

Florida Department of Financial Services
Division of Consumer Services
User Guide
Insurance Companies
(Respondent Portal)

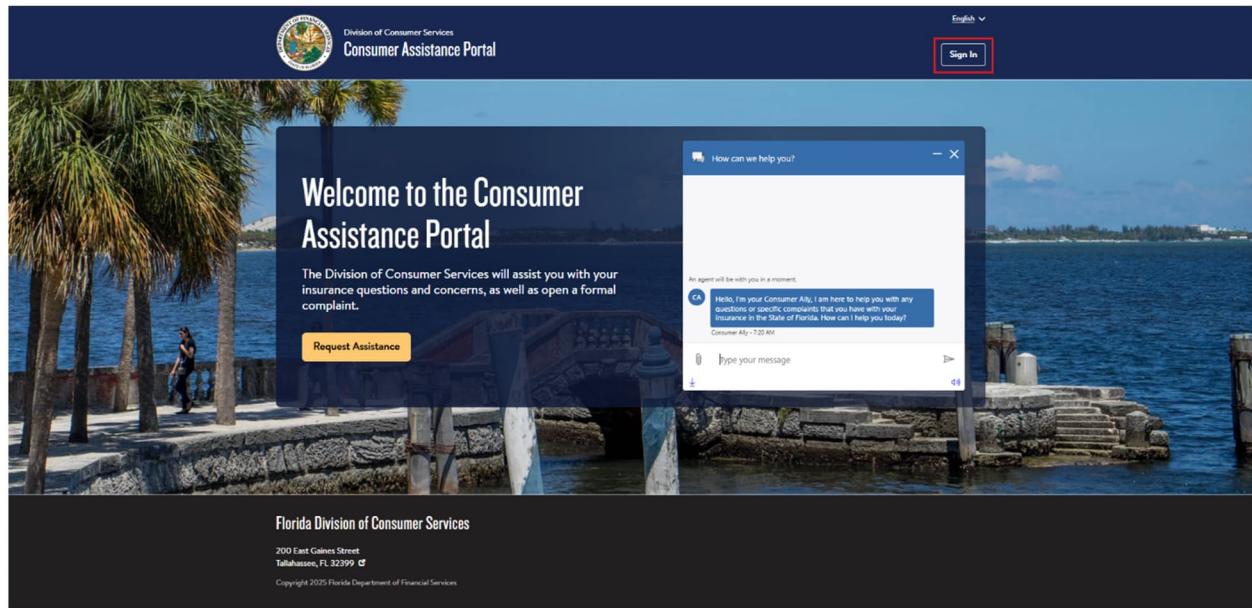
Table of Contents

Introduction	3
Signing In.....	4
Respondent Portal	6
Homepage	6
Cases	8
Case Details	9
Managing Contacts as a Service Office Contact (SOC)	12
Invoices	16
Managing a Case.....	20
Responding to the Letter	20
Neutral Evaluator Cases	22
How to Propose a Neutral Evaluator	22
Accepting the Proposed Neutral Evaluator	22
Disagreeing with the Proposed Neutral Evaluator	22
FAQ.....	23

Introduction

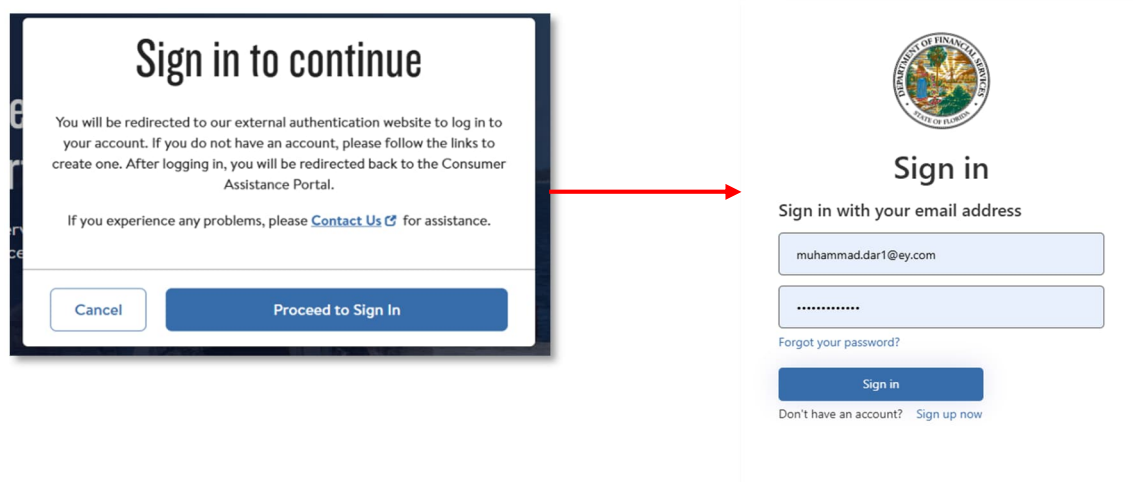
This guide provides insurance companies and agents with fundamental instructions on how to effectively use the Respondent Portal to manage Cases associated with them. Through this portal, users can easily review cases assigned to them, take required actions such as submitting responses or uploading documents, and securely pay invoices associated with their cases. Insurance Companies will also be able to manage their company contacts through this portal. Designed to streamline communication and case management, the Respondent Portal ensures that all parties can efficiently track progress, meet deadlines, and fulfill their obligations throughout the Case.

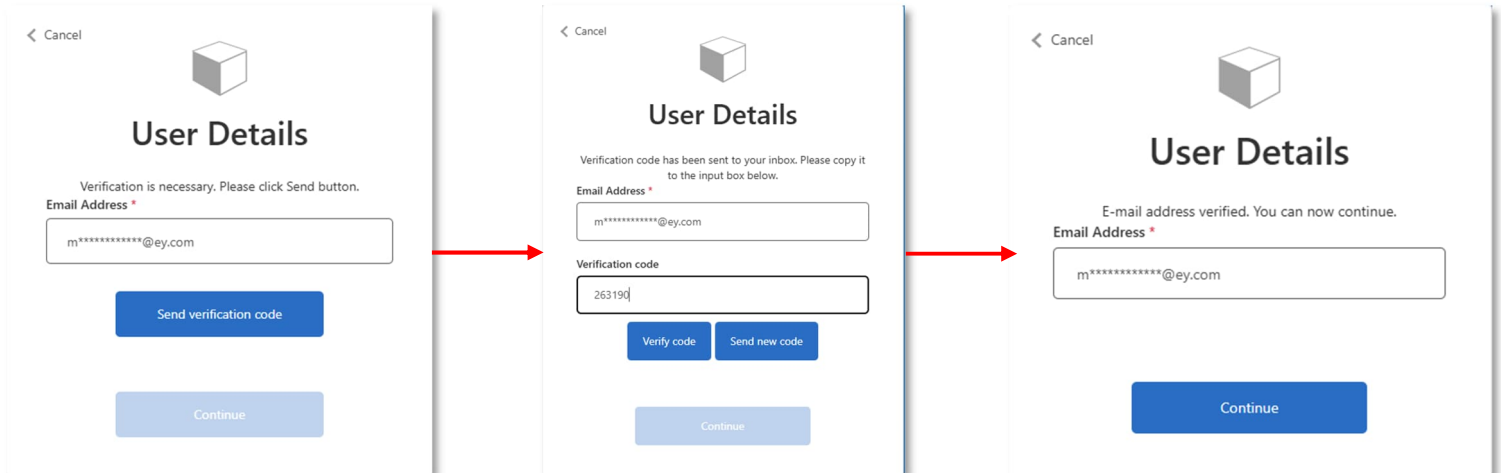
Signing In



Whenever an Insurance Company Representative navigates to the portal, they will land on this homepage, that allows them to sign into the Respondent Portal and view their Cases.

Upon clicking “Sign In”, users will be informed that they will be navigated to an external authentication website to login. **Click** “Proceed to Sign In” to be navigated to the external authentication website. On the Sign in screen, enter credentials and click Sign in as shown below.

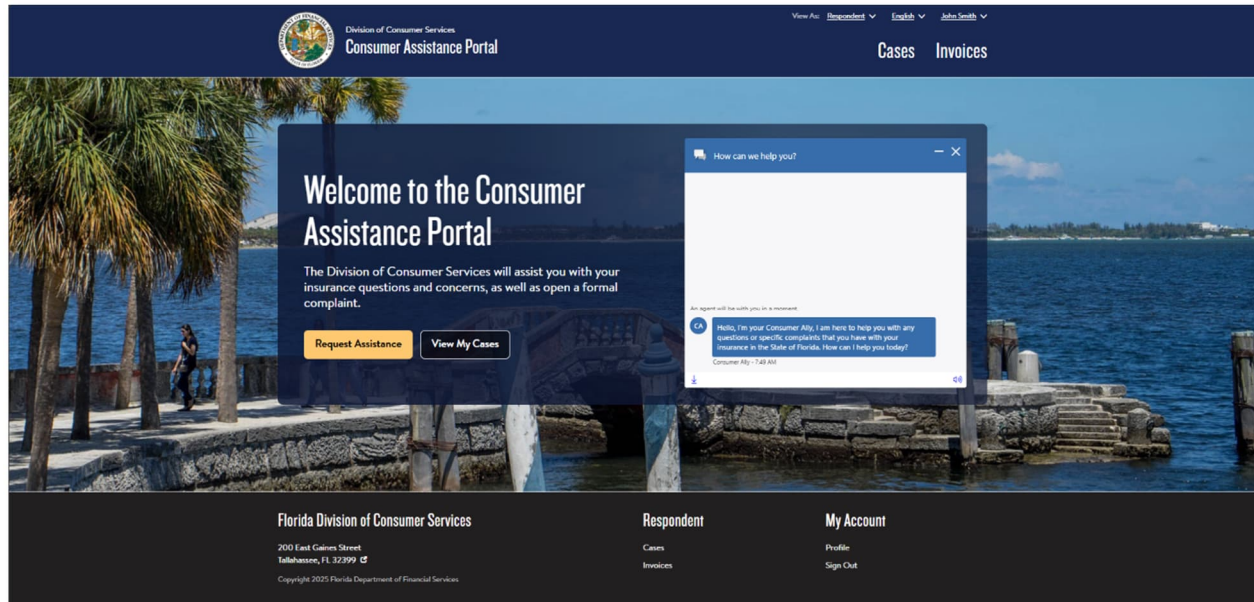




Users will be prompted to verify their email through a verification code. Once they receive and enter the verification code, they will be notified of the verification and prompted to continue with the sign in process. This will navigate them automatically back to the portal homepage signed in.

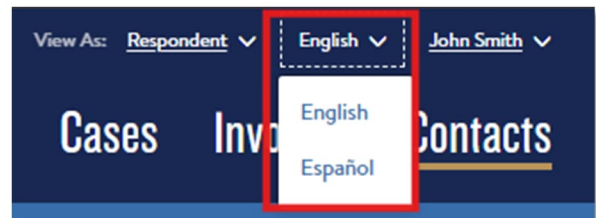
Respondent Portal

Homepage

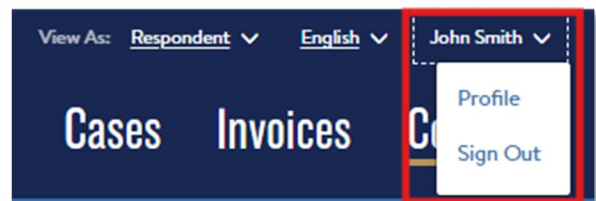


Users will be navigated to the homepage upon signing in, where they can find links to all accessible pages of the portal like the Cases and Invoices tabs, as well as tools to manage their profile and preferences in the portal.


Users will be able to change their **preferred language** between English and Spanish by using the language dropdown menu at the top right corner of the screen.



Users will also be able to modify their information within their **Profile**. To navigate to the profile, Representatives can click on their name in the top right corner and click on "Profile" from the dropdown menu.



In their profile, users will be able to modify their name, mailing address, and contact details.



Division of Consumer Services
Consumer Assistance Portal

View As: Respondent ▾

English ▾

John Smith ▾

CasesInvoices

[← Back](#)

Profile

Individual Details

First Name *

John

Middle Name

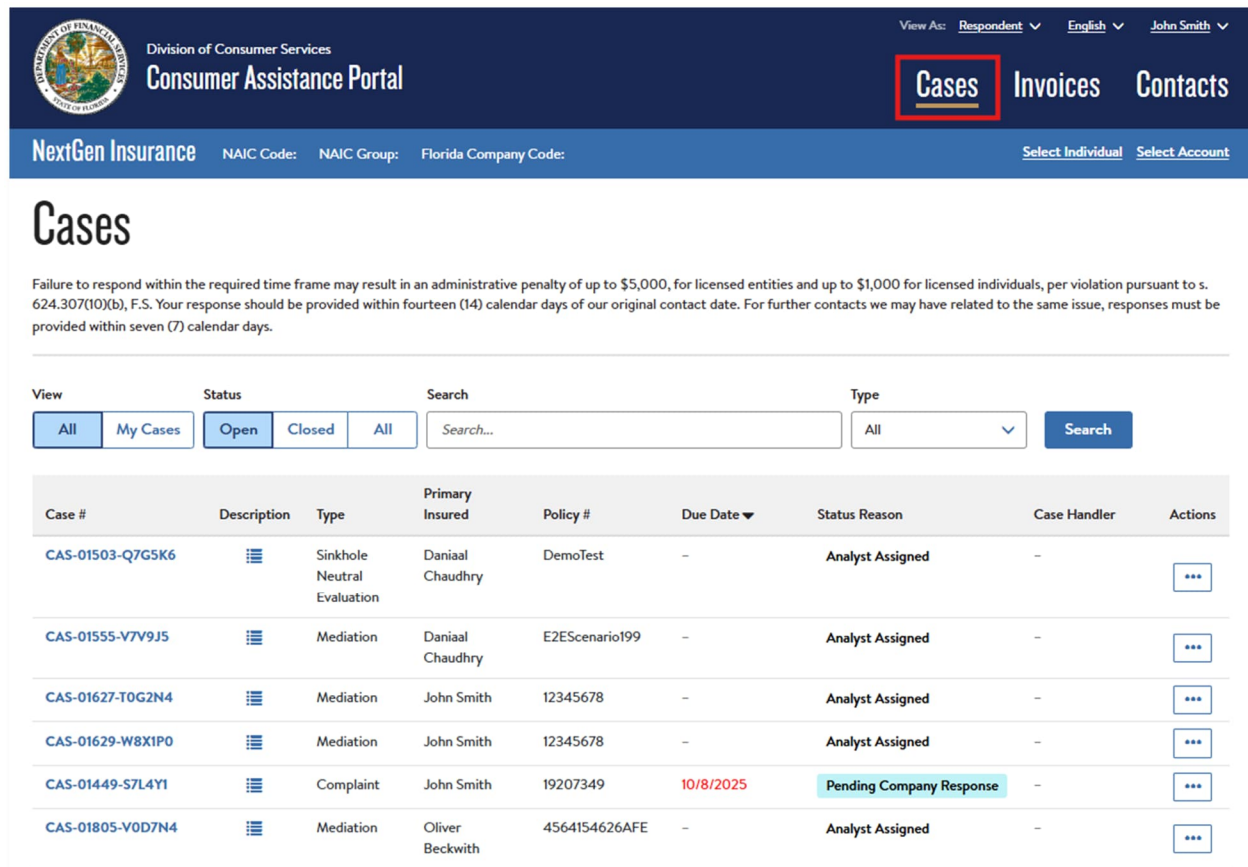
Last Name *

Smith

Preferred Language

English ▾

Cases



Division of Consumer Services
Consumer Assistance Portal

View As: Respondent English John Smith

Cases Invoices Contacts

NextGen Insurance NAIC Code: NAIC Group: Florida Company Code: Select Individual Select Account

Cases













Failure to respond within the required time frame may result in an administrative penalty of up to \$5,000, for licensed entities and up to \$1,000 for licensed individuals, per violation pursuant to s. 624.307(10)(b), F.S. Your response should be provided within fourteen (14) calendar days of our original contact date. For further contacts we may have related to the same issue, responses must be provided within seven (7) calendar days.

View Status Search Type

All My Cases Open Closed All Search...

All

Search

Case #	Description	Type	Primary Insured	Policy #	Due Date	Status Reason	Case Handler	Actions
CAS-01503-Q7G5K6	 Sinkhole Neutral Evaluation	Sinkhole Neutral Evaluation	Daniaal Chaudhry	DemoTest	-	Analyst Assigned	-	
CAS-01555-V7V9J5	 Mediation	Mediation	Daniaal Chaudhry	E2EScenario199	-	Analyst Assigned	-	
CAS-01627-T0G2N4	 Mediation	Mediation	John Smith	12345678	-	Analyst Assigned	-	
CAS-01629-W8X1P0	 Mediation	Mediation	John Smith	12345678	-	Analyst Assigned	-	
CAS-01449-S7L4Y1	 Complaint	Complaint	John Smith	19207349	10/8/2025	Pending Company Response	-	
CAS-01805-V0D7N4	 Mediation	Mediation	Oliver Beckwith	4564154626AFE	-	Analyst Assigned	-	

Cases tab on the Respondent portal shows all the cases associated with the Insurance Company Representative, or the Insurance Company they represent. These Cases are shown as a list, with columns to help identify essential information regarding the cases without having to click into each one, including information like the type of Case, status of the Case, and a due date for any pending responses required from the Representative.








View Status Search Type

All My Cases Open Closed All Search...

All

Search Reset


Users can switch the view between all Cases associated with their Company, or just the ones assigned to them using the filter options above the list view of Cases. Users can also filter based on the status of those Cases, i.e. Open, Closed, or All. If users are looking for a specific Case and they have the full or partial Case Number, they can search for it directly using the search bar, and filter on Case type to make their search result more accurate.

Case #	Description	Type	Primary Insured	Policy #	Due Date ▼	Status Reason	Case Handler	Actions
CAS-01503-Q7GSK6		Sinkhole Neutral Evaluation	Daniaal Chaudhry	DemoTest	–	Analyst Assigned	–	 Change Case Handler View Details
CAS-01555-V7V9J5		Mediation	Daniaal Chaudhry	E2EScenario199	–	Analyst Assigned	–	
CAS-01627-T0G2N4		Mediation	John Smith	12345678	–	Analyst Assigned	–	

To view a specific Case in detail, users can either click on the Case number or use the “Actions” dropdown menu and click “View Details”. The Actions dropdown menu also allows Company Representatives to assign or change the assigned Case Handler for a specific Case.

Case Details

Details



Division of Consumer Services

Consumer Assistance Portal

View As: Respondent ▼ English ▼ John Smith ▼

Cases Invoices Contacts

NextGen Insurance

NAIC Code: NAIC Group: Florida Company Code:

Select Individual Select Account

Case Details

CAS-02044-SIM6L1 Pending Company Response

Details

Conversations

Documents

Overview

Case ID

CAS-02044-SIM6L1

Case Handler

–

Respondent

NextGen Insurance

Due Date

11/25/2025

Primary Insured

John Smith

Insured Property Address

1700 N TAMPA ST, TAMPA, Florida, Hillsborough, 33602

Policy #

1234567

Type of Coverage

Commercial Automobile

Policy Type

Property Damage Liability

Reason

Claim Issue

Sub-Reason

Claim Underpayment

Analyst

Muhammad Dar

Analyst Description

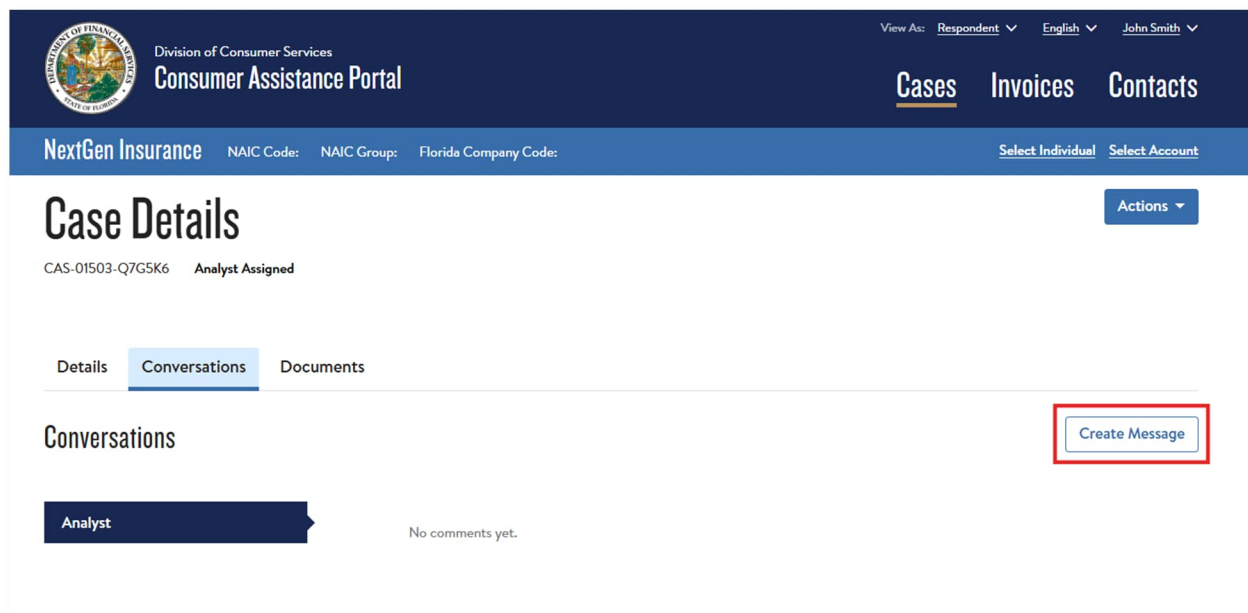
Customer states they were underpaid on their claim

Responses

Title	Status	Status Reason	Due Date ▲	Response Date
CAS-02044-SIM6L1 - 11/05/2025	Active	Pending	11/25/2025	–

Upon clicking into a Case, users will be brought to the **Case Details** page. This page consists of multiple sections, which become visible based on the Case type, allowing users to manage the Case completely.

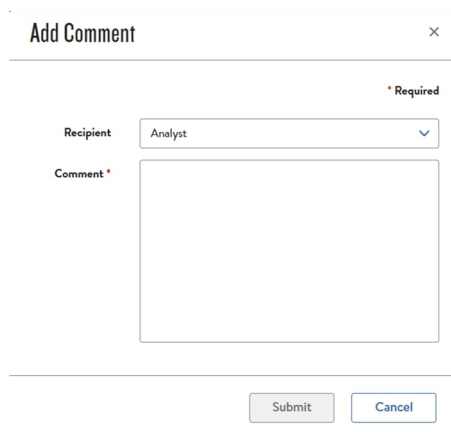
Conversations – Portal Comments



The screenshot shows the 'Consumer Assistance Portal' interface. At the top, there's a dark blue header with the Florida Department of Financial Services logo, the text 'Division of Consumer Services', and 'Consumer Assistance Portal'. To the right of the header are links for 'View As: Respondent', 'English', and 'John Smith'. Below the header is a navigation bar with 'Cases', 'Invoices', and 'Contacts'. Underneath is a blue bar with 'NextGen Insurance' and fields for 'NAIC Code:', 'NAIC Group:', and 'Florida Company Code:'. To the right of these fields are links for 'Select Individual' and 'Select Account'. The main content area is titled 'Case Details' with a sub-header 'CAS-01503-Q7G5K6 Analyst Assigned'. Below this are three tabs: 'Details', 'Conversations' (which is selected), and 'Documents'. In the 'Conversations' tab, there's a 'Create Message' button highlighted with a red rectangle. Below the button, there's a section for 'Analyst' with a blue arrow pointing right and the text 'No comments yet.'

Case Details page also provides a tab for Conversations, which can be used to communicate directly with the Analyst assigned, the Mediator or the Neutral Evaluator from within the Portal, this includes both sending a new message, and responding to any messages received from the external parties. All prior conversations with the external parties can be found within each external party's own tab found on the left side of the screen.

To send a new message, click on the “Create Message” button. This will open a popup window that allows users to select the recipient of the message and enter the message they want to send. Fill out the required fields and click “Submit” to send the message.



The screenshot shows a 'Add Comment' popup window. It has a title bar with 'Add Comment' and a close button. Inside the window, there's a 'Recipient' dropdown menu with 'Analyst' selected. Below it is a 'Comment' text area. At the bottom right, there are 'Submit' and 'Cancel' buttons. A red asterisk and the word 'Required' are visible next to the 'Comment' field.

Documents

The screenshot shows the 'Consumer Assistance Portal' for the 'Division of Consumer Services'. The user is logged in as 'John Smith'. The page is titled 'Case Details' for case 'CAS-01627-T0G2N4', which has an 'Analyst Assigned' status. The 'Documents' tab is selected, showing a list of documents. A red box highlights the 'Upload New Document' button. Below the button is a 'File Name' input field and a message: 'There are no records to display.'

Division of Consumer Services
Consumer Assistance Portal

View As: Respondent English John Smith

Cases Invoices Contacts

NextGen Insurance NAIC Code: NAIC Group: Florida Company Code: Select Individual Select Account

Case Details

CAS-01627-T0G2N4 Analyst Assigned

Details Conversations Documents

Documents

Upload New Document

File Name

There are no records to display.

The third tab on the Case Details page is for **Documents**. This tab shows users a list view of all the documents that have been submitted related to the Case being reviewed by all involved parties. To upload a new document, click on the “Upload New Document” button on the right side of the screen. This will open a popup window providing instructions on the file size and types acceptable. Choose a file that adheres to the provided instructions and click “Submit” to finish uploading the document.

The 'Add Document' popup window provides instructions for uploading documentation. It states that the maximum file size is 50MB and lists acceptable file types: .pdf, .jpeg, .png, and .gif. It also notes that encrypted or password-protected documents cannot be processed. A 'Choose File' button is highlighted with a dashed blue border. At the bottom, there are 'Cancel' and 'Submit' buttons.

Add Document

* Required

Attach Documentation *

Please upload any documents related to your case. Maximum file size per file is 50MB. Acceptable file types include .pdf, .jpeg, .png, and .gif. Documents that are encrypted or password-protected can not be processed.

Choose File

Cancel Submit

Managing Contacts as a Service Office Contact (SOC)

Contacts is a view on the portal that will show all the contacts that are a part of the company. As an SOC you can add, remove and assign roles to contacts.

Add a Contact

1. Click on the Contacts tab on the portal

The screenshot shows the 'Consumer Assistance Portal' for the 'Division of Consumer Services'. The 'Contacts' tab is highlighted in the top navigation bar. Below the header, the company name 'State Farm General Insurance Company' is displayed along with its NAIC Code (25151), NAIC Group (0176), and Florida Company Code (01781). The main heading is 'Contacts | State Farm General Insurance Company'. Below this, there is a search bar and a role dropdown menu. The search bar contains the text 'Search...' and the role dropdown is set to 'Select...'. A 'Search' button is located to the right of the dropdown. Below the search bar, there is a table with the following columns: Name, Role, Email, Phone, and Actions. The table lists four contacts: Sam Paul, Mark Norman, Earl Johnes, and Dusty Becky, all with the role 'Service Office Contact'. Each contact has a three-dot menu icon in the Actions column.

Name	Role	Email	Phone	Actions
Sam Paul	Service Office Contact	spfldcs+mediator@gmail.com	-	...
Mark Norman	Service Office Contact	blake.gehres@icloud.com	-	...
Earl Johnes	Service Office Contact	jdlfldcs+earl@gmail.com	-	...
Dusty Becky	Service Office Contact	dustin.beckwith@ey.com	-	...

2. Click on the Actions button and click on Add contacts

This screenshot shows the same portal as the previous one, but with the 'Actions' dropdown menu open. The dropdown menu contains two options: 'Add Contacts' and 'Update Company Email'. The 'Add Contacts' option is highlighted with a red box. The rest of the page, including the search bar and the table of contacts, remains the same.

3. Select a contact from the list and click “Add Contacts”

Add an existing contact

Search

Search...

Search

Select	Name ▼	Role	Email
<input type="checkbox"/>	Cedric Fuqua	Service Office Contact	-
<input type="checkbox"/>	Dusty Becky	Service Office Contact	dustin.beckwith@ey.com
<input type="checkbox"/>	Earl Johnes	Service Office Contact	jdlfids+earl@gmail.com

< 1 2 3 4 5 >

Can't find the contact? [Create a new contact](#)

Cancel Add Contacts

4. If a new contact is needed, click on the “Create a new contact” hyperlink
5. Complete all the required fields and click Submit
 - a. First Name
 - b. Last Name
 - c. Email
 - d. phone number
 - e. Role

Create a new contact

First Name *

Middle Name

Last Name *

Email *

Phone Number *

Role *

Select...

Cancel Submit

Role *

- Service Office Contact
- Mediation Contact
- Mediation Billing Contact
- Neutral Evaluation Contact
- Service Office Contact
- Escalation Contact
- Disaster Response Coordinator
- Insurance Company Representative

Edit Contact

1. Select Edit from the record you want to edit under Actions

Name ▲	Role	Email	Phone	Actions
Sam Paul	Service Office Contact	spfldcs+mediator@gmail.com	-	...
Mark Norman	Service Office Contact	blake.gehres@icloud.com	-	Edit
Earl Johnes	Service Office Contact	jdlfldcs+earl@gmail.com	-	Deactivate
Dusty Becky	Service Office Contact	dustin.beckwith@ey.com	-	...

2. Edit the data points needed for the contact

Edit Contact

×

First Name *

Sam

Middle Name

Last Name *

Paul

Email *

spfldcs+mediator@gmail.com

Phone Number *

Role *

Service Office Contact

Cancel

Submit

3. Update the role as needed

Role *

Service Office Contact

Mediation Contact

Mediation Billing Contact

Neutral Evaluation Contact

Service Office Contact

Escalation Contact

Disaster Response Coordinator

Insurance Company Representative

Deactivate a Contact

1. Select deactivate from the record you want to edit under Actions

Name ▲	Role	Email	Phone	Actions
Sam Paul	Service Office Contact	spfldcs+mediator@gmail.com	–	<div>⋮ Edit Deactivate ⋮</div>
Mark Norman	Service Office Contact	blake.gehres@icloud.com	–	
Earl Johnes	Service Office Contact	jdlfldcs+earl@gmail.com	–	
Dusty Becky	Service Office Contact	dustin.beckwith@ey.com	–	<div>⋮</div>


2. Once deactivated a message will appear

Company contact **Sam Paul - Service Office Contact** was successfully deactivated.

Invoices

Users can view and pay invoices all in the portal by clicking on Contact tab

There will be two sections that separate out Administration Fees and Mediator Fees



Division of Consumer Services
Consumer Assistance Portal

View As: [Respondent](#) [English](#) [Katherine Tello QA](#)

[Cases](#) [Invoices](#) [Contacts](#)

State Farm General Insurance Company NAIC Code: 25151 NAIC Group: 0176 Florida Company Code: 01781 [Select Individual](#) [Select Account](#)

Administration Fees

Status

Search

Status Reason

[Open](#) [Closed](#) [All](#)

[All](#) [Search](#)

Invoice #	Case #	Mediator	Policy #	Claim #	Invoiced Date	Due Date ▲	Paid Date	Status Reason	Amount	Actions
ADR-250831-1	CAS-01907-K0Q8S4	Casey Blanton	3690	7896	10/20/2025	11/10/2025	-	Overdue	\$50.00	...
ADR-251742-1	CAS-02353-M3Y6G1	Angel Johnes	179003	179004	11/18/2025	12/9/2025	-	Invoiced	\$50.00	...
ADR-251751-1	CAS-02378-Y2D8Y7	Sam Paul	1234560	8675645	11/19/2025	12/10/2025	-	Invoiced	\$50.00	...
ADR-251766-1	CAS-02396-LIN9T7	-	675765	78797	11/19/2025	12/10/2025	-	Invoiced	\$20.00	...

Mediator Fees

Fees are payable within 21 days of billing by the Administrator. The Administrator will bill insurers separately for mediator fees and administrator fees for all mediations. The mediator's fee will be payable directly to the mediator by the insurer and the administrative fee paid to the Administrator by the insurer.

Search

Status Reason

[All](#) [Search](#)

Invoice #	Case #	Policy #	Claim #	Invoiced Date	Due Date ▲	Paid Date	Status Reason	Amount	Actions
ADR-250811-2	CAS-01876-LOY2R7	-	321321	10/16/2025	11/6/2025	-	Overdue	\$300.00	
ADR-250817-2	CAS-01889-FL321982	00138763	10/17/2025	11/7/2025	-	Overdue	\$300.00		

Administration Fees

1. Click on the Review and Pay from the Actions list of the record

Administration Fees

Status			Search				Status Reason			
Open	Closed	All	<input type="text" value="Search..."/>				All ▼			
			<input type="button" value="Search"/>							
Invoice #	Case #	Mediator	Policy #	Claim #	Invoiced Date	Due Date ▲	Paid Date	Status Reason	Amount	Actions
ADR-250831-1	CAS-01907-K0Q8S4	Casey Blanton	3690	7896	10/20/2025	11/10/2025	-	Overdue	\$50.00	...
ADR-251742-1	CAS-02353-M3Y6G1	Angel Johnes	179003	179004	11/18/2025	12/9/2025	-	Invoiced	\$50.00	...
ADR-251751-1	CAS-02378-Y2D8Y7	Sam Paul	1234560	8675645	11/19/2025	12/10/2025	-	Invoiced		Review and Pay
ADR-251766-1	CAS-02396-LIN9T7	-	675765	78797	11/19/2025	12/10/2025	-	Invoiced	\$20.00	...

2. Confirm that is the record to be paid and click on “Review and Pay”

Admin Fee Invoice

Invoice #

ADR-251742-1

Invoiced Date

11/18/2025

Case #

[CAS-02353-M3Y6G1](#)

Mediation Type

Residential Mediation

Policy #

179003

Claim #

179004

Consumer

Josh Vega

Payable to Consumer Services

Yes

Conference Date

11/28/2025

Conference Time

1:30 PM

Conference Type

Virtual

Status Reason

Invoiced

Invoice Due Date

12/9/2025


Invoice Amount

\$50.00

Cancel

Review and Pay

3. User will be redirected to a secure checkout with the Florida Department of Financial Services


FLORIDA DEPARTMENT OF FINANCIAL SERVICES

1 Payment Type
2 Customer Info
3 Payment Information
4 Submit Payment

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$50.00	1	\$50.00
Total				\$50.00

Transaction Summary

	\$50.00
TOTAL	\$50.00

Need Help?

Select Payment Method and Continue to proceed with payment.

Payment

Payment Type

Payment Type *

Select One

Next >

Customer Information

Payment Information

Mediator Fees

Fees are payable within 21 days of billing by the Administrator. The Administrator will bill insurers separately for mediator fees and administrator fees for all mediations. The mediator's fee will be payable directly to the mediator by the insurer and the administrative fee paid to the Administrator by the insurer.

1. Select a record from the Mediator Fees list

Mediator Fees									
Fees are payable within 21 days of billing by the Administrator. The Administrator will bill insurers separately for mediator fees and administrator fees for all mediations. The mediator's fee will be payable directly to the mediator by the insurer and the administrative fee paid to the Administrator by the insurer.									
Search					Status Reason				
Search...					All		Search		
Invoice #	Case #	Policy #	Claim #	Invoiced Date	Due Date ▲	Paid Date	Status Reason	Amount	Actions
ADR-250811-2	CAS-01876-L0Y2R7	-	321321	10/16/2025	11/6/2025	-	Overdue	\$300.00	
ADR-250817-2	CAS-01889-Y8W9W6	FL321982	00138763	10/17/2025	11/7/2025	-	Overdue	\$300.00	
ADR-251730-2	CAS-02328-B5G5M7	139013	139014	11/17/2025	12/8/2025	-	Invoiced	\$300.00	

2. Select Yes or No to provide the Payment Status

Mediation Fee Invoice

Invoice #

ADR-250811-2

Invoiced Date

10/16/2025

Case #

[CAS-01876-LOY2R7](#)

Mediation Type

Residential Mediation

Policy #

-

Claim #

321321

Consumer

Josh Vega

Mediator

Audies Mediator Profile Audies Mediator Profile

Conference Date

10/20/2025

Conference Time

2:00 PM

Conference Type

Virtual

Status Reason

Overdue

Payment Details

Remit To

Audies Mediator Profile Audies Mediator Profile

Remit to Address

200 East Gaines Street, 5th Floor
Tallahassee, 32399

Invoice Due Date

11/6/2025

Invoice Amount

\$300.00

Payment Status

Is the Payment Paid

☐ Yes ☐ No

Close

If user selects “Yes” the Payment Method and Check Number field will appear, click Save

Mediation Fee Invoice

Invoice #

123456

Invoiced Date

Jun 4, 2025

Case #

[CAS-01137-VIH2H6](#)

Mediation Type

Mediation Type

Policy #

99999

Claim #

88888

Consumer

Atticus Finch

Mediator

Luna Lovegood

Conference Date

5/12/2025

Conference Time

09:30 AM

Conference Type

Virtual

Status Reason

Invoiced

Payment Details

Remit To

Luna Lovegood

Remit to Address

123 Simple Lane, Medieval Village, FL 12345

Invoice Due Date

Jun 4, 2025

Invoice Amount

\$150

Payment Status

Is the Payment Paid?

☒ Yes ☐ No

Payment Method

Check

Check Number

A12346567

Close

Save

Managing a Case

How an Insurance Company Representative or Agent manages a Case in the Respondent portal depends on the Case type they are managing, as this would determine the steps they take to resolve Cases. The different sections of the Details tab on the Case Details page represent these steps, and provide the information and tools required to complete them.

- 1. Responses:** This section holds the Response Tracker, used as the first point of contact with the Insurance Company by the Analyst assigned when a Complaint is submitted by a Consumer. Users in the Respondent Portal would use this as a way to accept the Case and provide explanation and documentation on their stance. It can also be used to decline the Case if it is determined that the Company has been incorrectly listed on the complaint.
- 2. Invoices:** This section presents the final step of managing a Mediation Case. Once a resolution has been reached and the Analyst assigned has closed the Claim, this section gets populated by the Invoices that are generated and sent to the Insurance Company. This signals the user navigate to the Invoices tab to review and pay the invoices received.

Responding to the Letter

When a complaint is submitted by a Consumer, the Analyst assigned will request an initial response from the Insurance Company listed in the complaint by the Consumer. In doing so, the Analyst will provide some details regarding the complaint, as well as an explanation for what they need in response from the Insurance Company.

Responses				
Title	Status	Status Reason	Due Date ▲	Response Date
CAS-02044-S1M6L1 - 11/05/2025	Active	Pending	11/25/2025	–

- Click on a case from the Cases view page
- Click the hyperlink under the Responses section OR click the Actions button and select Submit Response.
- This will open a popup window as shown below.
- This window shows the date response was requested, as well as the due date. It also shows the information requested.
- To respond, users need to select one of the following Status Reason from the dropdown menu
 - Processed, Declined, or Incorrectly Assigned.

Respond to Case [X]

Details

Title: CAS-02044-S1M6L1 - 11/05/2025

Assigned Date: 11/5/2025

Due Date: 11/25/2025

Requested Information: Requesting response from Insurance Company on the claim complaint

*** Required**

Status Reason *

Processed [v]

Submit a written response or provide documentation below. *

Response Comments

Enter your response...

Attach Documentation

Please upload any documents related to your case. Maximum file size per file is 50MB. Acceptable file types include .pdf, .jpeg, .png, and .gif. Documents that are encrypted or password-protected can not be processed.

Choose File

Submit Response Cancel

- Users can then provide a written response to the requested information, or attach a document, or both. Click “Submit Response” to finish responding to the request.

If Status Reason = Incorrectly Assigned:

- Select Incorrectly Assigned from the Status Reason dropdown.
- Select No for Does this Case involve the company listed?

- Select Yes for Do you know the correct Company?
- Search for the correct company and select the radio button.
- Attach a file.
- Click Submit Response.
- Once the response is submitted, users will see the Status Reason of that response request in the Responses section change to the one they selected when submitting their response, indicating successful submission.

Responses				
Title	Status	Status Reason	Due Date ▲	Response Date
CAS-02044-SIM6L1 - 11/05/2025	Inactive	Processed	11/25/2025	11/5/2025

Neutral Evaluator Cases

How to Propose a Neutral Evaluator

- Click the Case link from the email notification sent notifying a neutral evaluator has been proposed.
- Navigate to the Conversations tab to view the portal comment.
- Return to the Case Details Page and locate the Neutral Evaluator Proposals section.
- Click on the Propose button.
- Select a Neutral Evaluator from the list and click Submit.
- Verify that the proposal appears in the Neutral Evaluator Proposals section.

Accepting the Proposed Neutral Evaluator

- Navigate to the Case Details Page and locate the Neutral Evaluator Proposals section.
- Click View Proposal in the Actions column.
- Select Agree and click Submit.
- Portal comment confirms conditional assignment and further communication will follow.

Disagreeing with the Proposed Neutral Evaluator

- Navigate to the Case Details Page and locate the Neutral Evaluator Proposals section.
- Click View Proposal in the Actions column.
- Select Disagree and click Submit.
- If no agreement is reached within 14 days, a Neutral Evaluator will be randomly assigned.

FAQ

- Q1: What if I cannot find the correct company when selecting Incorrectly Assigned?

A: Select No for Do you know the correct Company? and submit without selecting a company.

- Q2: Can I attach multiple files when responding to a letter?

A: Only one file per response is allowed. Submit another response for additional files.

- Q3: How do I know if my Neutral Evaluator proposal was submitted successfully?

A: It will appear in the Neutral Evaluator Proposals section on the Case Details page.

- Q4: What happens if both parties disagree on the proposed Neutral Evaluator?

A: After 14 days, the system will randomly assign a Neutral Evaluator.

- Q5: Who receives notifications about case updates?

A: Notifications are sent to the Insurance Company SOC, Consumer, and Neutral Evaluator (once assigned).