

## **Claim Notes on Arbella.Com Overview**

Effective January 1, 2013, Arbella will provide our agents with the ability to view claim notes from our Claim Workstation in Arbella.com through Arbella Connect. Claim notes will be uploaded several times throughout the day just as other claim information is uploaded to Arbella.com today.

### **Lines of Business Available:**

- Personal Auto
- Commercial Auto
- Garage Keepers
- Homeowners
- Dwelling Fire
- Boat Owners

### **Lines of Business Scheduled for Implementation in 2013:**

- Commercial Package
- Business Owners
- Commercial Umbrella

**Notes that will be displayed:** Claim notes that are entered into Claim Workstation within the first **90** calendar days from the date the claim is reported will be displayed, regardless of whether the claim is open, closed or reopened. You may access the notes from the menu on the left side of your screen once in the Claim Inquiry function.

When notes are uploaded to Arbella.com, the following disclaimer will be displayed:

*Due to privacy laws, claim notes are for internal use and not intended for distribution.*

**Notes that will not be displayed:** Claim notes entered after the first 90 calendar days from the date the claim was reported will not be displayed regardless of whether the claim is open, closed or reopened.

### **Note Retention on Arbella.com:**

Eligible notes will be retained on Arbella.com for 12 months (1 year) from the date the file closed.

Once a claim has been closed for 12 months, all notes will be removed from Arbella.com. If a claim reopens after the notes have been removed, the original 90 days worth of notes will be reposted.

### **Agent Access:**

As with the current security in Arbella.com, an agent can view notes for their customers' claims only.

**Agent Participation:**

An agent may opt out of having notes for their customers' claims display in Arbella.com.

**Printing of Notes:**

When a user prints notes, the following disclaimer will print as a footnote on each page (see below):

*Due to privacy laws, claim notes are for internal use and not intended for distribution.*

**Types of claims that will be excluded from the uploaded notes:**

- Injury claims
- Claims being handled in SIU
- Private claims
- Claims in litigation
- Miscellaneous Claims (Glass and Tow claims)

When notes are not uploaded to Arbella.com, the following disclaimer will be displayed:

*A display of notes is not available for this claim. Please contact your claim representative.*