



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

Total Recovery Solution® (TRS®)  
Navigation Guide for Responders  
in New York PIP

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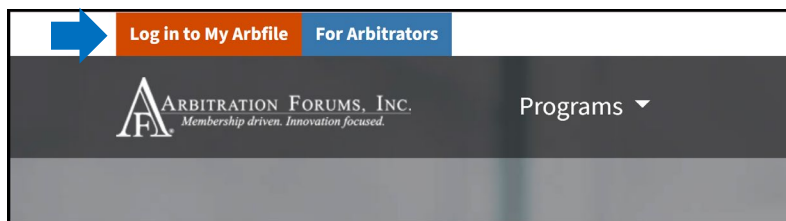
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Arbitration Forums, Inc. (AF) is excited to announce the transition of New York PIP from Online Filing (OLF) to Total Recovery Solution (TRS®). Members are able to take advantage of a customized PIP application specific to the state of New York, along with the benefits of an intuitive user interface and the reduced cycle time associated with TRS.

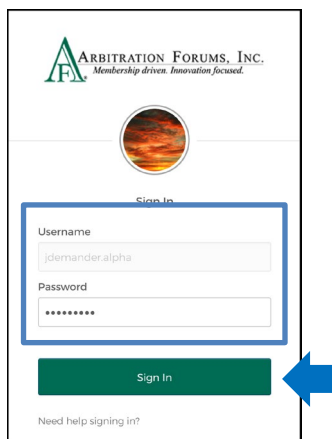
This guide will help Adverse Parties (Responders) navigate TRS by providing step-by-step instructions on completing each Workflow Step in the responding process.

## Responding to a Case in TRS

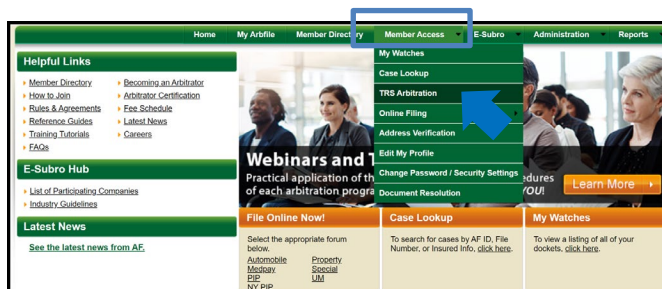
Go to [www.arbfile.org](http://www.arbfile.org) and select **Log in to My Arbfile**.



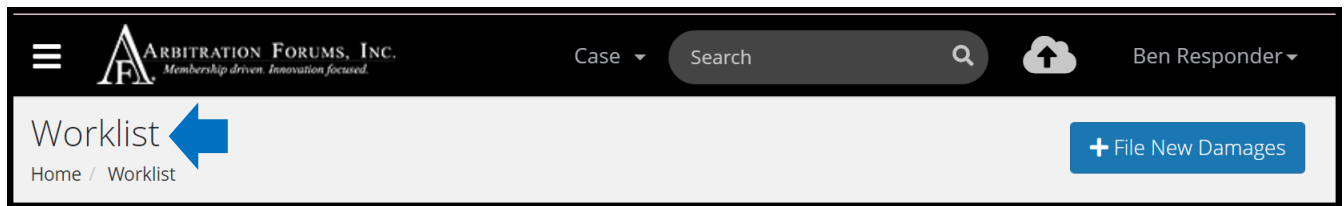
Enter your username and password and select **Sign In**.



Select the **Member Access** tab and **TRS Arbitration** from the drop-down menu.

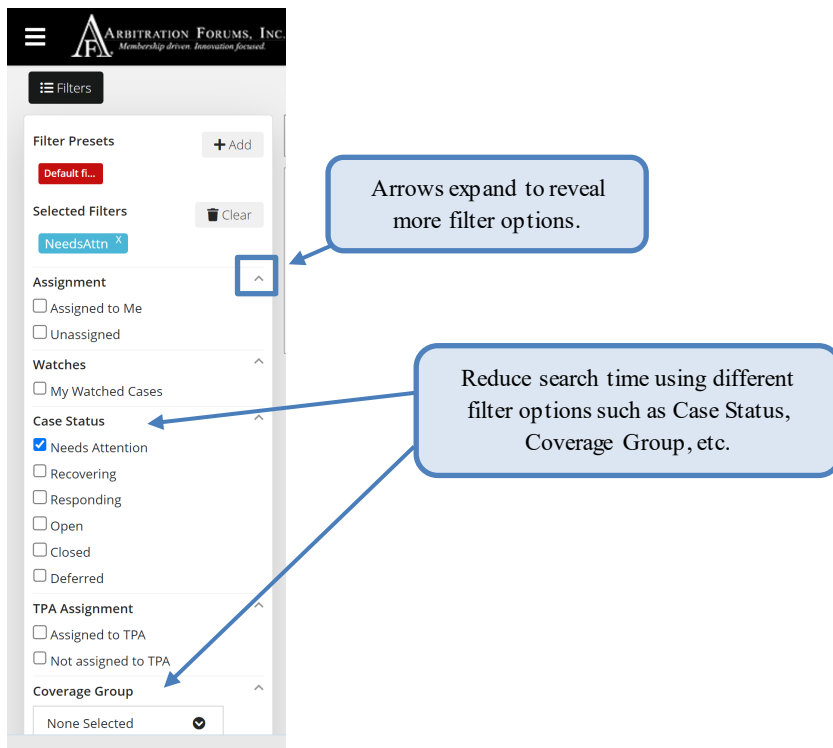


Once in TRS, Responders are defaulted to the **Worklist**.

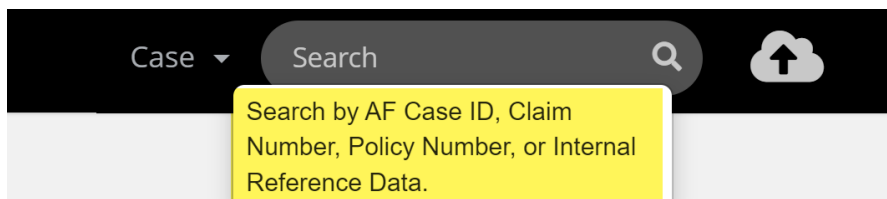


To respond to a New York PIP case, responders can search for a case through **Filters** or **Case Search**.

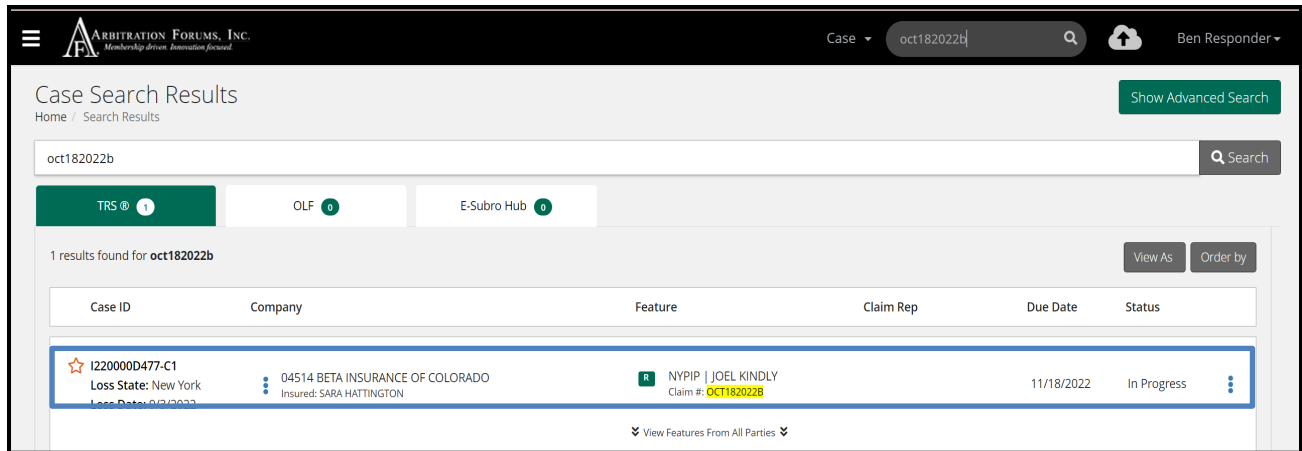
The **Filters Tab** allows responders to narrow their search using specific criteria.



Case searches are also performed through the **Case Search** field. Enter the AF Case ID, Claim Number, Policy Number, or Internal Reference Data in the field provided.



Once found, the case will be appear.

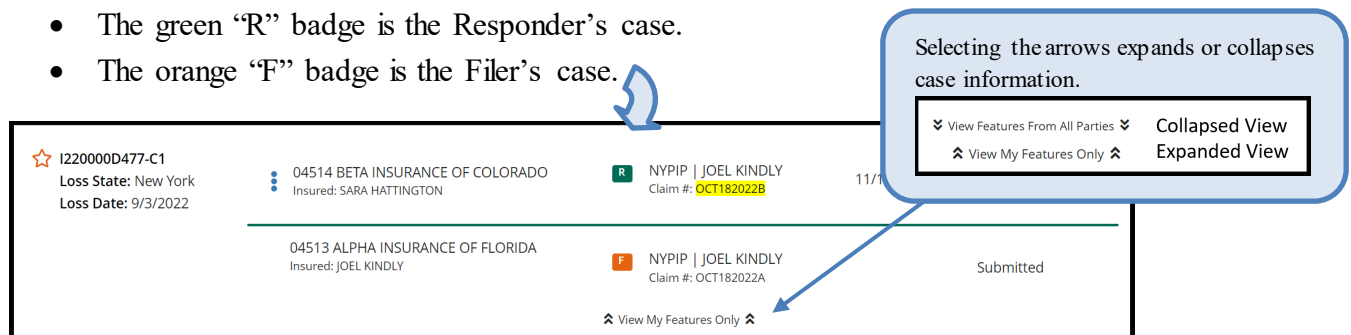


The screenshot shows the 'Case Search Results' page. At the top, there is a search bar with 'oct182022b' entered. Below the search bar, there are tabs for 'TRS' (1), 'OLF' (0), and 'E-Subro Hub' (0). A message indicates '1 results found for oct182022b'. A table lists the search results with columns: Case ID, Company, Feature, Claim Rep, Due Date, and Status. One result is highlighted with a blue border:

Case ID	Company	Feature	Claim Rep	Due Date	Status
I220000D477-C1 Loss State: New York Loss Date: 9/3/2022	04514 BETA INSURANCE OF COLORADO Insured: SARA HATTINGTON	R NYPIP   JOEL KINDLY Claim #: OCT182022B		11/18/2022	In Progress

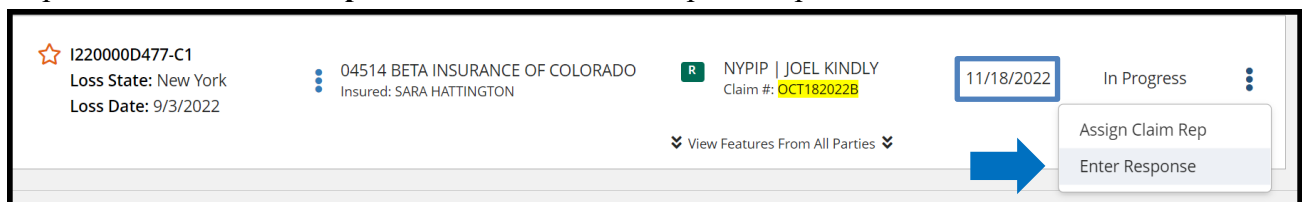
Each party's case is identified through TRS Badges.

- The green "R" badge is the Responder's case.
- The orange "F" badge is the Filer's case.



The diagram shows two case entries. The first entry has a green 'R' badge and is highlighted with a blue box. A callout box points to the 'View Features From All Parties' and 'Collapsed View' options, stating: 'Selecting the arrows expands or collapses case information.' The second entry has an orange 'F' badge and is labeled 'Submitted'.

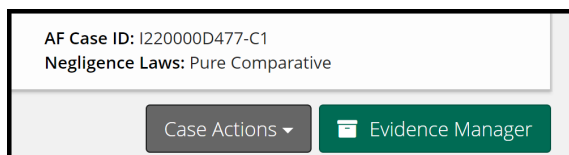
As the Responder, you have 30 days to submit a response. This is denoted by the Due Date. To respond, select **Enter Response** from the the blue ellipsis drop-down menu.



The screenshot shows a single case entry with the following details: Case ID: I220000D477-C1, Loss State: New York, Loss Date: 9/3/2022, Company: 04514 BETA INSURANCE OF COLORADO, Insured: SARA HATTINGTON, Feature: R NYPIP | JOEL KINDLY, Claim #: OCT182022B, Due Date: 11/18/2022, Status: In Progress. A blue arrow points to the 'Enter Response' button in the dropdown menu.

## Evidence Manager

The Evidence Manager is a storage location for evidence associated with an occurrence. It provides flexibility in how responders can upload evidence to their case.



The screenshot shows the 'Evidence Manager' interface. It displays the case ID: I220000D477-C1 and the negligence laws: Pure Comparative. Below this, there are two buttons: 'Case Actions' and 'Evidence Manager'.

**IMPORTANT:** Only evidence that is specifically attached to the case is presented to the arbitrator.

Evidence added to the Evidence Manager can be attached at the Case and Feature level throughout the submission process (e.g., Case Qualifiers Response, Liability/Recovery Arguments, and Feature Response).

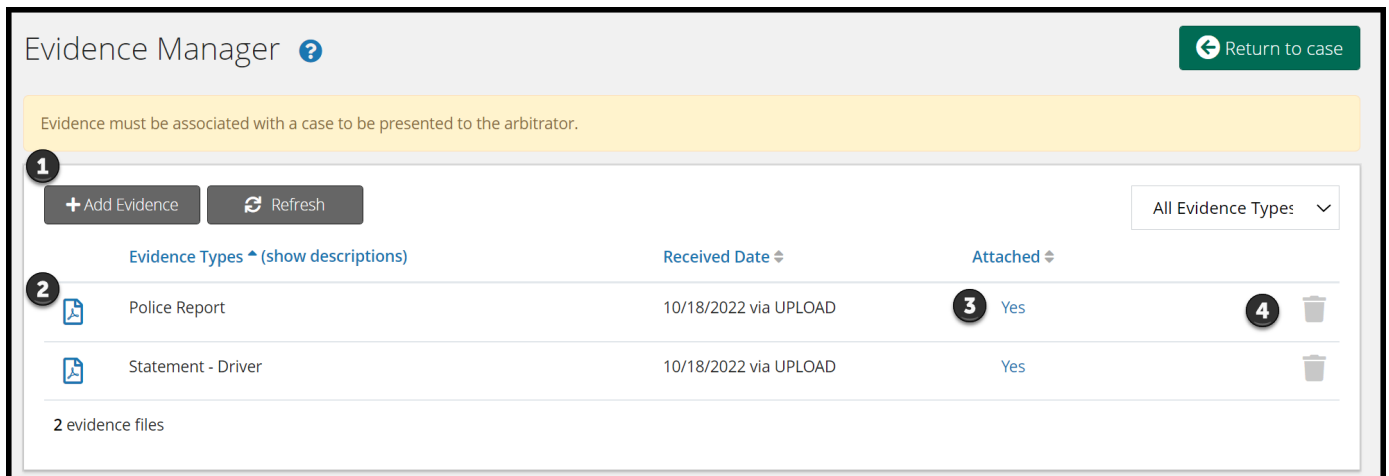
The Evidence Manager allows you to:

**Add Evidence<sup>(1)</sup>:** Offers users the ability to browse and add multiple evidence items in a one step process relevant to the occurrence.

**View Evidence<sup>(2)</sup>:** Reduces attachment errors (e.g., evidence attached from the wrong occurrence).

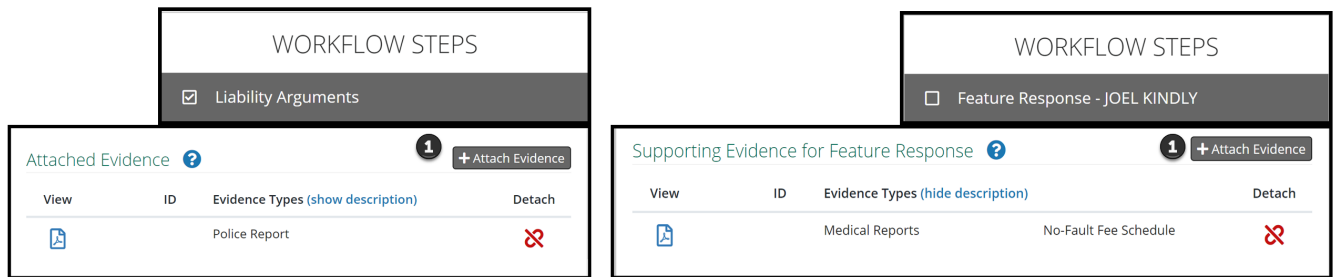
**Manage Evidence<sup>(3)</sup>:** Evidence can be viewed in one location making it easier to see what items have/have not been attached to the TRS case.

**Delete Evidence<sup>(4)</sup>:** Evidence added to the Evidence Manager can be deleted by selecting the trash can icon. For evidence already attached at the case or feature level, select the "Yes" located in the **Attached Column**. Then select the **Delete Link** icon found to the right of the listed evidence item.

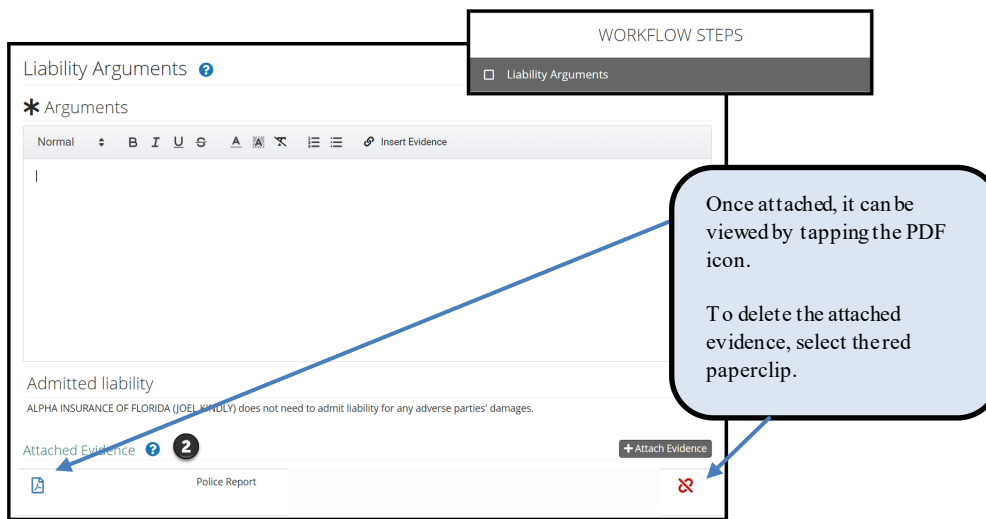


## Attach Evidence

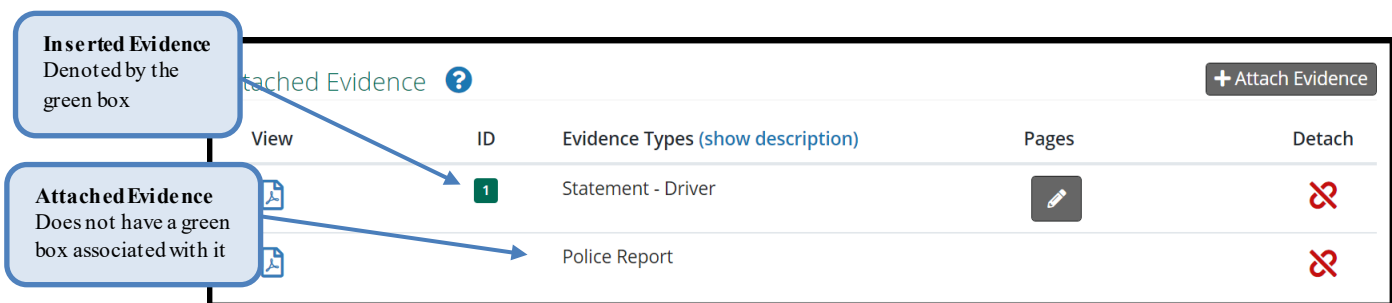
The **Attach Evidence** tab <sup>(1)</sup> is located in various steps in the Workflow (Case Qualifier Response, Arguments, and Feature Response). As the Adverse Party (Responder), attach evidence relevant to a specific step (for example, a police report attached to the **Liability Arguments Workflow Step** to support your position on liability or a copy of the NY PIP fee schedule attached to the **Feature Response Workflow Step** to support a damage dispute on the cost of a specific medical procedure).



Once a piece of evidence is attached, it will appear under the **Attached Evidence** <sup>(2)</sup> section.

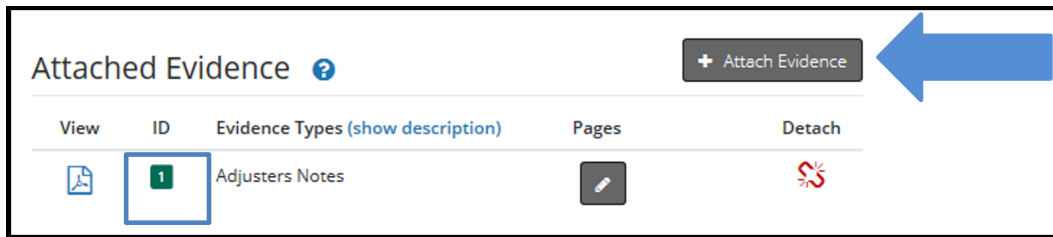


The attached evidence list is a collection of the evidence that you attached and/or inserted into a specific workflow step. (See **Insert Evidence** for more information on this topic.)



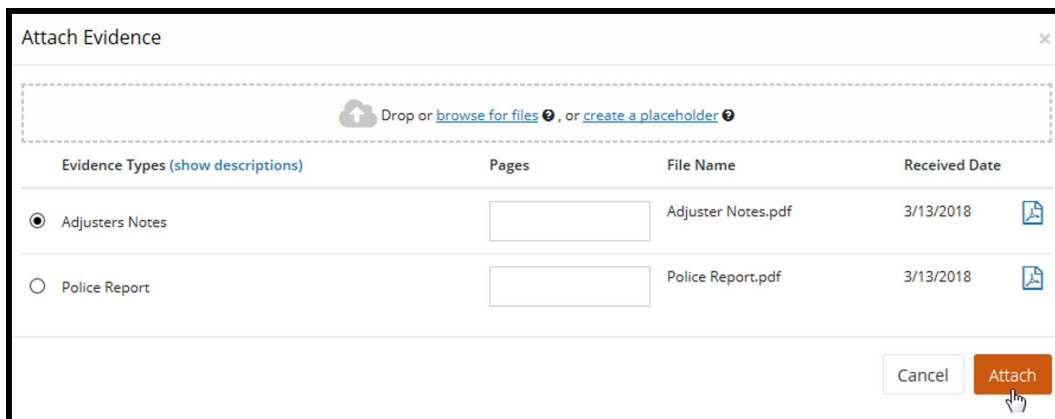
Parties to the arbitration have access to view the evidence type only; they cannot view the evidence content.

To attach evidence, select the **Attach Evidence** tab.

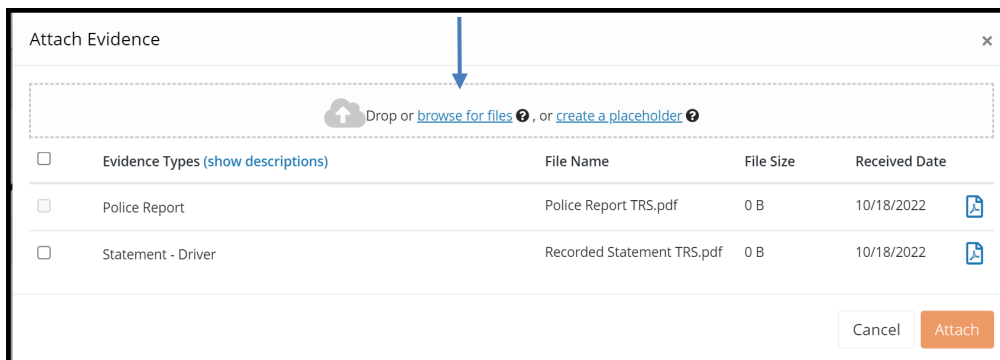


If evidence is displayed, it was either added previously to the Evidence Manager or attached to a specific workflow step.

To select evidence from this step, simply tap the radio button adjacent to a specific evidence item and select **Attach**. Once this action is performed, it will appear in the **Attached Evidence** section within that workflow step.

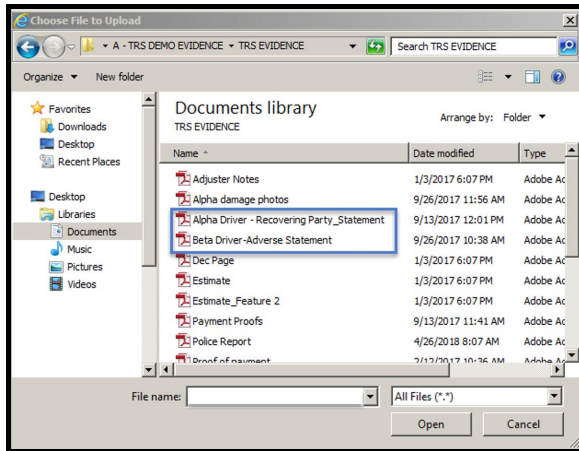


If evidence is not displayed or you wish to attach evidence different from what is shown, drag and drop them into the window or select **browse for files**.

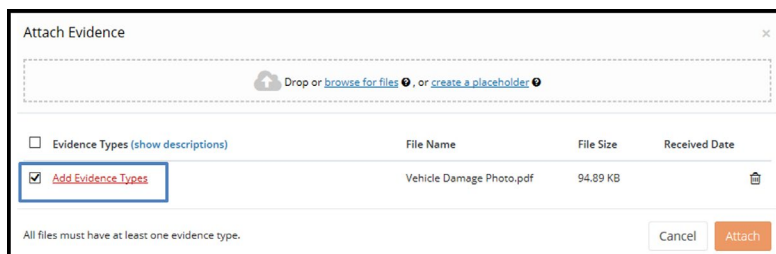




Select evidence items stored in your claims system by double-clicking on the desired evidence item.

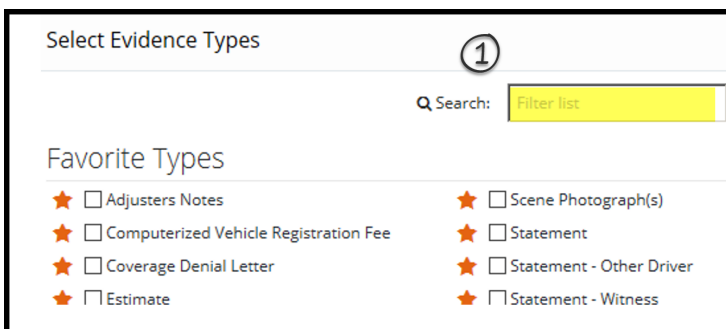


This brings the evidence into TRS® where responders are required to give it a type. Click the red link to reveal the evidence type options.



There are three ways to search for evidence types.

The **Search** box uses an incremental search to progressively find and filter through text. Enter the first few characters to identify a type from the list.



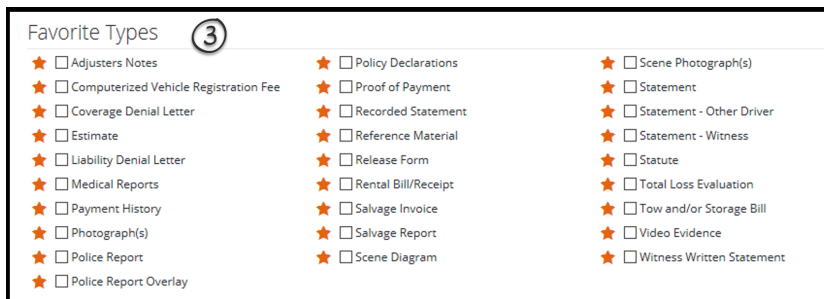
Responders can scroll through the **Evidence Types** list. Check the box next to the corresponding type and click **Save** to bring it into the **Evidence Manager**.

Once evidence is saved in the **Evidence Manager**, Responders will need to select **Attach** to save evidence to the filing.

<input type="checkbox"/>	Evidence Types (show descriptions)	File Name	File Size	Received Date
<input checked="" type="checkbox"/>	Adjusters Notes (edit)	Adjuster Notes.pdf	84.82 KB	

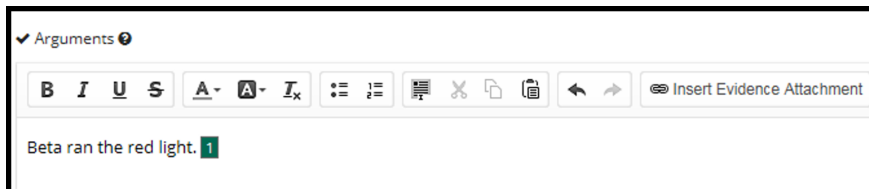
Responders can also search for evidence types via the **Favorite Types** list. To use this as a search option, Responders must first save the evidence type to “Favorites” by selecting the gold star. Next, select the box adjacent to the evidence item and select save. Once saved, it will appear on your **Favorite Types** list.

Evidence saved as a favorite is placed in a separate section for quicker access.



## Insert Evidence

**Insert Evidence Attachment** is used to strengthen and further support your arguments. When evidence is inserted into the Liability/Recovery Arguments Workflow Step, it will appear in the arguments section as a green box with a numerical value assigned. All inserted evidence requires the arbitrator to make a comment in the decision. This functionality is optional.



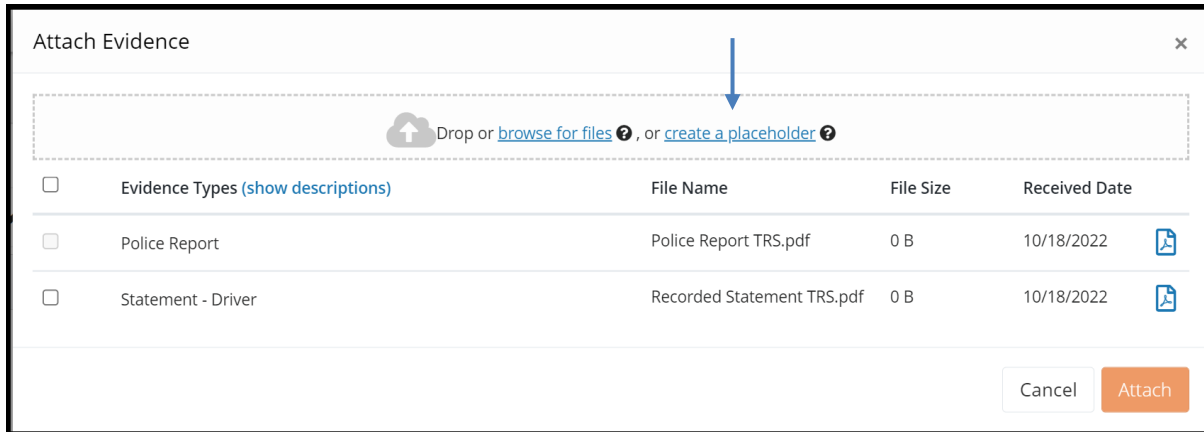
To insert evidence, select **Insert Evidence Attachment**.



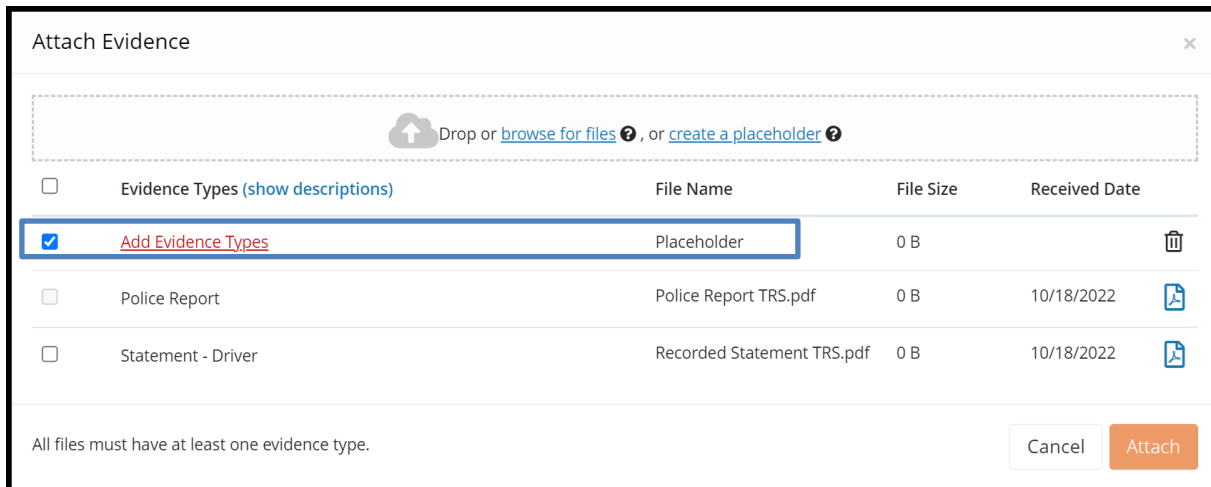
Responders will choose specific evidence items from the **Evidence Manager**, if applicable, or browse for additional evidence items. See **Attach Evidence** to learn how to upload and attach evidence to a case.

## Add a Placeholder for Evidence

For those situations where there is known evidence to attach to a case, but it is unavailable at the time of entry, you can **Create a Placeholder**.



A new **File Name** appears as **Placeholder**. Add an Evidence Type by tapping the red link and follow the steps provided under the **Attach Evidence** section.



This workflow will allow you to identify the evidence types and optional description and save. The placeholder can be added into the argument text section as an inserted evidence attachment.

**IMPORTANT:** Replace the Placeholder with the evidence item and attach it prior to submission.

## TRS Workflow Steps

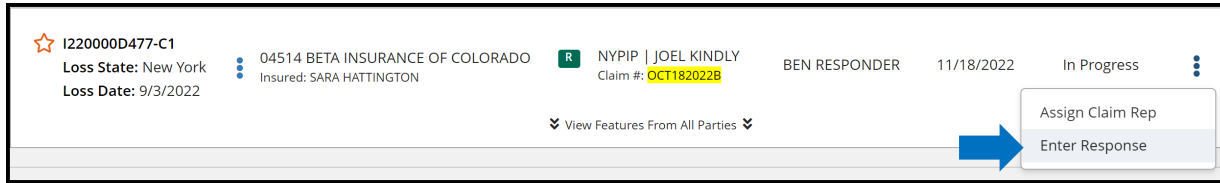
**WORKFLOW STEPS** is a navigation window that allows the Adverse Party (Responder) to easily find where they are in the responding process.

## Confirm Incident Details and My Party Information

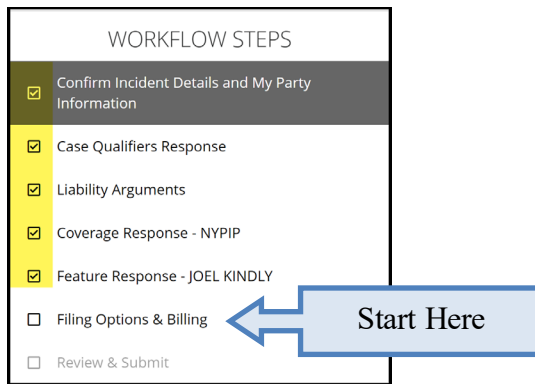
The Responding Party will enter required information in the fields provided. There is no “save” button in TRS. As you enter information into each section, it auto saves. If you need to leave the workflow for any reason, select **Exit Workflow**.

To reaccess your case and submit a response, enter the AF Case ID number, Claim Number, Policy Number, or Internal Reference number in the field provided.

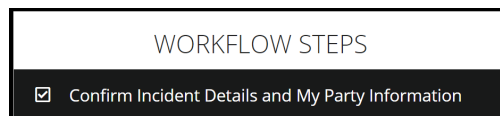
Once found, select the blue ellipsis to the right and **Enter Response** from the drop-down menu.



It's easy to know where you left off by looking at the Workflow Steps. Boxes with a check mark are fields already completed. Simply start at the workflow step with an empty box.

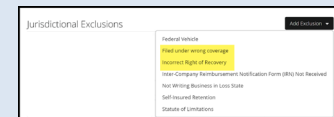


## Confirm Incident Details and My Party Information



As Responder, you'll **Confirm Incident Details and My Party Information** entered by the Filing Party.

If the incorrect **Coverage Group** or **Right of Recovery** was selected, assert the appropriate **Jurisdictional Exclusion**. See **Jurisdictional Exclusions** for more information on this topic.



When requesting for incident details to be changed, the following pop-up appears. Enter the correct **Loss Date and/or Loss State** in the fields provided. A **Reason** is required for this change. Attach evidence supporting the change and select **Submit Request**. Requests are then verified by an arbitrator. If approved, AF will update the case with the correct information.

Confirm the correct **Party Information** is displayed. This information is pre-filled based on login credentials. Ensure the correct subsidiary is selected.

Party Information	
Company	04514 - BETA INSURANCE CO
Subsidiary	0002 - BETA INSURANCE OF COLORADO

Confirm the **Policy Information** starting with the Claim Number, Line of Insurance, and Insured's information. The Policy Number and Policy Issue State are **not** required but can be entered, if desired.

Policy Information	
Claim Number	8312022B
Policy Number	
Policy Issue State	
Line of Insurance	<input checked="" type="radio"/> Personal/Individual <input type="radio"/> Commercial/Business
Insured's First Name	HARRY
Insured's Last Name	GREEN

When Personal/Individual is selected, your Insured's First/Last Name will be displayed.

Policy Information	
Claim Number	8312022B
Policy Number	
Policy Issue State	
Line of Insurance	<input type="radio"/> Personal/Individual <input checked="" type="radio"/> Commercial/Business
Insured's Company Name	ABC BUSINESS

When Commercial/Business is selected, your Insured's Company Name is displayed.

## Case Qualifiers (Loss Transfer Only)

WORKFLOW STEPS
<input checked="" type="checkbox"/> Case Qualifiers Response

In New York Loss Transfer cases, no-fault payments made to an injured party are recoverable, so long as the accident or occurrence meets one of the following criteria:

- Involves a vehicle that weighs over 6,500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (including livery)

The filing company asserts the case meets one of the above case qualifiers. As the Responder, you will indicate if you dispute that the filing satisfies the requirement.



Select **Yes** if you dispute this filing arises from one of the above case qualifiers. Provide a **Justification** in the field provided and **Attach Evidence**. Evidence should support your claim.

Case Qualifiers Response ?

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The recovering party has indicated that this filing arises from an accident or occurrence that meets at least one the following criteria:

- Involves a vehicle that weighs over 6,500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (including livery)

Please indicate if you dispute that this filing satisfies one of the above qualifiers

Yes, **we dispute** that this filing arises from an accident or occurrence that meets at least one of the required qualifiers

No, **we do not dispute** this filing arises from an accident or occurrence that meets at least one of the required qualifiers

**✓ Justification**

Please provide justification for your dispute of Loss Transfer. It is required that you attach evidence in support of your claim.

Enter justification for this dispute.

Select **No** if you do not dispute this filing arises from one of the above case qualifiers and proceed to the next workflow step.

Case Qualifiers Response ?

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The recovering party has asserted that this filing qualifies for New York PIP Loss Transfer under at least one of the following reasons:

- Involves a vehicle that weighs over 6,500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (including livery)

Please indicate if you dispute that this filing satisfies one of the above qualifiers

Yes, **we dispute** that this filing arises from an accident or occurrence that meets at least one of the required qualifiers

No, **we do not dispute** this filing arises from an accident or occurrence that meets at least one of the required qualifiers

If **Priority of Payment for New York PIP** is selected as the **Right of Recovery**, this workflow step will not be present. Proceed to the next step.

## Your Liability/Recovery Arguments

**WORKFLOW STEPS**

Your Liability Arguments

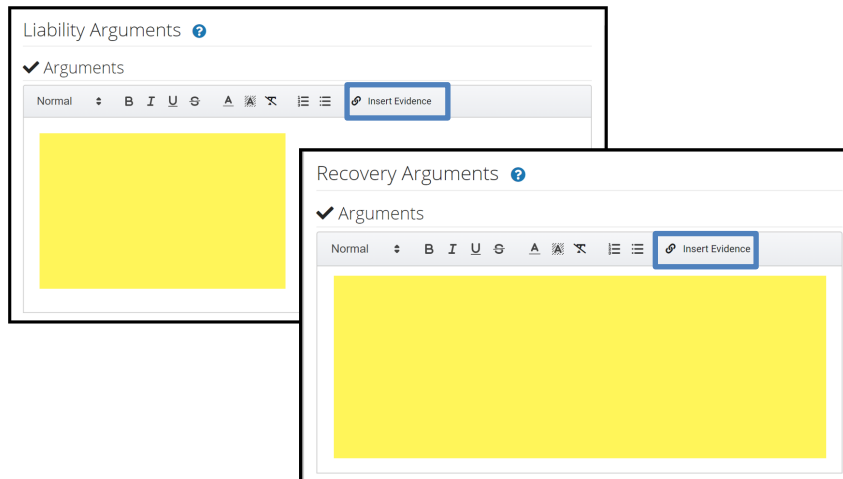
**WORKFLOW STEPS**

Recovery Arguments

**Your Liability Arguments** will appear in the Workflow Steps when **Loss Transfer** is selected as the **Right of Recovery**.

**Recovery Arguments** will appear in the Workflow Steps when **Priority of Payment** is selected as the **Right of Recovery**.

Enter either liability or recovery arguments and insert evidence, if desired.



Note: Arbitrators are required to make a comment about specific evidence items inserted in this section.

After entering your response arguments, answer the **Admitted liability** question. To do this, simply enter your percentage of liability admitted in the field provided (Loss Transfer only).

Admitted liability

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

✓ BETA INSURANCE OF COLORADO (SARA HATTINGTON) admits  % liability for ALPHA INSURANCE OF FLORIDA (JOEL KINDLY)'s damages.

When **Priority of Payment** is selected as the **Right of Recovery**, the admitted liability section will not be present. Arguments raised under this Right of Recovery relate only to coverage disputes and not liability.



Answer the following questions by selecting the adjacent radio buttons marked **Yes** or **No**.

The screenshot shows the 'Coverage Response - NYPIP' form. It contains two questions, each with a checked checkbox and two radio buttons for 'Yes' and 'No':

- ✓ Was there a liability policy in effect at the time of loss?  Yes  No
- ✓ Do you deny liability coverage for your insured?  Yes  No

A callout box on the right, titled 'Access Help Text for guidance on how to complete these entry fields.', points to a question mark icon. Inside the callout is a 'Help' window for 'Coverage Response - NY PIP' with detailed instructions on how to answer the questions and the consequences of selecting 'No'.

First Question: Was there a liability policy in effect at the time of loss?

If **Yes** is selected, no further action is required.

✓ Was there a liability policy in effect at the time of loss?  Yes  No

If **No** is selected, the following message appears.

✓ Was there a liability policy in effect at the time of loss?  Yes  No

Proceed?

You should select Confirm only if you: do not provide liability coverage for the named insured, are unable to locate a liability policy for the named insured, or your liability policy for the named insured expired prior to the date of loss.

By selecting 'confirm' below, you are confirming the above is true and parties will be prevented from seeking recovery of damages against you in arbitration.

Confirm

Select **Confirm** only if you do not provide liability coverage for the named insured, are unable to locate a liability policy for the named insured, or your liability policy for the named insured expired prior to the date of loss.

Second Question: Do you deny liability coverage for your insured?

If **No** is selected, no further action is required.


Do you deny liability coverage for your insured?
  Yes
 No

If **Yes** is selected, you are prompted to enter a **Denial Justification** and Attach Evidence. See **Attach Evidence** for more information on this topic.

\* Denial Justification

Please provide a description for denying coverage and attach your liability coverage denial letter and any additional relevant evidence.

Attached Evidence ?



+ Attach Evidence

Evidence items have not been attached.

In the **Denial Justification** field, provide a description for denying coverage and attach your liability coverage denial letter and any additional relevant evidence.

This message is displayed as a reminder to attach the relevant evidence regarding the denial.

## Feature Response - (Injured Party Name)

WORKFLOW STEPS

Feature Response - Injured Party

The filing company’s feature information, located at the top of the page, includes the injured party’s information. Other information includes:

- Claim Number
- Claim Representative (Name, Phone Number, and Email Address)
- Remittance Address

Feature Response - JOEL KINDLY (ALPHA INSURANCE OF FLORIDA) ?

Injured Party Name: JOEL KINDLY	Injured Party Status: Driver	Vehicle: No Vehicle Specified
Claim Number: OCT182022A	Claim Rep: JOHN DEMANDER 813-967 8889 jdemande.alpha_04513_profile@arbfile.org	Remittance Address: ATTN: Juan Salazar 3820 Northdale Blvd Tampa, FL 33624-1863

The Responding Party Information includes your claim number, which has been pre-filled from the Incident Details screen. If this number differs, you have the option to update it in this section.

In addition, the Internal Reference field allows the option to add a unique reference ID for routing purposes.

## Jurisdictional Exclusions

Jurisdictional exclusions (JE) are reasons why a Responding Party’s case does not qualify to be heard by Arbitration Forums, Inc. To assert a jurisdictional exclusion, select the **Add Exclusion** Tab.

The following list of exclusions appears:

Once an exclusion is selected, Responders are required to complete the description field.

If the incorrect exclusion is selected or is no longer needed, select **Delete Exclusion**.

Next, attach evidence in support of the exclusion asserted by selecting **+Attach Evidence** and following the necessary steps (See **Insert, Attach, or Placeholder for Evidence** to learn more).



## Damage Disputes

The **Recovery Sought** section is for Responders to review and dispute damages sought by the filing company.

The filing company enters amounts paid for medical bills paid to their injured parties sought in the case.

Recovery Sought		
Company-Paid Damages		
Medical Expenses	\$5,000.00	▼ Dispute
Total Sought	\$5,000.00	
Total Proposed	\$5,000.00	
Difference	\$0.00	

Each itemized damage item can be disputed. To dispute damages, select the **Dispute** tab adjacent to the item.

Medical Expenses	\$10,000.00	▼ Dispute
Lost Wages	\$5,000.00	▼ Dispute

Once the **Dispute** tab is selected, the damage item will expand, allowing you to enter the required information: Proposed Amount <sup>(1)</sup>, Dispute Type <sup>(2)</sup>, and Justification <sup>(3)</sup>.

Enter the **Proposed Amount**. Example, \$800.00 for MRI vs. the amount the Filer is seeking for \$1000.00. Reducing medical bill amounts from \$10,000.00 to \$9800.00.

The arrows expand to reveal a drop-down menu to select **Dispute Type**.


- Bills Not Paid Within Applicable Fee Schedule or State Guideline
- Claimed Amount in Excess of Forum Limit
- Damages Not Recoverable
- Damages Unrelated to Loss
- Duplicate Benefits Paid

To support a damage dispute, provide an explanation. This section also allows you to **Insert Evidence** to better support your arguments. Inserting evidence creates a relationship between the argument and evidence. Inserted evidence is assigned a numerical value and requires the arbitrator to make a comment.


The example below shows how inserted evidence appears in the Damage Dispute Justification section. A numerical value is automatically assigned to each inserted item.



At any time on this page, you are able to **Delete Dispute** and confirm to proceed.

Medical Expenses	\$10,000.00	
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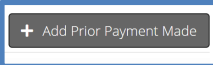
As you work your way through this section, the Total Sought and Total Proposed are calculated to display the Recovery Sought Difference.

Medical Expenses		\$10,000.00	
✓ Proposed Amount <input type="text" value="\$ 9,800.00"/> ✓ Dispute Type(s) <input type="text" value="Bills Not Paid Within Applicable Fee Schedule or State Guideline x"/>	✓ Justification <div style="border: 1px solid gray; padding: 5px;">                     Normal <span style="font-size: small;">B I U S A [Icons]</span> Insert Evidence                      The New York PIP Fee Schedule allows \$800.00 for an MRI. The Filing Party paid \$1000.00. This is \$200.00 over what the state regulation allows. See NY PIP Fee Schedule. <span style="background-color: #008000; color: white; padding: 2px;">LW1</span> </div>		
Total Sought			\$15,000.00
Total Proposed			\$14,800.00
Difference			\$200.00

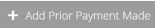

## Total Prior Payment Made

This section allows Responders to add prior payments made to the filing company.

When you have issued a payment to the Filing Party for damages sought in the case, enter the amount by selecting **Add Prior Payment Made**.

Prior Payments Made	
ALPHA INSURANCE OF FLORIDA has not accepted prior payments from BETA INSURANCE OF COLORADO.	

Next, enter the payment amount along with a description.

Prior Payments Made	
ALPHA INSURANCE OF FLORIDA has not accepted prior payments from BETA INSURANCE OF COLORADO.	
✓ Payment Amount <input type="text" value="\$ 5,000.00"/>	
Payment Description <input type="text" value="A check for \$5000.00 was issued to Alpha Insurance of Florida (Joel Kindly) for injures sustained in this accident."/>	

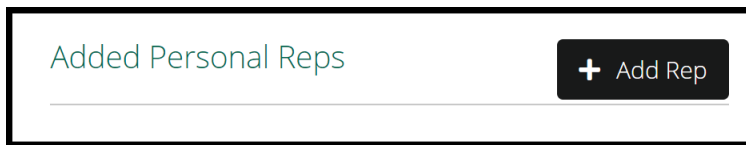
Attach evidence supporting the payments made. See **Attach Evidence** for more information on attaching evidence.

## Filing Options and Billing

In New York PIP, a Panel of Three can be requested without a qualifying dollar amount. Select the box to make the request next to the appropriate feature. If you select a Panel of Three, this will result in a scheduled hearing where three panelists will hear the filing collaboratively.

Responders can request to personally appear virtually at the hearing by selecting **Yes** or **No**. Next, select the hearing type.

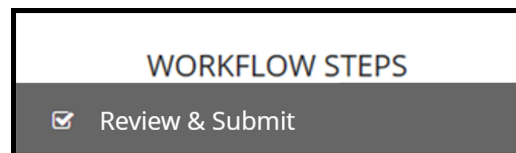
Next, select **+ Add Rep** to add Personal Reps information.



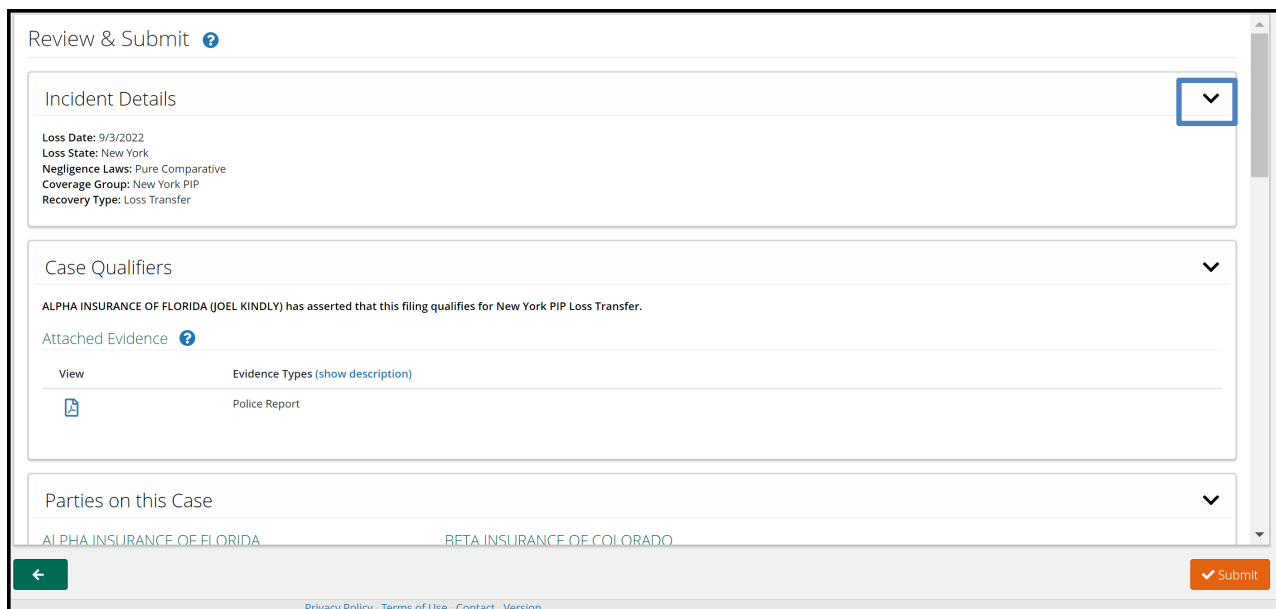
A box will appear in which you will enter the Rep.'s information and select **Save**.



## Review and Submit



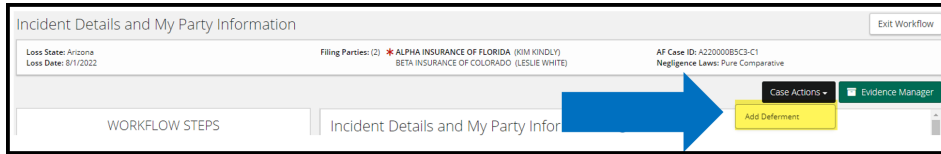
Each section is expanded or collapsed using the down arrow to the right of the page.



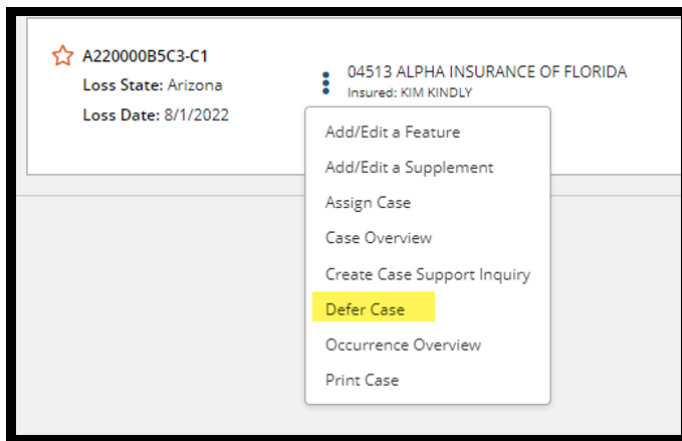


There are two ways to add a Deferment to a case:

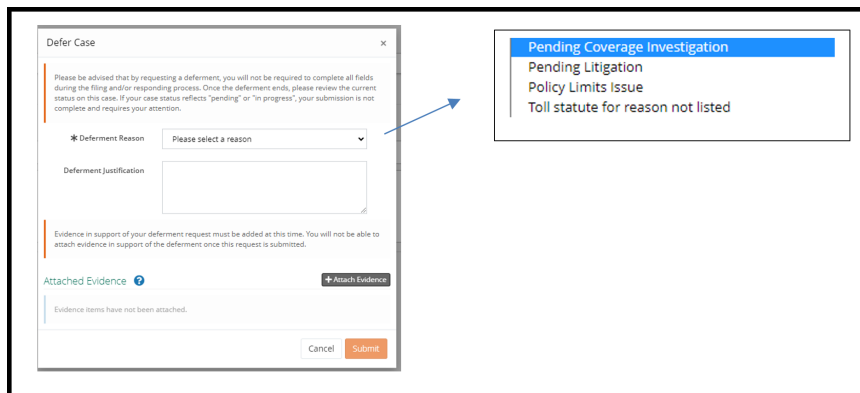
- From the **Case Actions** Tab and **Add Deferment** or,



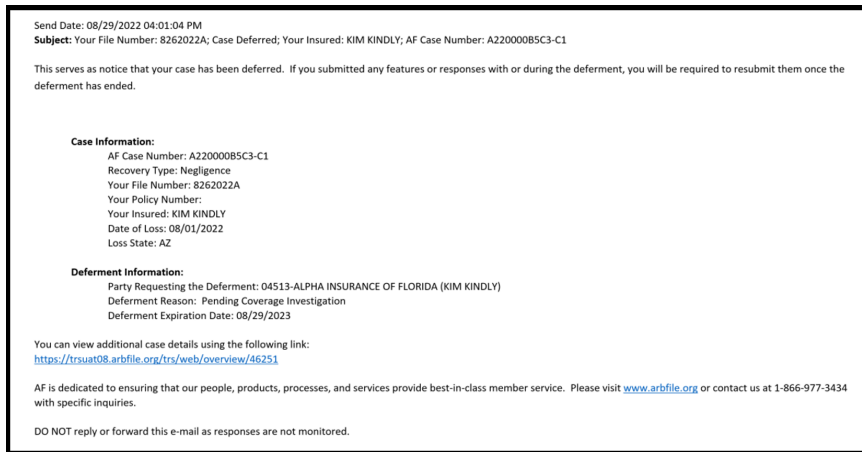
- From the blue ellipsis drop-down menu, select **Defer Case**.



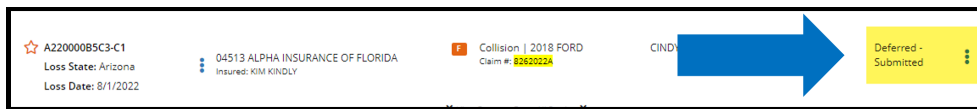
Select a **Deferment Reason** and provide a **Justification**. **Attach Evidence** to support the reason for the selected deferment.



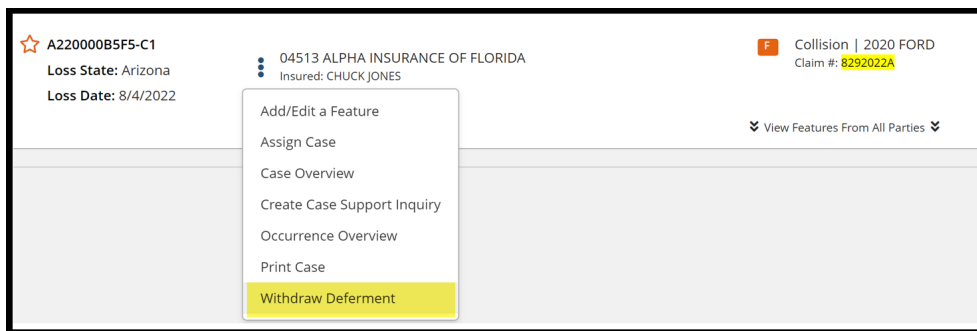
To confirm the deferment is added, an email notification is sent.



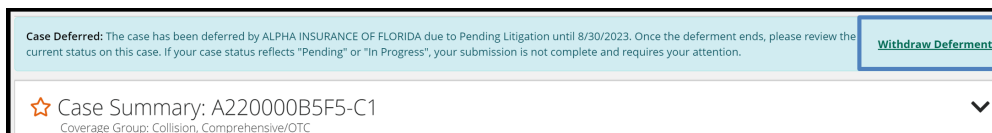
A deferment verification is also confirmed by the case status.



To withdraw a Deferment **before** the one year expiration, select **Withdraw Deferment** from the blue ellipsis.



Deferments can also be withdrawn from within the case by selecting **Withdraw Deferment** from the blue banner.



## Supplements

When the filing company files for additional damages known as supplements, the Responder has 7 days to submit a response.

The **due date** is found by pulling up the case from the Worklist.

The "S" Badge indicates a supplement has been filed in this case.

To enter a response, select **Enter Response** from the blue ellipsis to the right.

From the **Coverage Response Workflow Step**, Responders can change previously entered information by selecting the appropriate radio button.

**WORKFLOW STEPS**

- Coverage Response - NYPIP

Was there a liability policy in effect at the time of loss?  Yes  No

Do you deny liability coverage for your insured?  Yes  No

When responding to supplement damages, liability is not at issue. The only issue in dispute is damages. To dispute damages, complete the **Supplement Response** workflow step.

Recovery Sought	
Company-Paid Damages	
Emergency Room	\$5000.00
Total Sought	\$5000.00
Total Proposed	\$3500.00
Difference	\$1500.00

Select the **Dispute** Tab and follow the steps outlined earlier in this guide under **Damage Disputes**.

Attach evidence supporting the supplement damage dispute.

Other arguments can be entered from this page such as jurisdictional exclusions and adding prior payments made. See the Table of Contents to learn more on these topics.

Complete the remaining workflow steps and **Submit** your supplement response.

Review & Submit	
Opposing Parties Damage Recovery	
Coverage Response - NYPIP	
Was there a liability policy in effect at the time of loss: Yes	
Do you deny liability coverage for your insured: No	
JOEL KINDLY - ALPHA INSURANCE OF FLORIDA (JOEL KINDLY)	
Injured Party Name: JOEL KINDLY	Injured Party Status: Driver
Claim Number: OCT182022A	Claim Rep: JOHN DEMANDER
	Vehicle: No Vehicle Specified
	Remittance Address: ATTN: Juan Salazar
	3820 Northdale Blvd
	Tampa, FL 33624-1863
Responding Party Information - BETA INSURANCE OF COLORADO (SARA HATTINGTON)	

For assistance on how to respond to New York PIP cases, contact Member Services at 866-977-3434.