A message will appear advising this. Fields such as Liability Arguments and/or Company-Paid Damages\* are not required, as they may be unknown during the original response submission.

\*(Company-Paid Damages applies to responders filing to recover their damages)

**Liability Arguments** [info icon]

You are not required to enter your liability arguments while the case is deferred. You will receive another opportunity to address liability when the case is no longer deferred.

**Company-Paid Damages**

You are not required to enter your damage amounts while the case is deferred. You will receive another opportunity to address your damages when the case is no longer deferred.



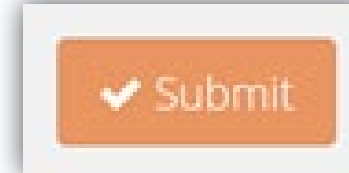
# Responding Party: Initial Case Submission (Amendments allowed when deferment ends)



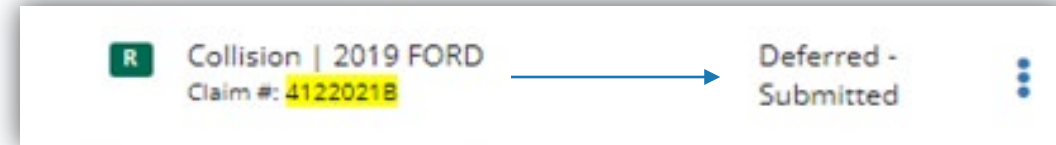
When a deferment is added **with or during** the initial case

After entering all known information, select **Submit**. This is required for your case to be deferred.

Required



The case is now deferred when the case status displays as **Deferred-Submitted**.



Feature	Due Date	Status
R Collision   2019 FORD Claim #: 555	6/28/2021	In Progress

The deferment action is complete. When the deferment ends, the case status will change to **In Progress** requiring the case to be resubmitted. This response resubmit is needed by the assigned **Due Date** seen in the Due Date column.

**Failure to resubmit a response will cause your case to go to hearing “as is.”**



# Responding Party: Final Case Submission (Amendments not allowed when deferment ends)

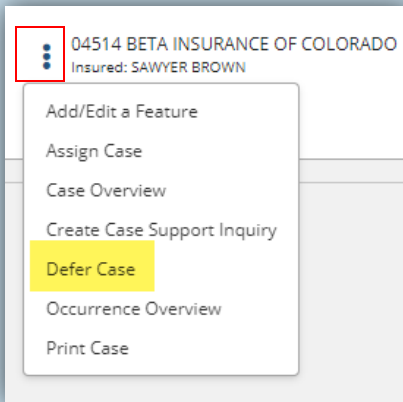


If a response has already been submitted, a deferment can be requested in limited situations.

If the case status displays as **Submitted**, a deferment can be added one of two ways:

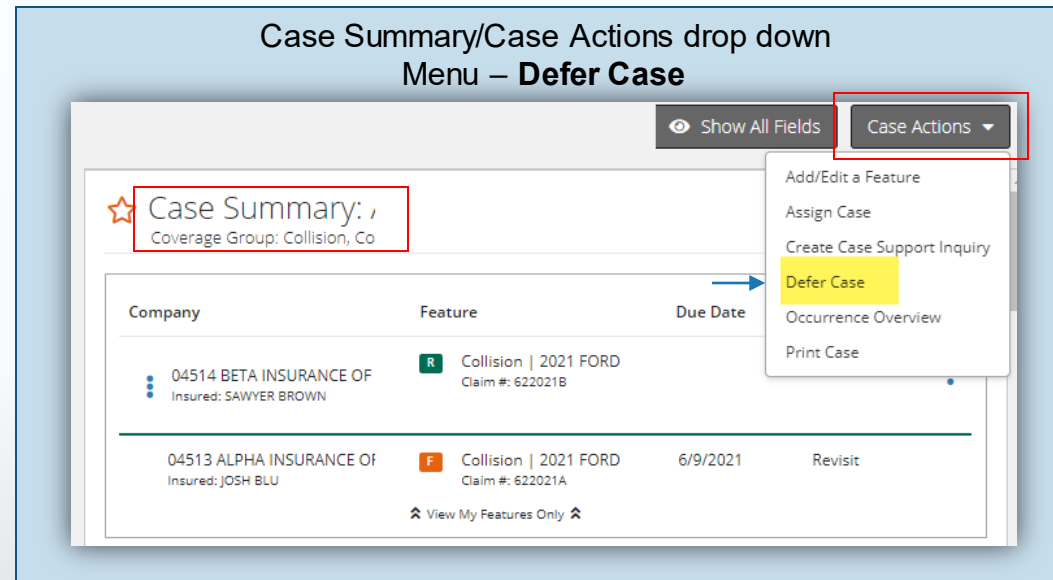


Worklist ellipsis drop down menu – **Defer Case**

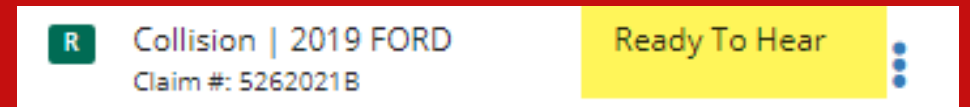


or

Case Summary/Case Actions drop down Menu – **Defer Case**



If the case status displays as **Ready to Hear**, the case cannot be deferred and no amendments can be made.







# Responding Party: Final Case Submission (Amendments not allowed when deferment ends)

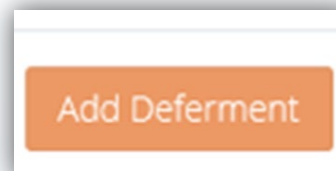
*When a deferment is added after the case is submitted*



A deferment **reason and justification** must be entered. **Evidence** may also be attached, i.e., proof of litigation, pending BI, etc. To complete the action, select the **Add Deferment** tab.

- Deferment reasons include: ▾
- Pending Coverage Investigation
  - Pending Litigation
  - Policy Limits Issue
  - Toll statute for reason not listed

After selecting the Add Deferment tab, the case will be deferred. To verify, go back to the case and review the **Status**. It should show **Deferred-Submitted**

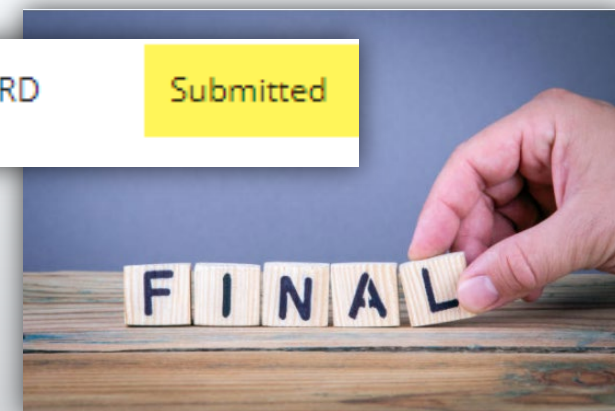


Feature	Status
<b>R</b> Collision   2021 FORD Claim #: 622021B	Deferred - Submitted

The deferment action is complete. When the deferment ends, the case status will change to **Submitted**.

<b>R</b> Collision   2021 FORD Claim #: 622021B	Submitted
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**No amendments can be made.**  
**The information previously entered is final.**





# Additional Deferment Requests

## Before & After Expiration

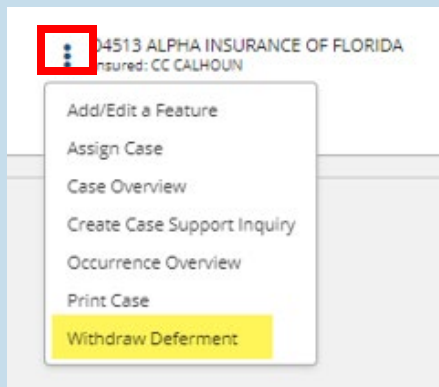


# Additional Deferment Requests Before Expiration

Additional deferments can be added before they expire by the requesting party. A fee will be applied, according to the fee schedule. To add additional deferments, the original deferment must first be withdrawn.

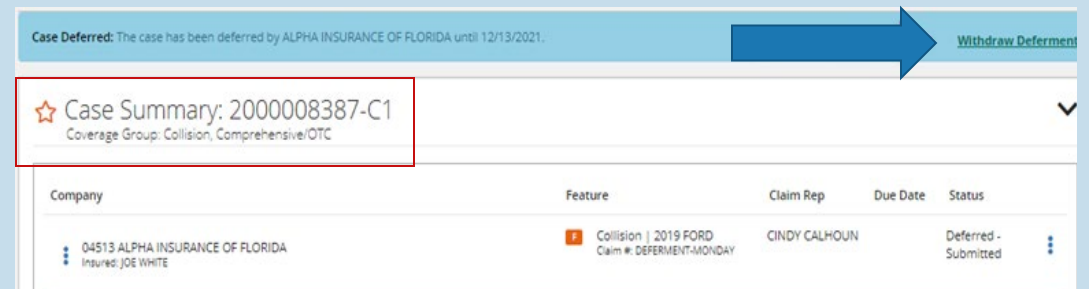
There are two ways to withdraw an existing deferment:

From the **Worklist** ellipsis drop-down menu, select **Withdraw Deferment**.



or

From **Case Summary**, select the **Withdraw Deferment** link from the blue banner.





# Additional Deferment Requests Before Expiration



## For Recovering Parties

Once the deferment is withdrawn, the case status will display as **Pending** or **Submitted**.

Initial Submission Case Type

**F** Collision | 2019 FORD  
Claim #: 632021ALPHA

Pending

or

Final Submission Case Type

**F** Collision | 2019 FORD  
Claim #: 632021ALPHA

Submitted

## For Responding Parties

The case status will display as **In Progress** or **Submitted**.

Initial Submission Case Type

**R** Collision | 2018 CHEVY  
Claim #: 632021B

In Progress

or

Final Submission Case Type

**R** Collision | 2019 TOYOTA  
Claim #: 632021BETA

Submitted

*The status type depends on how the case was originally submitted (Initial or Final Submission).*



# Additional Deferment Requests Before Expiration

There are **two ways** to add additional deferments. To request additional deferments, the previous deferment **MUST** be withdrawn first.

From the Worklist, select **Enter Filing** from the ellipsis drop-down menu.

☆ A220000A78B-C1  
Loss State: Arizona  
Loss Date: 2/4/2022

04513 ALPHA INSURANCE OF FLORIDA  
Insured: LOU ALICE

- Assign Case
- Case Overview
- Create Case Support Inquiry
- Enter Filing**
- Occurrence Overview
- Print Case

or

From the Case Summary page, select **Enter Filing** from the **Case Actions** Tab.

Case Summary: A220000A78B-C1  
Coverage Group: Collision, Comprehensive/OTC

Company	Feature	Claim
04513 ALPHA INSURANCE OF FLORIDA	F Collision   2018 KIA	CINDY CALHOUN

Next, select **Add Deferment** from the **Case Actions** drop-down menu.

Filing Parties: (2) \* ALPHA INSURANCE OF FLORIDA (LOU ALICE)  
BETA INSURANCE OF COLORADO (HARRY POTTER)

AF Case ID: A220000A78B-C1  
Negligence Laws: Pure Comparative

Incident Details and My Party Informa

Case Type

✓ Coverage Group ⓘ Collision, Cor

The deferment process begins again.

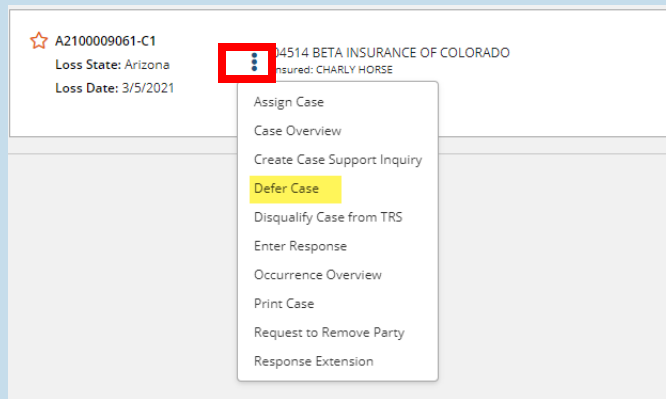


# Additional Deferment Requests After Expiration

Once a deferment has expired, parties can add additional deferments. A fee will be applied, according to the fee schedule.

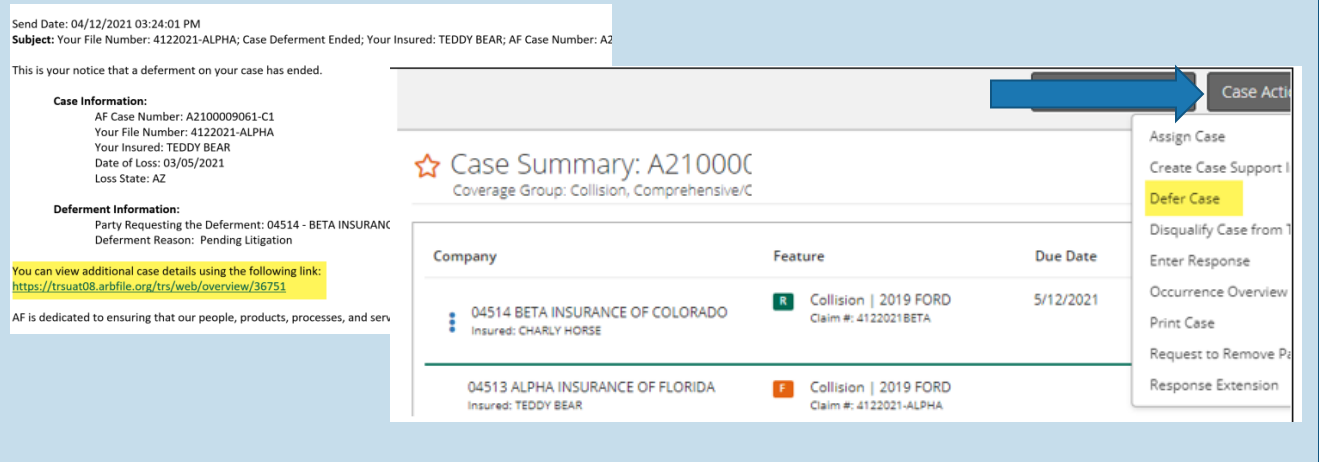
There are **two ways** to add additional deferments:

From the Worklist, select **Defer Case** from the ellipsis drop-down menu.



or

Select the link found in the **TRS Notification** emailed to all parties. Navigate to the Case Summary page and select **Defer Case** from the **Case Actions** Tab.



The deferment process begins again.



# Add Jurisdictional Exclusion with Deferment



Add jurisdictional exclusions (JE), **if known**, at the same time of the deferment; otherwise, they are waived. If the jurisdictional exclusion is not known, it can be asserted once it becomes available **(Rule 2-10)**.

The case proceeds to hearing to rule on the exclusion. If the arbitrator rules the exclusion:

**In Jurisdiction**  
The case remains deferred.

<b>R</b>	Collision   2019 FORD Claim #: TEST-CLC-B	Deferred - Submitted	⋮
<b>F</b>	Collision   2019 FORD Claim #: TEST-CLC-A	Deferred - Submitted	

⌆ View My Features Only ⌆

**Out of Jurisdiction**  
The case is withdrawn as lacking jurisdiction.

<b>R</b>	Collision   2019 FORD Claim #: SEPT2022B	Out of Jurisdiction	⋮
<b>F</b>	Collision   2019 FORD Claim #: SEPT2022A	Withdrawn	

⌆ View My Features Only ⌆



# Member Support



For questions on **how to withdraw a deferment** or other TRS workflows, please contact Member Services at **866-977-3434.**







# Additional Resources

[Click here to learn how to withdraw a deferment.](#)

[Click here to learn how to challenge a deferment.](#)

[Click here to learn how to add/edit features and edit damages in a deferred case.](#)

