

Trust Online Enhancements

The following enhancements are tentatively scheduled to be in production as of August 30, 2009, on successful completion of testing. An outage window will be announced later this week.

1. Updated Claim Form Signature Page [BW, USG, OCFB]

For BW, USG, OC and FB, the Signature Page of the claim form has been updated. The image below displays the previous version of the Signature Page.

Part 9: Signature Page

All claims must be signed by the claimant, or the person filing on his/her behalf (such as the personal representative or attorney).

If signed by the claimant or the personal representative, I (the claimant or personal representative) have reviewed the information submitted on this claim form and all documents submitted in support of this claim. To the best of my knowledge, under penalty of perjury, the information submitted is accurate and complete.

If signed by the claimant's counsel, I (counsel to the claimant or personal representative) certify that the information and materials with respect to this claim are being submitted pursuant to and subject to the provisions of Rule 11 of the Federal Rules of Civil Procedure.

Current Signature Page

The image below displays the newest version of the signature page.

Part 9: Signature Page

All claims must be signed by the claimant, or the person filing on his/her behalf (such as the personal representative or attorney).

If signed by the claimant or the personal representative: I (the claimant or personal representative) have reviewed the information submitted on this claim form and all of the documents submitted in support of this claim. To the best of my knowledge, under penalty of perjury, the information submitted is accurate and complete.

If signed by the claimant's counsel: Upon information and belief, I hereby certify, under penalty of perjury, that the information submitted is accurate and complete.

New Signature Page

2. Password Expiration

For security protection, password expiration has been implemented. This new feature will prompt users to change their password every three months. When signing on to Trust Online on the day of expiration, users will see a message prompting them to change their password. See image below.

The password for that account has expired. Please change your password.

Username

Password

[Change Password](#)

By clicking on the Change Password link, a new window will be displayed allowing the user to change their expired password.

Change Password

Username

Current Password

New Password

Confirm Password

Change Password

After making the changes and clicking the **<Change Password>** button, the user will be redirected back to the login page to login using the new password.

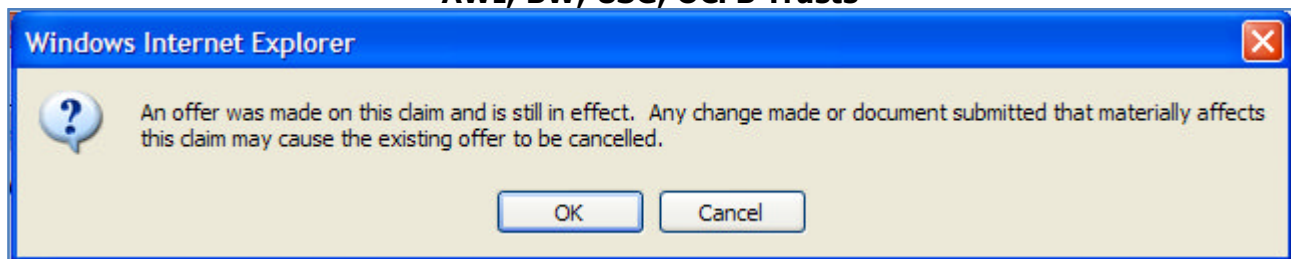
3. New Offer Issued Disclaimer

Trust Online has been updated so that firms will receive a warning on claims when attempting to edit claims that have an active release. See image below.

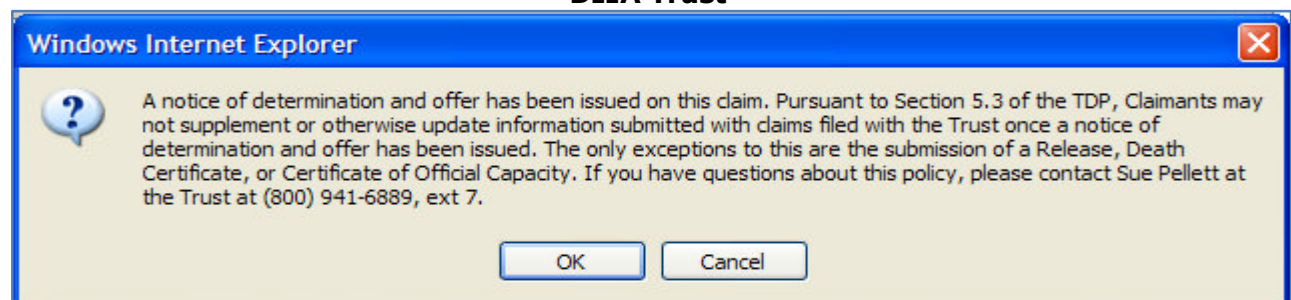
Release Date	Liquidated Value	Offset	Net Settlement Value	Active
3/3/2009	\$35,000.00	\$0.00	\$35,000.00	Yes

When the Edit button is clicked, a warning box will appear for the specified Trusts as displayed below. This message will prompt the user to accept the disclaimer by clicking the **<OK>** button or reject it by clicking the **<Cancel>** button.

AWI, BW, USG, OCFB Trusts



DIIA Trust



After completing the edits to the claim, the user will be prompted to check the **<I AGREE>** checkbox prior to submitting the changes.

Note: This disclaimer will appear each time you submit *an edit* to the claim. Uploading a document will also cause the claim to be checked for completeness (e.g., signed releases, death certificates, Certificates of Official Capacity, etc.). The system will not accept *changes to the claim* without this confirmation.

AWI, BW, USG, OCFB Trusts

An offer was made on this claim and is still in effect. I understand that any change made or document submitted that materially affects this claim may cause the existing offer to be cancelled.

I AGREE

Submit Claim **Cancel**

DIIA Trust

A notice of determination and offer has been issued on this claim. Pursuant to Section 5.3 of the TDP, Claimants may not supplement or otherwise update information submitted with claims filed with the Trust once a notice of determination and offer has been issued. I understand that the only exceptions to this are the submission of a Release, Death Certificate, or Certificate of Official Capacity. If you have questions about this policy, please contact Sue Pellett at the Trust at (800) 941-6889, ext 7.

I AGREE

Submit Claim **Cancel**

If the **<I AGREE>** box isn't checked when clicking on the **<Submit Claim>** button, the following error message will be displayed prompting the user to check the box.

This claim contains an active offer. You must check the I AGREE checkbox in order to submit changes.

After accepting the terms and submitting the edits, the Changes tab will display the Active Release Acknowledgement as a change to the Claim Form. See image below.

General Medical Deficiency Changes				
Version	Table	Identifying Info	Date Changed	Reviewed
3	Active Release Acknowledgement	OK to edit claim with active offer.	8/17/2009	No
3	Exposed	Updated Smith, John, 111558877, 3/14/1920; Source Trust [B&W]	8/17/2009	No
2	Exposed	Updated Smith, John, 111558877, 3/14/1920; Source Trust [B&W]	5/26/2009	Superseded
1	DocumentInfo	Received document 1788542	2/26/2009	Yes
1	DocumentInfo	Received document 1788543	2/26/2009	Yes
1	DocumentInfo	Received document 1788544	2/26/2009	Yes
1	DocumentInfo	Received document 1788545	2/26/2009	Yes
1	DocumentInfo	Received document 1788546	2/26/2009	Yes

Note: Trust Online will function the same as it always has pertaining to edits on claims that have an active release. This disclaimer is simply a notification acknowledgment.

4. Bulk Upload Updates

The Bulk Upload tool has been modified to accept the New Offer Issued Disclaimer requirement. On claims with active releases, you must confirm that you accept the possibility that the release **could** be cancelled and possibly reissued at a different amount.

In order to modify a claim with an outstanding release, you must set "acknowledgeactivereleasecancellation" values to true in the following table/s. Note that document uploads are also considered modifications to the claim (e.g., signed releases, death certificates, etc).

1. Added acknowledgeactivereleasecancellation bit on the exposure table for ExposureAdd templates.
2. Added acknowledgeactivereleasecancellation bit on the document table for DocumentUpload templates.
3. Added acknowledgeactivereleasecancellation bit on the injured table for ClaimEdit templates.