

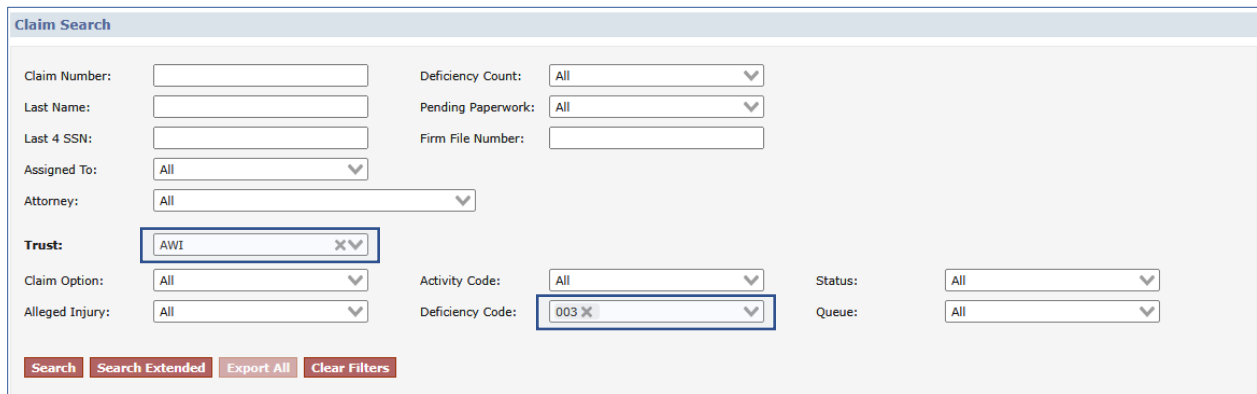
All claims filed on Trust Online must provide a valid claimant Social Security Number (SSN). Firm users are being asked to update any existing claims that do not have a valid SSN. The system has been enhanced and will now allow users to edit the SSN on Withdrawn and Deemed Withdrawn claims.

Finding Claims with Missing Social Security Numbers

Claims with missing Social Security Numbers can be found by using the search filters on the Claim Search screen. You have several search options for finding these claims with the simplest being to filter by Trust and Deficiency Code 003. Deficiency Code 003 has been added to claims that have a missing SSN.

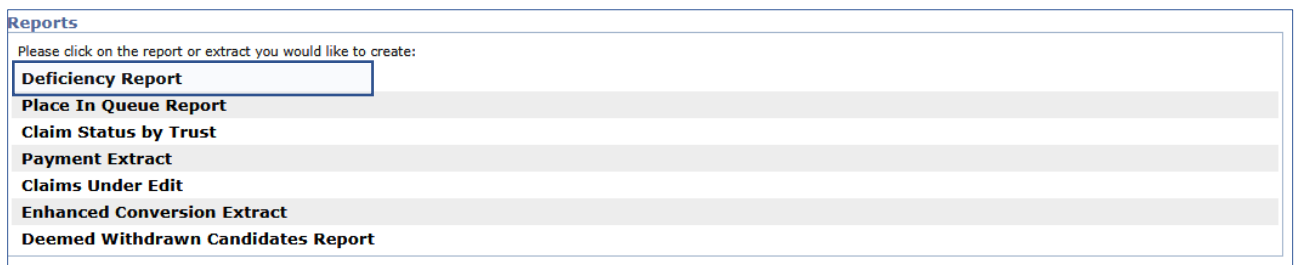
003 – Injured Party’s Social Security Number Not Provided

On the Claim Search screen, select a Trust and select 003 as the Deficiency Code. After clicking the Search button, the results will display any claims that meet the filter criteria if they exist in the system.



The screenshot shows the 'Claim Search' interface with various filters. The 'Trust' dropdown is set to 'AWI' and the 'Deficiency Code' dropdown is set to '003'. Other filters include Claim Number, Last Name, Last 4 SSN, Assigned To, Attorney, Deficiency Count, Pending Paperwork, Firm File Number, Claim Option, Activity Code, Status, Alleged Injury, and Queue. At the bottom, there are buttons for 'Search', 'Search Extended', 'Export All', and 'Clear Filters'.

Alternatively, users can utilize the Deficiency Report found in the Reports section of Trust Online. This report gives users the option to filter by Trust, Attorney and Deficiency Code and can be exported as a PDF, EXCEL or CSV file after selecting Detail as the Report Type.



The screenshot shows the 'Reports' section with a list of report options. The 'Deficiency Report' option is highlighted with a blue border. Other options include 'Place In Queue Report', 'Claim Status by Trust', 'Payment Extract', 'Claims Under Edit', 'Enhanced Conversion Extract', and 'Deemed Withdrawn Candidates Report'.

You have requested a Deficiency Report:

Please select a trust and either Detail or Summary. Then select Deficiency and Attorney criteria that determines which claims will be included in the report. When you have completed your selections, please click the Create Report button.

Trust: **AWI**

Report Type:

- ☐ Detail
☐ Summary

Output Type: **PDF**

Create Report

Deficiency

All
 All Intake
 All Medical
 All Exposure
 All Conversion
 000 - Failure To Choose Claim Process
 001 - Death Certificate not Provided
 002 - Injured Party's Social Security Number not Provided
 004 - Injured Party's Date of Birth not Provided
 005 - Original Lawsuit State not Provided
 006 - Original Lawsuit Date not Provided
 007 - Date of Alleged Diagnosis and/or Alleged Injury not Provided
 008 - Signature of Claimant and/or Personal Representative not Provided
 009 - First and Last Dates of Exposure Not Provided
 010 - Industry and Occupation not Provided
 011 - Personal Representative's Name, SSN and/or Relationship not Provided
 013 - Death Certificate is Inconsistent with Claim Form
 013A - SSN is inconsistent with Claim Form
 013B - Date of Birth is inconsistent with Claim Form
 013C - Date of Death is inconsistent with Claim Form
 013D - Name is inconsistent with Claim Form
 014 - Attachments not Provided
 015 - No Date of Death Provided
 016 - Death Certificate for Wrong Party
 017 - Death Certificate is Incomplete

Attorney

All
 Attorney 1
 Attorney 2

Editing Missing Social Security Numbers on Withdrawn claims

A Social Security Number edit feature has been added to Trust Online which allows users to edit the SSN on a Withdrawn or Deemed Withdrawn claim that was filed without an SSN. To edit the SSN on these claims, access the claim form from the claim's General tab by clicking on the Claim Form button. While in the claim form, navigate directly to the Injured Party tab where you will see a pencil icon next to the Social Security Number field.

General
Deficiency
Changes

Claim Form
Documents
Print Claim Form
Defer Claim
Withdraw Claim

Claim Number	10551908	Alleged Injury	Level VIII. Mesothelioma
Current Queue	Closed Tank	Evaluated Injury	
Status	Deemed Withdrawn	Jurisdiction	IN
CheckOut Date		Last Review Date	
Checked Out By	Not checked out.	Attorney	Attorney 1
Date Received	4/3/2023	Firm	Acme Law (Law Acme)
Place in Queue	26610	Assigned To	
FIFO Number	202504082001111419250827	Firm Passkey	123456B
		eSign Key	654321B

Releases There are no items.

Representation	Back	Next	Finish	Cancel	Deficiencies	Show
Process						
1: Injured Party	Part 1: Injured Party Information					
2: Injuries	Firm File Number					
3: Exposure	1. First Name	John				
4: Secondary Exp	Middle Initial					
5: Litigation	Last Name	Smith				
6: Dependent	2. Social Security Number					
7: Smoking History	3. Gender	☒ Male ☐ Female ☐ Unspecified				
8: Economic Loss	4. Date of Birth					
Documents	5. Is injured party living?	☒ Yes ☐ No				
Finish Claim						

Click on the pencil icon to open the SSN edit window. Enter a valid SSN and click the Save button.

Enter SSN:	
Save	Cancel