Trust Online

USER'S MANUAL

Version 5
June 2008

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Getting Started

Welcome!

The Delaware Claims Processing Facility provides law firms with access to Trust Online through their Primary Counsel Users. Users are given access to Trust Online for the purpose of filing and settling claims. Users may view, submit, and modify asbestos injury claims in an electronic format.

Trust Online provides a unique interface that allows law firms to manage their claims online as well as obtain helpful information about the Trust. In addition to downloading our claim forms online, you will be able to follow the life of each individual claim.

With Trust Online, claim submission costs can be dramatically reduced because claims are submitted to the Trust electronically, eliminating the need for postage. Trust Online also provides you with the status of any of your claims, instantly.

Trust Online was developed with law firms in mind, making it easier and faster to submit claims to the Trust. Make efficient use of your valuable time with Trust Online.

Legal Disclosure

All users acknowledge that Trust Online, including all enhancements thereto and all screens and formats used in connection therewith, are the exclusive proprietary property of the Delaware Claims Processing Facility, and the Users shall not publish, disclose, display, provide access to or otherwise make available any Trust Online or any products thereof, or any connection therewith, to any person or entity other than an employee or principle of the Primary counsel, without the prior written consent of the Delaware Claims Processing Facility, with the exception that the Users may publish, disclose, display, provide access to or otherwise make available to a Claimant represented by the Users any screens, reports or printouts which contain information relating solely to that Claimant's claim.

Using This Guide

Guide Structure

This guide is divided into four sections:

- Firm Administrator Functions
- Trust Online User Functions
- Reports
- Notifications
- Conversion & Linking

Firm Super Users and Attorney/Staff Users

This user guide addresses both Firm Super Users and Attorney/Staff Users. While most features apply to both audiences, some content relates to just one audience. To help you identify when a section is meant for one specific audience, this guide will clearly note the audience for any user-specific content.

Glossary of Terms

Administrative Hold - A temporary hold placed on a claim by the Trust until a specific issue is resolved.

Check Issued - The claim settlement check is issued.

Checked Out By - Individual at the Trust who is currently processing the claim.

Checked Out Date - The date that the claim was checked out by an individual at the Trust.

Claim Closed - Status meaning the settlement check has cleared and the claim is paid.

Claim Status - A status is assigned to each claim, which is determined by where the claim is in the review process. A claim's status will change as it goes through the review process. Trust Online users can view the status of a claim at any time.

Current Queue - Current storage place for the claim depending upon its status, deficiencies, and/or activity codes. Generally, if a claim is in a queue, it is waiting to be processed by the Trust. If the claim's Current Queue is in a specific tank (e.g., Mailroom Tank), the Trust is awaiting a response from the Firm.

Date Received - Date that the Trust received the claim.

Deemed Withdrawn - The Trust has withdrawn the claim because of internal reasons.

Deferred - An option when filing a claim that is pressing against a statute of limitation, but the claim is not ready to review because it is missing necessary information. Deferral serves as a placeholder for the claim in the Trust's review queue. The claimant may later choose any available filing or payment option.

Deficient Claim - The claim is missing information or documentation that is required by the Trust.

Deficiency Code - The codes generated to send notices about missing information or documentation.

Detail Deficiency Report - A list of current deficiencies for each claim grouped by attorney.

Draft - A claim created on the website but not yet submitted. It is saved on the website until it is submitted to the Trust.

Evaluated Injury - Medically confirmed injury.

Expedited Review (ER) - This election is designed primarily to provide an expeditious, efficient and inexpensive method of liquidating all claims (except those involving Lung Cancer 2 – (Disease Level VI) claims, Foreign Claims, and Secondary Exposure Claims) where the claim can be easily verified as meeting presumptive medical and exposure criteria. The ER method thus provides claimants with a substantially less burdensome process for pursuing claims than does the Individual Review Process. This process is also intended to provide qualifying claimants with fixed and certain claim payments.

Extract Deficiencies Report - A list of deficiency information in a spreadsheet format to download or print.

FIFO - When a claim form is submitted to the Trust, it is assigned an order for processing called First-In-First-Out.

Firm - The law firm of the representing attorney.

Firm File Number - Firm's file number for injured party

Hold - A temporary administrative hold placed on a claim by the Trust until a specific issue is resolved.

Individual Review (IR) - This election is designed for claimants that do not meet the presumptive medical and/or exposure criteria, or claimants alleging Disease Levels IV– VIII who seek to establish a liquidated value for the claim that is greater than its Scheduled Value in the ER process. All Foreign Claims, Lung Cancer 2 claims, and claims alleging Secondary Exposure ***must*** undergo IR.

Intake Deficient - Occurs when a claim is missing basic Intake information, such as a Social Security number or an alleged injury.

Last Review Date - The most recent date that the claim was reviewed by the Trust.

Misfit Queue - Claims that are in the Research status.

Offer Issued - Status of a claim, which means a release was mailed to the claimant for settlement.

Option Change - Status meaning when the claimant wishes to change the claim type.

Paid Amount - The total amount paid on all claim settlements.

Paid Claim - The claim settlement check is issued.

Place in Queue - The field located on the Claim Summary screen in Trust Online that displays the number of claims ahead of your claim in the Review or Re-Review Queue. From this screen, click on the Place in Queue field, which will provide the average monthly claims being reviewed. Compare this number with the claim's Place in Queue to determine approximately when it may be reviewed.

Processed Claim - A claim that has been received by the Trust, assigned a claim number, and is either approved for payment or awaiting more information to meet the Trust's criteria.

Ready for Re-Review - The claim is pending re-review based on the Trust's First-In-First-Out (FIFO) order.

Ready to Review - The claim is pending initial medical and exposure review.

Release Deficient - The returned release was received but is missing basic information, such as required signatures, and a letter is sent to the claimant advising of the deficiency.

Release Verified - Status of a claim meaning that the returned release is in the verification process to determine completeness.

Research - Status and queue for claims that must be researched internally (ex: pre-petition claims).

Review - Status of a claim meaning that the claim is in the review process.

Review Deficient - When a claim is missing information that is required by the Trust to confirm it either medically or for exposure, such as an unacceptable diagnosis or no occupation listed.

Review Queue - Claims that are in the review process.

SOL Queue - Claim that requires research to determine that it met the deadline for the Statute of Limitation based on a claimant's applicable jurisdiction.

Status - The claim review process that the Trust follows, beginning with Ready to Review and ending with Paid claim status.

Submitted - A claim that is created or updated on the website and then is automatically submitted to the Trust.

Summary Deficiency Report - Lists the number of claims with deficiencies selected.

Withdrawn - If the claimant concludes that there are no supporting documents to substantiate the claim, the claimant has the option to withdraw the claim. Written notification from the claimant is required requesting withdrawal.

Section 1 Firm Administrator Functions

1.1 Creating User Accounts

To receive a Firm Administrator account, the firm must first complete an Electronic Filer Agreement (EFA) and mail it to the Trust for processing. Once the EFA is processed by the Trust, an online package will be sent, which includes the username and password to log in to Trust Online. After the Firm Administrator receives his/her account package, he/she will be able to log in to Trust Online and begin creating staff and attorney accounts. *See **Figure 1***

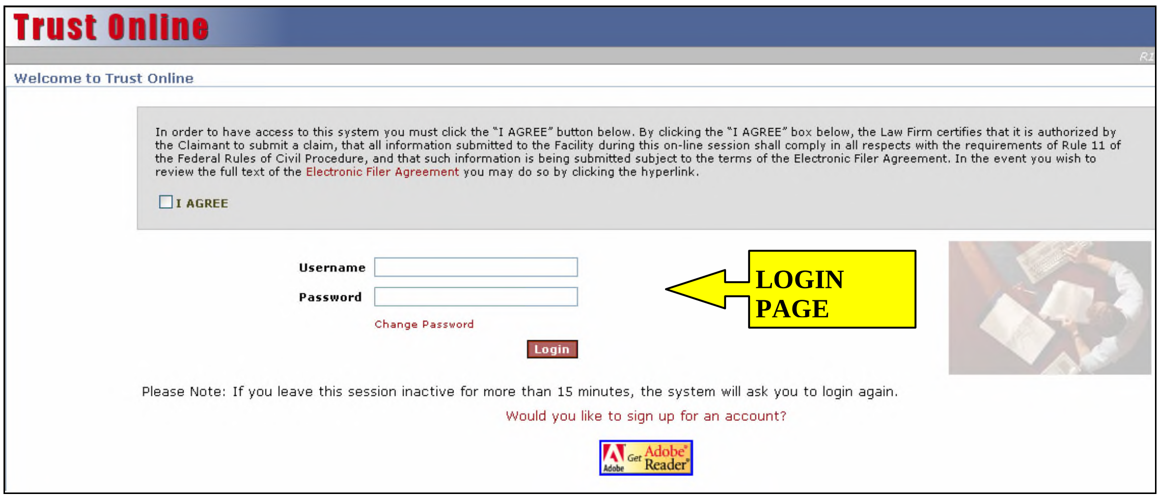


FIGURE 1

After logging in to Trust Online, the Summary page will be the very first screen that the Firm Administrator will view. *See **Figure 2***

FIGURE 2

From this page, click on the **User Accounts** link on the top menu bar. This will bring you to the User Accounts page. *See **Figure 3***

FIGURE 3

From the User Accounts page, we will begin to create our Staff and Attorney accounts. You will also be able to search for an existing account by **Last Name**, **Username**, or by selecting one of the trusts from the drop-down box and clicking on the <**Search**> button.

From the Add Account page, select either Staff or Attorney from the **Account Type** drop-down box.

1.1.1 Staff Accounts

If selecting **Staff** from the **Account Type** drop-down box, simply enter the *Account Last Name*, *First Name*, *Username*, *Password*, *Confirm Password* and *Email*. Also, be sure that the Enabled box is checked and click the <**Add**> button to save. *See **Figure 4***

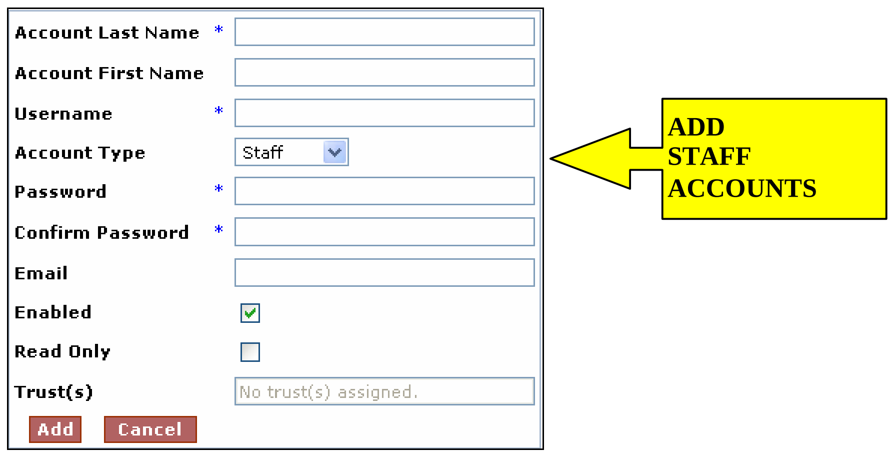


FIGURE 4

1.1.2 Attorney Accounts

If selecting **Attorney** from the **Account Type** drop-down box, the **Attorney** drop-down box will appear with the available attorneys for your firm. If an attorney is not listed in this drop-down box, you will have to contact the Trust to add this attorney before you can create this account. If the attorney is listed in this drop-down box, select the respective attorney and simply enter the *Account Last Name*, *First Name*, *Username*, *Password*, *Confirm Password* and *Email*. Also, make sure the Enabled box is checked and click the <**Add**> button to save. *See **Figure 5***

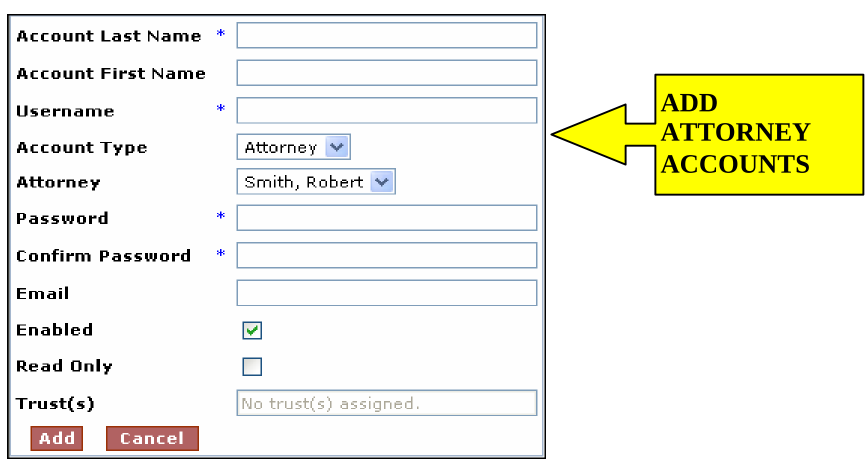


FIGURE 5

1.1.3 Read Only Accounts

Firms can set both *new* and *existing* accounts to Read Only. Read Only accounts are limited to *creating reports, viewing claim information* and *notifications*.

When creating a new account, after entering all of the necessary account information, check the **Read Only** box and click the <**Add**> button. *See **Figure 5.1***

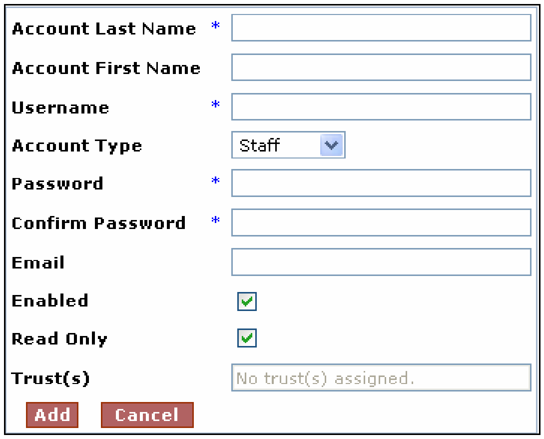


FIGURE 5.1

For existing accounts, search for the account and click on the account name to view the account profile. Afterwards, check the **Read Only** box and click the <**Save**> button. *See **Figure 5.2***

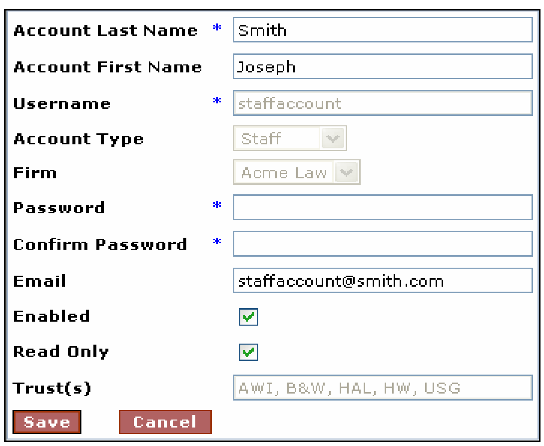


FIGURE 5.2

1.2 Managing User Accounts

By default, staff accounts are not associated with any attorney(s) or trust(s); therefore, once a staff account is created, the firm administrator will have to assign an attorney(s) and trust(s) to these accounts before they may submit new claims or edit existing claim data.

To assign an attorney(s) access to accounts, simply click on the **Manage Access** link in the top menu bar. The Manage Access page allows the firm administrator to manage accounts using pivotal schemes. By selecting one of the corresponding tabs at the top of the page, you may assign the newly created accounts access to specific attorneys using either ***By Account*** or ***By Attorney***.

1.2.1 Access By Account

To assign access by accounts, simply click on the <**By Account**> tab and select an account from the drop-down box. From the **No Access** list box, select one or more of the attorneys that are to be associated with this account. Click on the > to move the selected attorney to the **Access** list box. To allow access to all attorneys listed, simply click on the >>. *See **Figure 6***

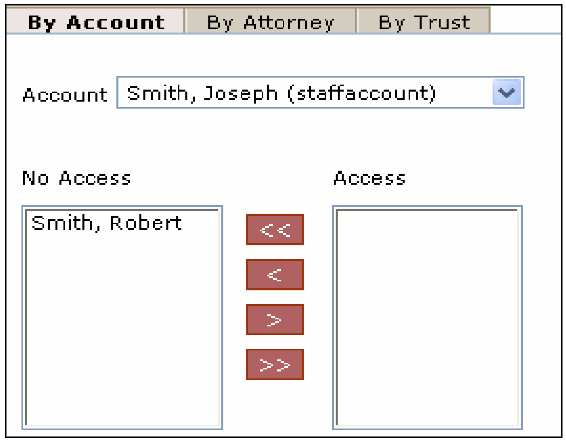


FIGURE 6

1.2.2 Access By Attorney

To assign access by attorneys, simply click on the <**By Attorney**> tab and select an attorney from the drop-down box. From the **No Access** list box, select one or more of the accounts that are to be permitted access to the attorney in the drop-down box. Click on the > to move the selected accounts to the **Access** list box. To allow access to all accounts listed, simply click on the >>. *See **Figure 7***

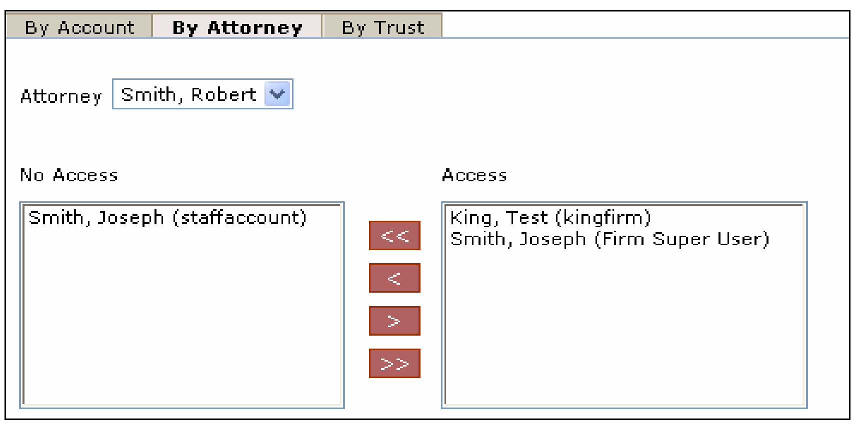


FIGURE 7

1.2.3 Access By Trust

After assigning the attorney(s) access, you will need to assign the Trust(s) using the ***By Trust*** tab. To assign access by trust, simply click on the <**By Trust**> tab and select a trust from the drop-down box. From the **No Access** list box, select one or more of the accounts that are to be permitted access to the specified trust in the drop-down box. Click on the > to move the selected accounts to the **Access** list box. To allow access to all accounts listed, simply click on the >>. *See **Figure 8***

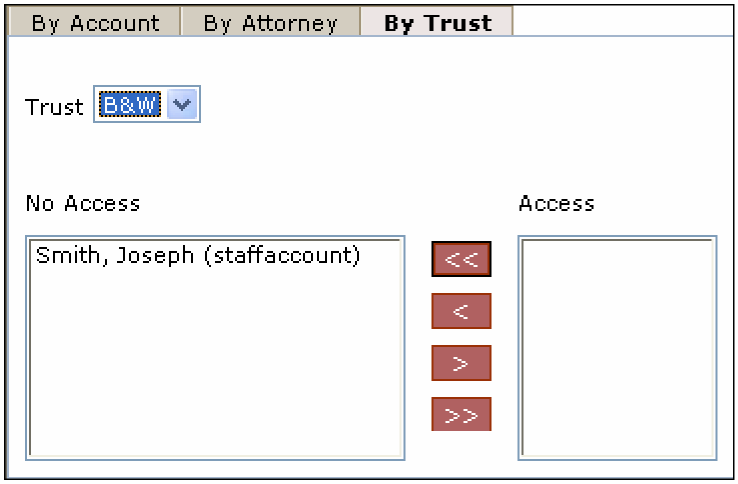


FIGURE 8

1.3 Firm Administrator Profile

Trust Online provides the account information for each user by clicking on the Profile link in the top menu bar. The Profile page displays account information including *Account Name, Account Type, Email Address, User ID, Last, and First Name*.

Except for the User ID and Account Type, all of this information can be changed using the Profile page. After making changes to the user profile, you must click <**Save**> to add or <**Cancel**> to dismiss the changes.

The Firm Administrator is also able to view the firm's Payment Options: Paper Check or Electronic. The system automatically defaults to Paper Check. To receive electronic transfer of funds, the firm must first notify the Trust by completing an ACH form and mailing it to the Trust for processing. Once the Trust has processed the ACH form, you will be able to view these changes in the Profile page. When electing the Electronic payment option, you must specify on the ACH form the email address of an active Trust Online user. *See **Figure 9***

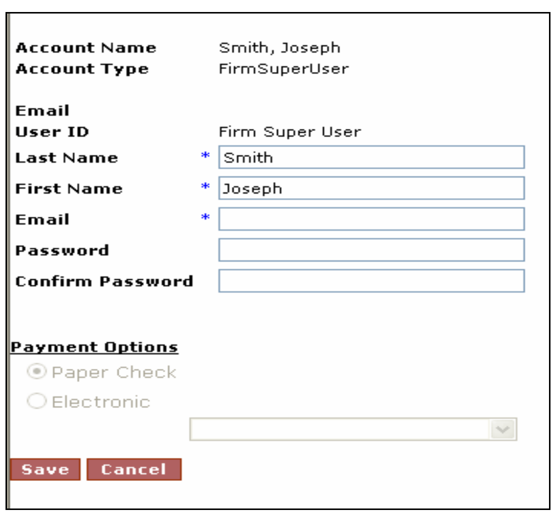


FIGURE 9

Section 2 Trust Online User Functions

2.1 Claim Search

In the Claim Search page, you are able to search for your claims using claim criteria or specific trust criteria. The Claim Search fields always appear at the top of the Search page. To select specific trust criteria, simply select the trust from the Trust drop-down box. This will display several criteria options, which you may use to search for claims.

Note: Both Claim and Trust criteria may be used in conjunction when searching for claims.

2.1.1 General Claim Search

To search for claims using general search criteria, simply click on the **Claim Search** link in the top menu bar. The Claim Search page provides a listing of claims based on the search criteria specified by the user. You may search for claims using one or more of the following criteria: *Last Name*, *SSN*, *Claim Number*, *Firm File Number*, *Deficiency Count*, *Pending Paperwork*, *Assigned To*, and *Attorney*. After all of the specified criteria are entered, click on the <**Search**> button. *See **Figure 10***

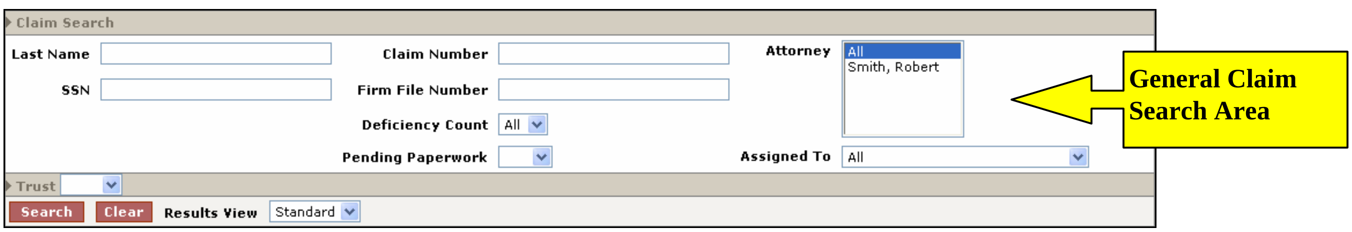
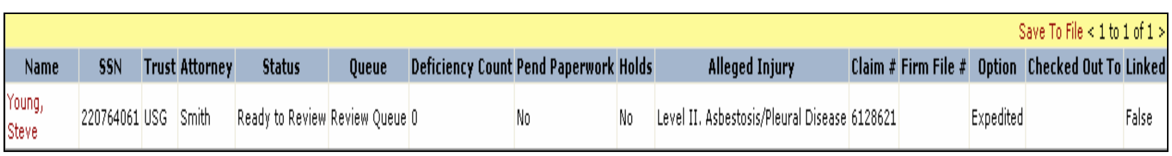


FIGURE 10

Standard Results View – The Standard Results View displays a summary list of claims with 14 columns of information. These include *Name*, *SSN*, *Trust*, *Attorney*, *Status*, *Deficiency Count*, *Pend Paperwork*, *Holds*, *Alleged Injury*, *Claim #*, *Firm File #*, *Option*, *Checked Out To*, and *Linked*. *See **Figure 11***



Save To File < 1 to 1 of 1 >

Name	SSN	Trust	Attorney	Status	Queue	Deficiency Count	Pend Paperwork	Holds	Alleged Injury	Claim #	Firm File #	Option	Checked Out To	Linked
Young, Steve	220764061	USG	Smith	Ready to Review	Review Queue	0	No	No	Level II. Asbestosis/Pleural Disease	6128621		Expedited		False

FIGURE 11

Extract Results View – The Extract Results View displays a summary list of claims with the same 14 columns of information as the Standard Results View, plus additional 12 columns of information. These include *Release $*, *Last Release Date*, *Total Paid Std*, *Total Paid Int.*, *Paid Date*, *DOB*, *PR Last Name*, *PR First Name*, *PR SSN*, *Evaluated Injury*, *Deficiencies*, and *Assigned To*. *See **Figure 12***

Save To File < 1 to 1 of 1 >

Release $	Last Release Date	Total Paid Std.	Total Paid Int.	Paid Date	DOB	PR Last Name	PR First Name	PR SSN	Evaluated Injury	Deficiencies	Linked	Assigned To
$0.00		$0.00	$0.00		6/22/1945						False	Nobody

FIGURE 12

2.1.2 Trust Specific Claim Search

To search for claims using specific trust criteria, simply click on the Claim Search link in the top menu bar. Once on the Claim Search page, select the specific trust from the drop-down menu located immediately below the general claim search criteria. After a few seconds, a new set of criteria will be displayed underneath the Trust drop-down box. You may select criteria from any one of the 4 list boxes and the one drop-down box, which include *Activity Code*, *Deficiency Code*, *Alleged Injury*, *Status Code*, and *Claim Option*. *See **FIGURE 13***

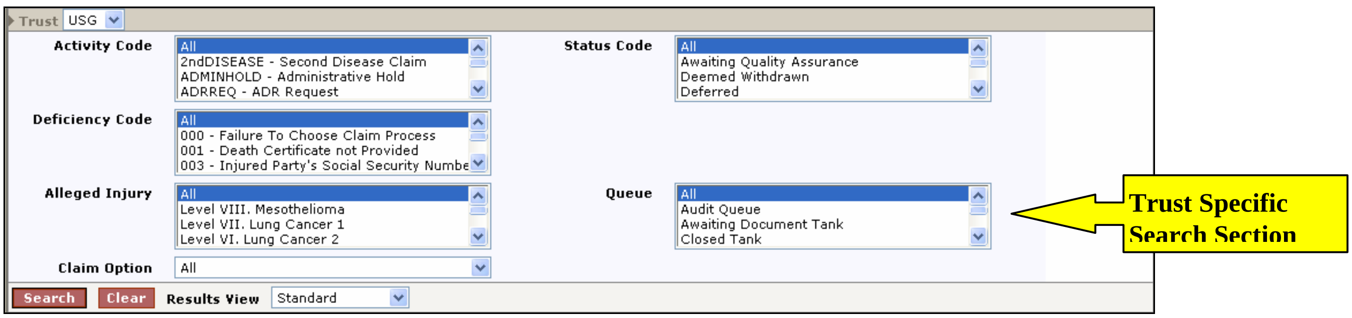


FIGURE 13

To remove the filter criteria, click on the <**Clear**> button.

2.2 Viewing/Editing Claim Data

Once the summary lists of claims are displayed, simply click on the name of the injured party to view and/or edit the existing claim data. A summary of the injured party information is displayed in the **Claim Header Bar** at the top of the page, which include *Trust Claim #*, *Name*, *SSN*, Option, *DOB*, *Firm File #*, *Alleged Injury*, *Deceased/DOD*, *Litigation Date*, and *Status*.

Immediately underneath the Claim Header Bar are 4 tabs: *General*, *Medical*, *Deficiency*, and *Change*, which provide summary information concerning the specific claim. *See **Figure 14***

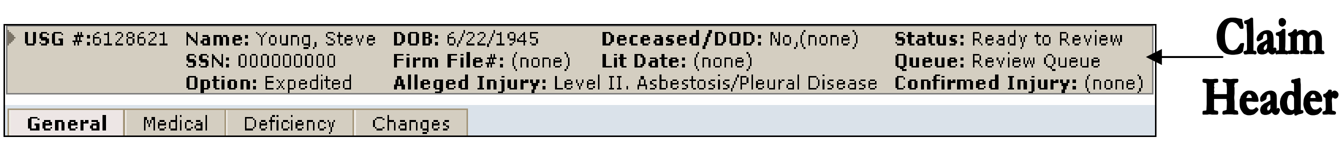


FIGURE 14

2.2.1 General Tab

The General page provides a summary of the claim. The information listed on this page includes: *Claim Number*, *Current Queue*, *Status*, *Checked Out Date*, *Checked Out By*, *Date Received*, *Place in Queue, FIFO Number*, **Holds*, *Alleged Injury*, *Evaluated Injury*, *Last Review Date*, *Attorney*, *Firm*, and *Assigned To*. *See **Figure 15***

Note: *Hold information is only viewable when there is an active Administrative Hold placed on the claim by the Trust.

Any and all *Release* and *Payment* information is also displayed at the bottom of the General tab page.

General | Medical | Deficiency | Changes

Claim Form | Documents | Print Claim Form

Claim Number	2133478	**Alleged Injury**	Level II. Asbestosis/Pleural Disease
Current Queue	Review Queue	**Evaluated Injury**	
Status	Ready to Review	**Last Review Date**	
CheckOut Date		**Attorney**	Smith, Robert
Checked Out By	Not checked out.	**Firm**	Acme Law
Date Received	2/7/2007	**Assigned To**	
Place in Queue	52228		
FIFO Number	200702071997010119450622		

Releases

There are no items.

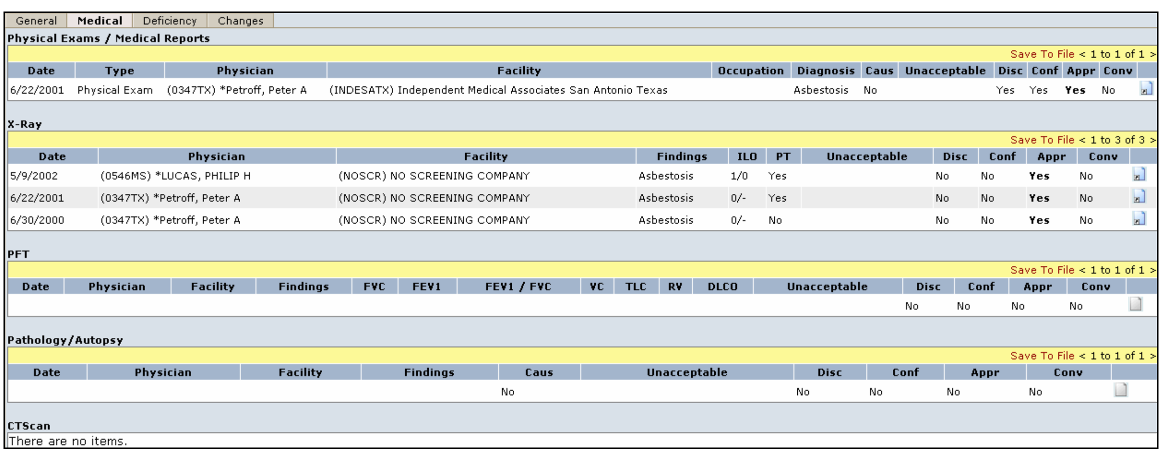
Payments

There are no items.

FIGURE 15

2.2.2 Medical Tab

The Medical page provides a summary of any and all medical reports *submitted* by the firm and *reviewed* by the Trust for the individual claim. The Medical page is divided into 5 categories: *Physical Exam/Medical Reports*, *X-Ray*, *PFT*, *Pathology*, and *CTScan*. *See **Figure 16***



General | Medical | Deficiency | Changes

Physical Exams / Medical Reports

Save To File < 1 to 1 of 1 >

Date	Type	Physician	Facility	Occupation	Diagnosis	Caus	Unacceptable	Disc	Conf	Appr	Conv
6/22/2001	Physical Exam	(0347TX) *Petroff, Peter A	(INDESATX) Independent Medical Associates San Antonio Texas		Asbestosis	No		Yes	Yes	**Yes**	No

X-Ray

Save To File < 1 to 3 of 3 >

Date	Physician	Facility	Findings	ILO	PT	Unacceptable	Disc	Conf	Appr	Conv
5/9/2002	(0546MS) *LUCAS, PHILIP H	(NOSCR) NO SCREENING COMPANY	Asbestosis	1/0	Yes		No	No	**Yes**	No
6/22/2001	(0347TX) *Petroff, Peter A	(NOSCR) NO SCREENING COMPANY	Asbestosis	0/-	Yes		No	No	**Yes**	No
6/30/2000	(0347TX) *Petroff, Peter A	(NOSCR) NO SCREENING COMPANY	Asbestosis	0/-	No		No	No	**Yes**	No

PFT

Save To File < 1 to 1 of 1 >

Date	Physician	Facility	Findings	FVC	FEV1	FEV1 / FVC	VC	TLC	RV	DLCO	Unacceptable	Disc	Conf	Appr	Conv
												No	No	No	No

Pathology/Autopsy

Save To File < 1 to 1 of 1 >

Date	Physician	Facility	Findings	Caus	Unacceptable	Disc	Conf	Appr	Conv
				No		No	No	No	No

CTScan

There are no items.

FIGURE 16

2.2.3 Deficiency Tab

The Deficiency page provides a list of all Standard and Release Deficiencies that have ever been associated with the claim. The information listed includes *Deficiency Code*, *Description*, *Deficiency Date*, *Comment*, *Notification Date*, *Date Closed*, *Source*, *Status*, *Last Edit*, and *Last Editor*. *See Standard & Release Deficiencies* ***Figure 17***

Release Deficiencies

Save To File < 1 to 1 of 1 >

Deficiency Code	Description	Deficiency Date	Comment	Notification Date	Date Closed	Source	Status	Last Edit	Last Editor
R01	Certificate of Official Capacity	6/9/2008		none	none	USG	Accepted	6/9/2008	wberrioz

Standard Deficiencies

Save To File < 1 to 1 of 1 >

Deficiency Code	Description	Deficiency Date	Comment	Notification Date	Date Closed	Source	Status	Last Edit	Last Editor
228	Significant or Cumulative Occupational Exposure is Insufficient	6/9/2008		none	none	USG	Accepted	6/9/2008	wberrioz

FIGURE 17

For Linked claims, Trust Online deficiencies will appear on all linked claims. After a **DCPF** claim has been reviewed, any deficiencies added to the reviewed claim will appear on the linked claim. In the following example, a USG claim was reviewed (as indicated by the **Source**) and was deficient for 120 and 224. On the USG claim below, both deficiencies appear as Accepted. The possible statuses for deficiencies are **Pending** and **Accepted**. See ***Figure 18***

Standard Deficiencies

Save To File < 1 to 2 of 2 >

Deficiency Code	Description	Deficiency Date	Comment	Notification Date	Date Closed	Source	Status	Last Edit	Last Editor
120	Medical Report not by a Qualified Physician	6/9/2008		none	none	USG	Accepted	6/9/2008	wberrioz
224	Exposure Dates not Provided	6/9/2008		none	none	USG	Accepted	6/9/2008	wberrioz

FIGURE 18

Deficiency Status:

- **Pending** – A deficiency that was added to the Source claim will appear in the Target claim as Pending until this claim is reviewed.

- **Accepted** – Once the Target claim is reviewed and the Pending deficiencies apply, the reviewer will change the status to Accepted.

2.2.4 Changes Tab

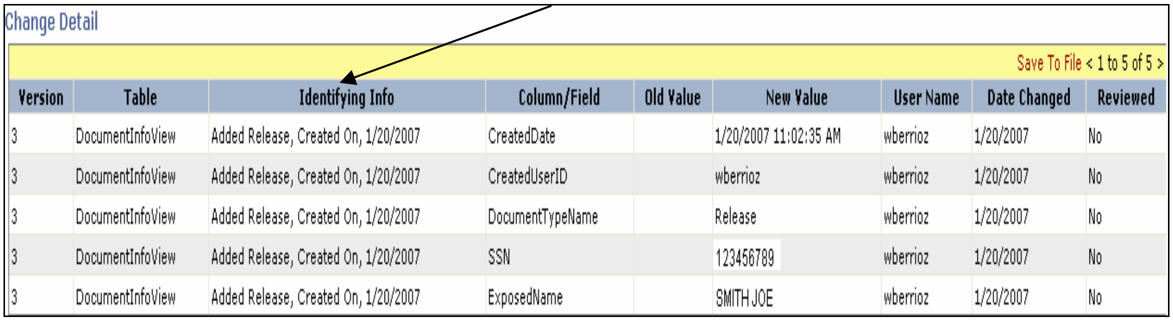
The Changes page provides a summary of any and all edits done to the claim by the firm and the Trust for the individual claim. The information listed includes *Version*, *Table*, *Identifying Info*, *Date Changed*, and *Reviewed*. *See* ***Figure 19***

Save To File < 1 to 12 of 12 >

Version	Table	Identifying Info	Date Changed	Reviewed
3	DocumentInfoView	Added Release, Created On, 1/20/2007	1/20/2007	No
2	DocumentInfoView	Added Chest X-Ray/B-reader Report, Created On, 8/22/2006	8/22/2006	Yes
2	DocumentInfoView	Added Physical Exam, Created On, 8/22/2006	8/22/2006	Yes
2	DocumentInfoView	Added Physical Exam, Created On, 8/22/2006	8/22/2006	Yes
2	Exposure	Updated GOODYEAR, PIPEFITTER, PASADENA, TX, 1/1/1966, 12/31/1998	8/22/2006	Yes
2	Exposure	Updated GOODYEAR, PIPEFITTER, PASADENA, TX, 1/1/1966, 12/31/1998	8/22/2006	Yes
2	Litigation	Updated ..., 8/4/2000, TX	8/22/2006	Yes
2	Litigation	Updated ..., 8/4/2000, TX	8/22/2006	Yes

FIGURE 19

To view the details of each change, simply click on Identifying Info in red font. By clicking on "**Added Release, Created On, 1/2007**", the detailed changes will be displayed in a new window. The Change Detail includes the same information plus *Column/Field*, *Old Value*, *New Value*, and *User Name*. *See **Figure 20***


Change Detail

Save To File < 1 to 5 of 5 >

Version	Table	Identifying Info	Column/Field	Old Value	New Value	User Name	Date Changed	Reviewed
3	DocumentInfoView	Added Release, Created On, 1/20/2007	CreatedDate		1/20/2007 11:02:35 AM	wberrioz	1/20/2007	No
3	DocumentInfoView	Added Release, Created On, 1/20/2007	CreatedUserID		wberrioz	wberrioz	1/20/2007	No
3	DocumentInfoView	Added Release, Created On, 1/20/2007	DocumentTypeName		Release	wberrioz	1/20/2007	No
3	DocumentInfoView	Added Release, Created On, 1/20/2007	SSN		123456789	wberrioz	1/20/2007	No
3	DocumentInfoView	Added Release, Created On, 1/20/2007	ExposedName		SMITH JOE	wberrioz	1/20/2007	No

FIGURE 20

2.2.5 Editing Claim Form

To view or edit the online claim form, the user must first navigate to the General tab. On the General tab, simply click on the <**Claim Form**> button to begin viewing/editing the online claim. *See **Figure 15***

To begin the edit process, the user must first click on the <**Edit**> button located at the top of the page. Once this button is selected, the user's full name will appear in the right hand corner box labeled "Being edited by: [*Last Name*, *First Name*]*"*

To navigate through the claim form, simply click on the <**Next**> button located at the top of the page or proceed to a specific page by clicking on the corresponding tab located on the side bar menu.

After viewing/editing the claim, the user must proceed to the Finish page by clicking the <**Finish**> button at the top of the page or the **Finish Claim** tab located on the side bar menu. From the Finish page, you may either click on the <**Submit Changes**> button to accept the changes made to the claim or the <**Cancel**> button to discard all changes made.

2.3 New Claims Submission

To submit new claims, the user must first log in to Trust Online. From the Summary page, click on the **New Claim** link in the top menu bar, which will route you to the **Choose Trust** page. From this page, the user must select the trust and click on the <**New Claim**> button. *See **Figure 21***

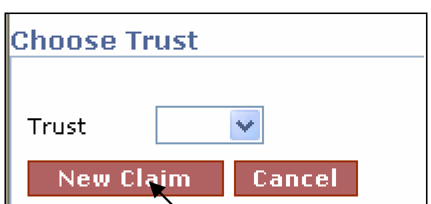


FIGURE 21

To navigate through each page of the claim form, the user may either click on the <**Next**> button located at the top of the page or click on the appropriate tab located on the side menu. *See **Figure 22***

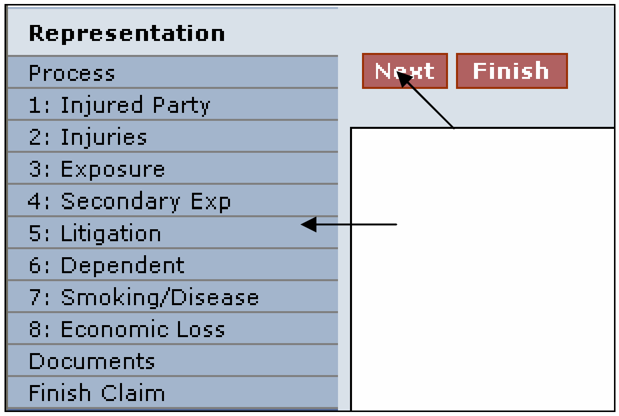


FIGURE 22

Part 1: Representation – This is the very first page of the claim form. Here you **must** select the attorney representing the injured party from the drop-down box and enter any contact information necessary.

Part 2: Process – On this page, the user selects the appropriate review process for the claim. Note that the Expedited Review process is not available for Level VI (Lung Cancer 2) or foreign claims.

Part 3: Injured Party – On this page, the user enters the injured party's information. Note that the injured party's last name **must** be entered before proceeding to the next page. If the injured party is deceased, the personal representative information must be entered.

Part 4: Injuries – On this page, the user determines and selects the highest alleged injury that has been diagnosed for the injured party. If selecting Level V, Other Cancer, please specify the type of cancer. Enter the Date of Diagnosis and answer the pre-petition question at the bottom of the page, if applicable.

Part 5: Dependents – For *Individual Review (IR)*, the user must enter any dependents that have rights associated with this claim by clicking on the <**Add Dependents**> button. Input all of the dependent information and click on the <**Save**> button. Follow the same procedure for each additional dependent.

Be sure to include the injured party's spouse and/or other financial dependents who derive (or who derived at the time of diagnosis of the asbestos-related disease claimed) at least one-half of their financial support from the injured party.

Part 6: Exposure – On this page, the user enters all of the injured party's asbestos exposure by clicking on the <**Add Exposure**> button and typing in pertinent information and then clicking the <**Save**> button at the bottom of the page. Follow the same procedure for each additional exposure.

Note: Proof of Company Exposure and Significant Occupational Exposure must be enclosed as required by the Asbestos Personal Injury Trust Distribution Procedures sections 5.3 and 5.7(b).

Part 7: Secondary Exposure – On this page, the user enters all of the injured party's secondary exposure by clicking on the <**Add Secondary Exposure**> button and typing in all of the necessary pertinent information and then clicking the <**Save**> button at the bottom of the page. Follow the same procedure for each additional secondary exposure.

If a claimant alleges an asbestos-related disease resulting solely or in part from exposure to an occupationally exposed person, such as a family member, then the claimant **<u>must</u>** seek Individual Review of his or her claim.

Note: Part 6 **<u>must</u>** be completed for the occupationally exposed person. If the injured party also had direct occupational exposure to asbestos, Part 6 must also be completed for that exposure.

Part 8: Smoking/Disease – For **Individual Review (IR)*, the user must indicate whether the injured party ever smoked cigarettes or cigars. Please specify the dates that cigarettes or cigars were smoked and the amount per day. Indicate fractional packs or cigars as appropriate, for example three and one-half packs would be entered as <u>3.5</u>.

Note: *This is to be completed for Lung Cancer 2 (LC2) and IR Levels I through IV only.

Part 9: Litigation – On this page, the user enters all of the injured party's litigation information by clicking on the <**Add Litigation**> button and typing in all pertinent information and then clicking the <**Save**> button at the bottom of the page. Follow the same procedure for any additional litigation.

Part 10: Economic Loss – On this page, the user enters any employment information such as *current employment status*, *amount of last annual wages*, and *date of last wages received*.

Note: If economic losses are being claimed, you must enclose an economic report, IRS Form W-2, the first page of IRS Form 1040, or other relevant supporting documentation.

Documents – Prior to submitting the claim, the user will have the opportunity to submit documents electronically. Trust Online has provided the users with two methods of submitting documents to the online system. You can choose to fax documents using the Fax Cover Sheets or directly upload the document into the claim.

- **Faxing Documents** – To fax documents to Trust Online, simply click on the <**Create Cover Sheet**> button. Select one of the 12 types of documents from the Document Type drop-down box, enter any necessary comments and click on <**Print Cover Sheet**>. Print the cover sheet, attach it to the document and fax it to the number at the top of the cover sheet.

- **Uploading Documents** – To upload documents to Trust Online, simply click on the <**Upload Document**> button. Select one of the 12 types of documents from the Document Type drop-down box, enter any necessary comments and click on the <**Browse**> button located to the right of the

Choose Document field. From the **Choose File** dialogue box, select the correct document from your local or network drive and click on the <**Open**> button. After the **Choose Document** field has been populated with the selected document, click on the <**Send Document**> button.

Finish Claim – On this page, the user can either submit the claim, save the claim as a draft, or cancel the claim. If any pertinent information has not been entered, the Warning section will display a small description of the information that is missing.

Note: The warnings on the Finish Claim page may create intake deficiencies which will place your claim in an **Intake Deficient** status until the Trust receives the information necessary for review.

Section 3 Reports

3.1 Reports

Trust Online has innovated the Reports section to meet all the needs of the firms. At the time of this publication, Trust Online offers two different reports: Deficiency Report and Place In Queue Report. (*See* ***Figure 23***) This dynamic innovation will continue to be updated with the feedback received from law firms around the country.

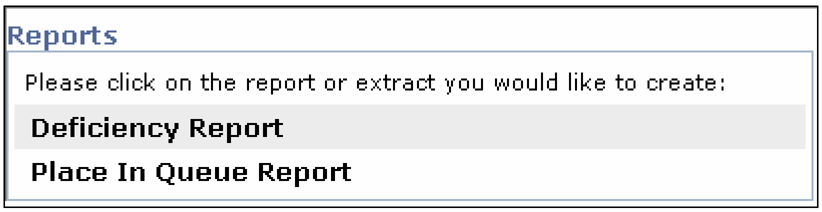


FIGURE 23

Firms can create a Detailed or Summary report in varying file formats. Currently, Trust Online provides reports in PDF, Excel, and CSV.

3.1.1 Deficiency Report

To create a Deficiency Report, simply click on the Deficiency Report link in the Reports page. Once the Deficiency Reports page is displayed, you will have several options to choose from in order to create customized reports.

- **Trust** – Select the specific trust from the drop-down box.

- **Report Type** – Choose Detail or Summary for the type of report. Selecting Detail will display another report option labeled **Deficiency Count**.

- **Deficiency Count** – When choosing Detail report, a drop-down box with a number of deficiencies will be displayed. You may choose to view reports with claims that have only one deficiency or multiple deficiencies.

- **Output Type –** Select the type of file format from the drop-down box. You can create PDF for easy viewing and printing or Excel and CSV for downloading the information into a spreadsheet.

- **Deficiency –** In the Deficiency list box, you can select **All**, **All Intake**, **All Medical**, **All Exposure**, **All Conversion** or any number of individual deficiency codes. You may choose more than one option by holding down the <**Ctrl**> key and clicking on your selections.

- **Attorney –** From this list box, you can select **All** or any number of individual attorneys from your firm. You may select more than one attorney by holding down the <**Ctrl**> key and clicking on your selections.

Once you have selected all of your report options, simply click on the <**Create Report**> button. *See **Figure 24***

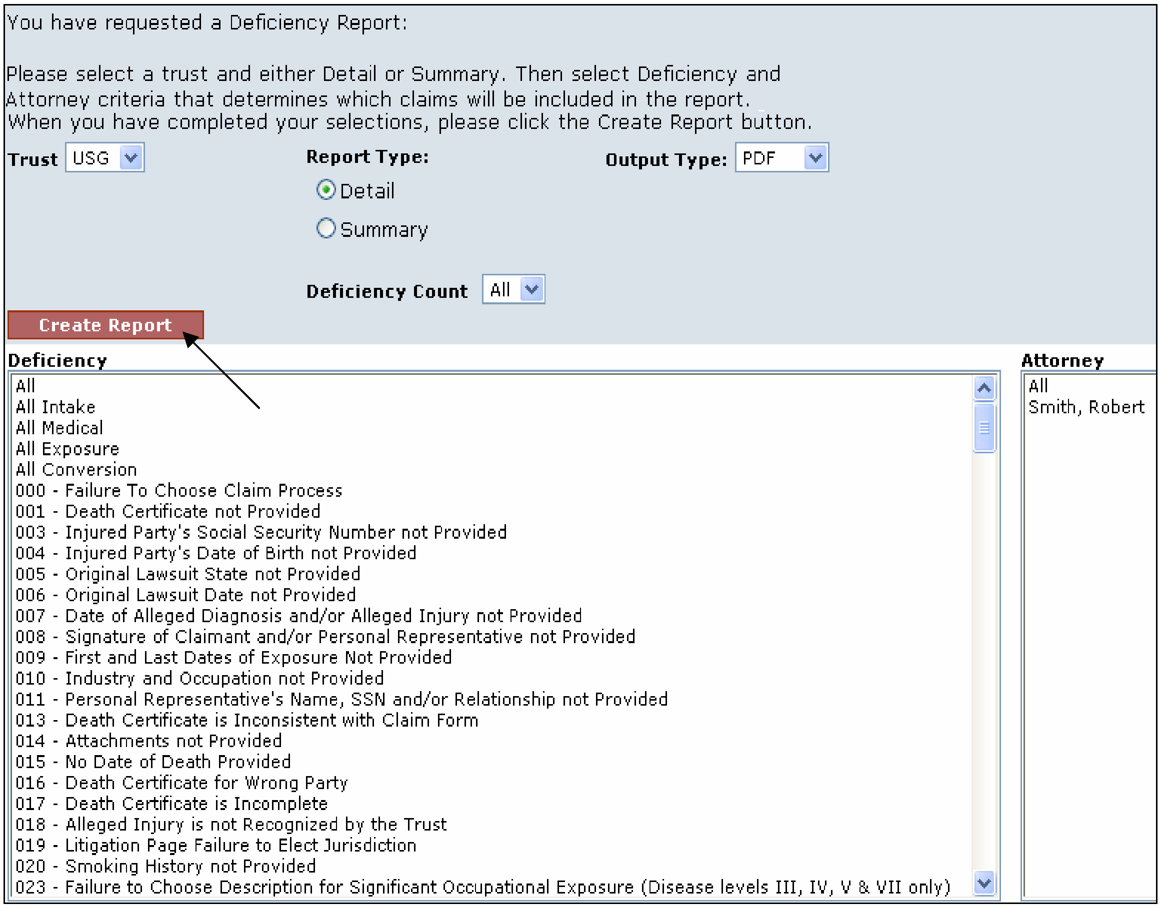


FIGURE 24

3.1.2 Place In Queue Report

To create a Place In Queue Report, simply click on the Place In Queue Report link on the Reports page. When the Place In Queue Reports page is displayed, you will have several options to choose from to create your customized reports.

- **Trust** – Select the specific trust from the drop-down box.

- **Output Type –** Select the type of file format from the drop-down box. You can create PDF for easy viewing and printing or Excel and CSV for downloading the information into a spreadsheet

- **Status** – The Place In Queue report applies only to claims that are in the **Ready to Review** or **Ready to Re-Review** status. You can select either Status or All to view a report of all your claims with these statuses.

- **Attorney –** From this list box, you can select **All** or any number of individual attorneys from your firm. You may select more than one attorney by holding down the <**Ctrl**> key and clicking on your selections.

Section 4 Notification

Trust Online has provided a newly innovated method of notifying law firms with updated information about their claims. Notifications are provided for **Intake/Review Deficiencies**, **Release Deficiencies**, **Offers**, and **Payments**.

Notifications are broken down into two levels: **Attorney** and **Firm**.

The following sections will provide a detailed explanation concerning each of these levels, how to set the notification preferences and the users who have access to view these notifications.

4.1 Firm Notifications

4.1.1 Firm Level

Payment Notifications are Firm Level Notifications and can only be viewed by the Firm Administrator and the person designated by the Firm Administrator to receive the email notification.

The individual designated to receive the email notification must have a Trust Online **Staff** or **Attorney** account and also an active email address included in his/her profile.

4.1.2 Setting Firm Notification Option

The Firm Administrator can view the **Payment Option** specified for the firm on his/her **Profile** page. The options are **Paper Check** or **Electronic**. If Electronic is checked, the name of the designated account will be populated in the drop-down box under Payment Options. *See **Figure 25***

FIGURE 25

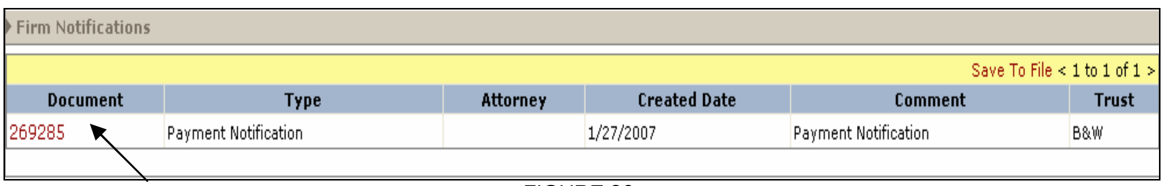
To receive electronic payments and notifications, the Firm must first complete an ACH form and designate an email address of the user they wish to be notified when payments are made.

4.1.3 Access To View Payment Notifications Online

When the Trust issues payments to a Firm that has selected Electronic as their Payment Option, an email is sent to the Firm Administrator and the user who is designated by the ACH form to receive such notifications.

These emails do not contain any attachments, but include a brief message identifying the type of notification and a hyperlink back to Trust Online to view the actual Notification Document on the Notification page. *See **Figure 26***

Only the firm administrator and the person selected by the firm administrator can go to the Notification page on Trust Online and click on the **Document** number to view the actual PDF version of the payment reports, including claimant information, payment and check detail.



Firm Notifications

Save To File < 1 to 1 of 1 >

Document	Type	Attorney	Created Date	Comment	Trust
269285	Payment Notification		1/27/2007	Payment Notification	B&W

FIGURE 26

4.2 Attorney Notifications

4.2.1 Attorney Level

Deficiency and Offer Notifications are called Attorney Level Notifications and can only be viewed by the Attorney and the person designated by the Attorney to receive the email notification.

Both the Attorney and the designated person <u>must</u> have a Trust Online **Staff** or **Attorney** account and also an active email address included in their profiles. The Attorney <u>must</u> have an Attorney Account. *See **Figure 27***

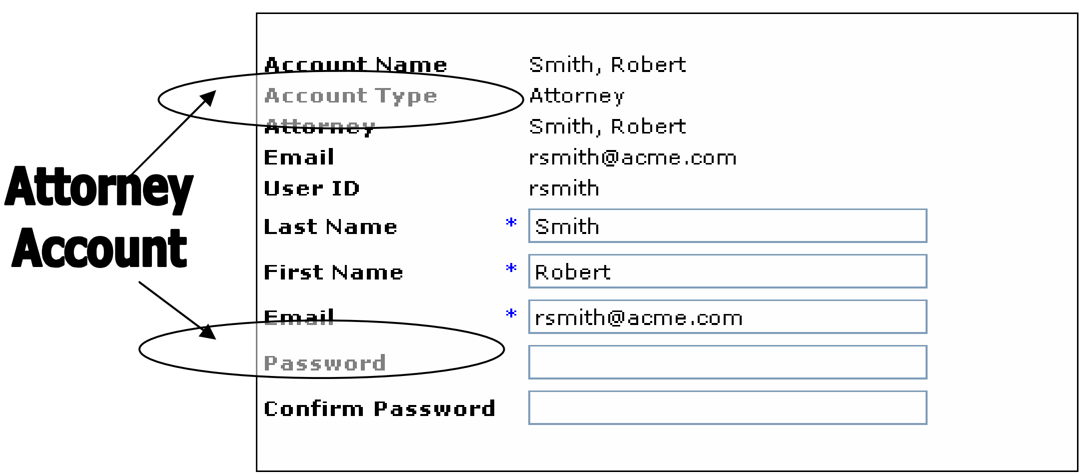


FIGURE 27

4.2.2 Setting Attorney Notification Option

The Attorney can view the **Notification Option** specified for his/her claims on his/her **Profile** page. The options listed are **Paper** or **Electronic**. He/she can also elect to receive both types of notifications.

When selecting the Electronic check box, the attorney must select from the drop-down box the name of the designated staff account that he/she wishes to also receive the email notification. *See **Figure 28***

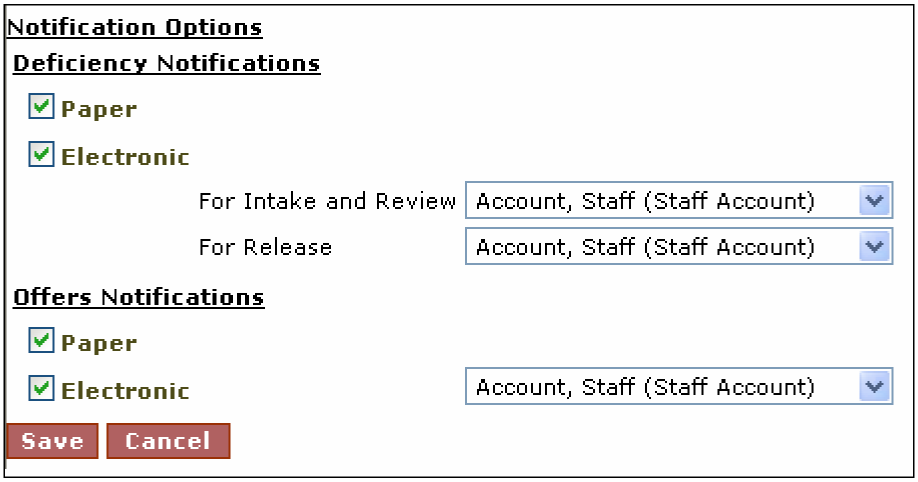


FIGURE 28

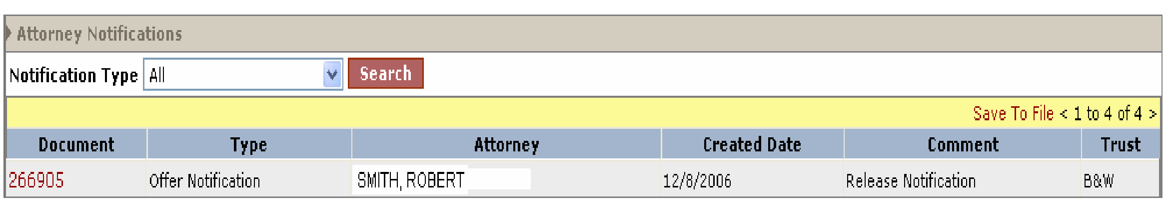
The Deficiency Notifications are separated into Intake/Review and Release. The Attorney can designate different users to receive these email notifications.

4.2.3 Access To View Payment Notifications Online

When the Trust issues a deficiency and/or offer notification to the Attorneys that have elected to receive Electronic notification, an email is sent to the Attorney and the user who is designated by the ACH form to receive such notifications.

These emails do not contain any attachments, but include a brief message identifying the type of notification and a hyperlink back to Trust Online to view the actual Notification Document on the Notification page.

Only the attorney, the firm administrator, and the designated person can go to the Notification page on Trust Online and click on the **Document** number to view the actual PDF version of the reports, which include the claimant information and claim detail. *See **Figure 29***


Attorney Notifications

Notification Type All Search

Save To File < 1 to 4 of 4 >

Document	Type	Attorney	Created Date	Comment	Trust
266905	Offer Notification	SMITH, ROBERT	12/8/2006	Release Notification	B&W

FIGURE 29

Section 5 CONVERSION & LINKING

5.1 Conversion

Trust Online (TO) has a method to convert existing *claim* and *review data* into a new claim. Any claim that was previously submitted to the Delaware Claims Processing Facility (DCPF) can easily be searched and converted into a new claim.

The conversion process transfers existing claim data from the Source Trust to the Target Trust.

Source Trust – is the Trust in which the existing claim and review data are transferred. Currently, only **Celotex**, **B&W**, **USG**, **AWI**, **OC** and **FB** can be selected as a **Source Trust**.

Target Trust – is the Trust in which the existing claim and review data are being transferred. Currently, only **B&W**, **USG**, **AWI**, **OC** and **FB** can be selected as the **Target Trust**.

5.1.1 Conversion Search

After logging on to Trust Online, the Summary page will be displayed. From this page, simply click on the **Conversion** link on the top menu bar. This will bring you to the **Conversion Search** page. *See* ***Figure 30***

FIGURE 30

From the **Target Trust** drop-down box, select the **Trust** for which you need to submit a new claim. All of the existing *claim* and *review data* will be transferred to the new claim specified by the Target Trust. After selecting the Target Trust, a claim search page will be displayed. In the example below, we selected **USG** as the **Target Trust**.

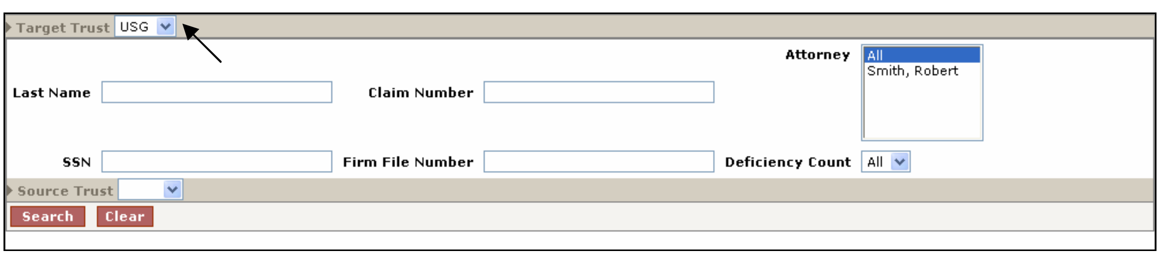


FIGURE 31

From here, you can search for an existing DCPF claim by typing information into the following fields – *Last Name*, *SSN*, *Claim Number*, *Firm File Number*, *Attorney* and/or *Deficiency Count*. *See* ***Figure 31***

You may also search for specific Trust claims by selecting a Trust from the **Source Trust** drop-down box.

In the following example, we selected **Celotex** as the **Source Trust**. We can search for a list of existing Celotex claims by *Status Code*, *Deficiency Code*, *Alleged Injury* and/or *Claim Option*. *See **Figure 32***

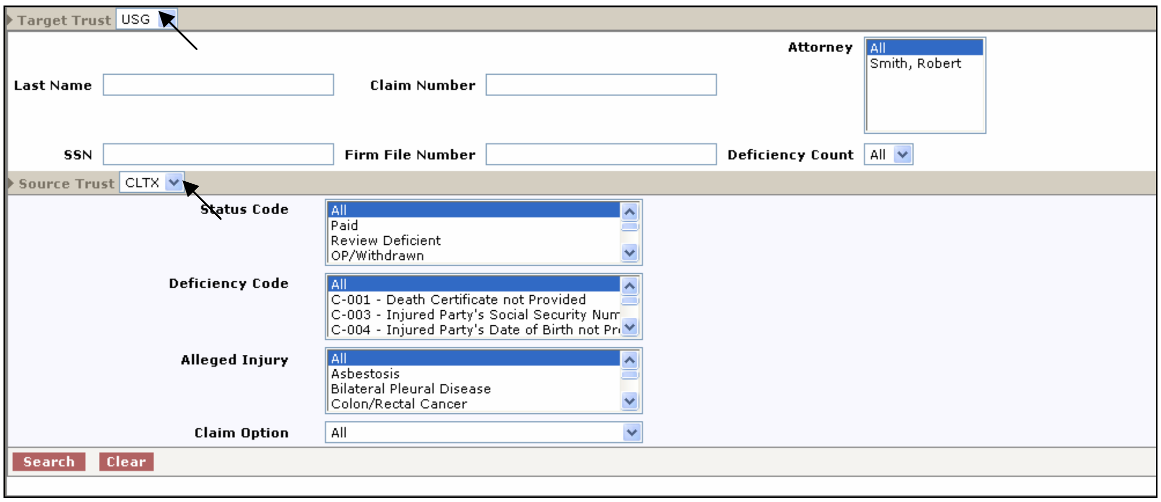


FIGURE 32

After entering the search criteria and clicking on <**Search**>, a summary list of the claim information will be displayed. In the figure below, we selected **Paid** from the Status Code list box and **Asbestosis** from the Alleged Injury list box. *See **Figure 33***

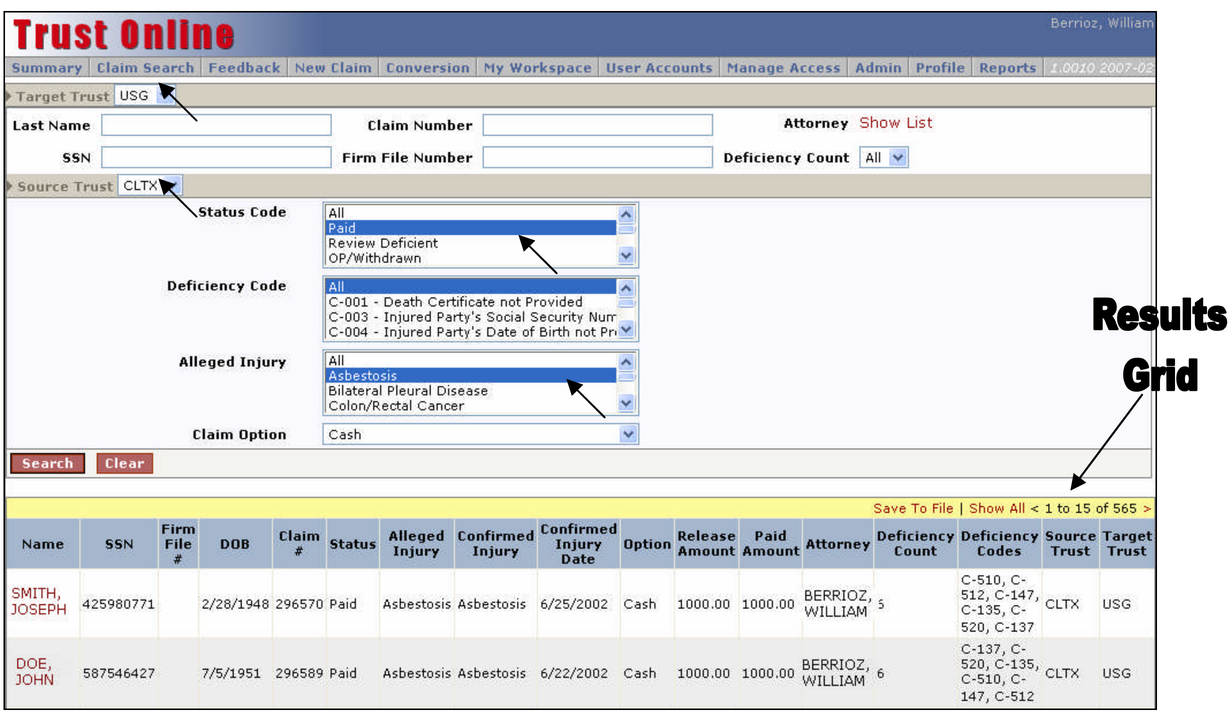
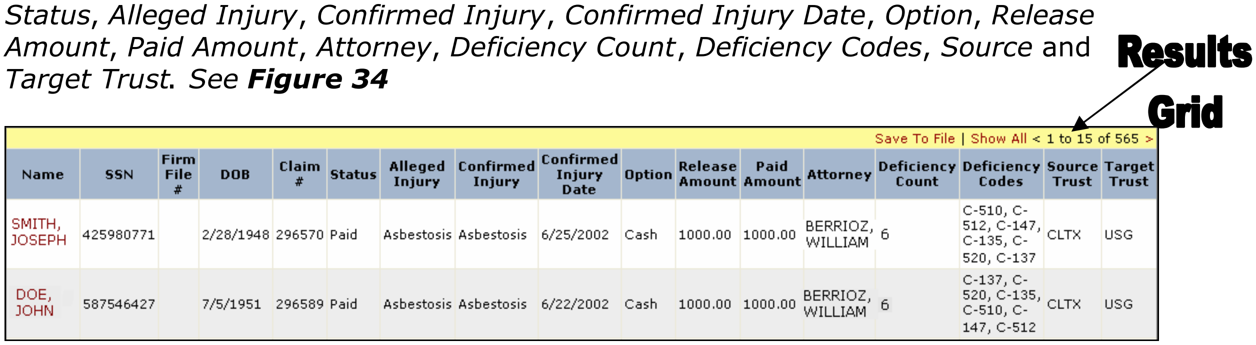


FIGURE 33

5.1.2 Conversion Results

The Search Grid results display a summary list of claim information from the Source Trust. The information displayed includes *Name*, *SSN*, *Firm File #*, *DOB*, *Claim #*, *Status*, *Alleged Injury*, *Confirmed Injury*, *Confirmed Injury Date*, *Option*, *Release Amount*, *Paid Amount*, *Attorney*, *Deficiency Count*, *Deficiency Codes*, *Source* and *Target Trust*. *See* ***Figure 34***



Name	SSN	Firm File #	DOB	Claim #	Status	Alleged Injury	Confirmed Injury	Confirmed Injury Date	Option	Release Amount	Paid Amount	Attorney	Deficiency Count	Deficiency Codes	Source Trust	Target Trust
SMITH, JOSEPH	425980771		2/28/1948	296570	Paid	Asbestosis	Asbestosis	6/25/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	6	C-510, C-512, C-147, C-135, C-520, C-137	CLTX	USG
DOE, JOHN	587546427		7/5/1951	296589	Paid	Asbestosis	Asbestosis	6/22/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	6	C-137, C-520, C-135, C-510, C-147, C-512	CLTX	USG

FIGURE 34

5.1.3 Conversion Summary

After retrieving your list of claims, select a claim to be converted by simply clicking on the Injured Party name under the Name field heading. The **Conversion Summary** page will be displayed. This page provides information concerning the *Source Trust*, *Deficiencies*, *Documents*, *Historical Documents* and a <**Review Results**> button. *See* ***Figure 35***

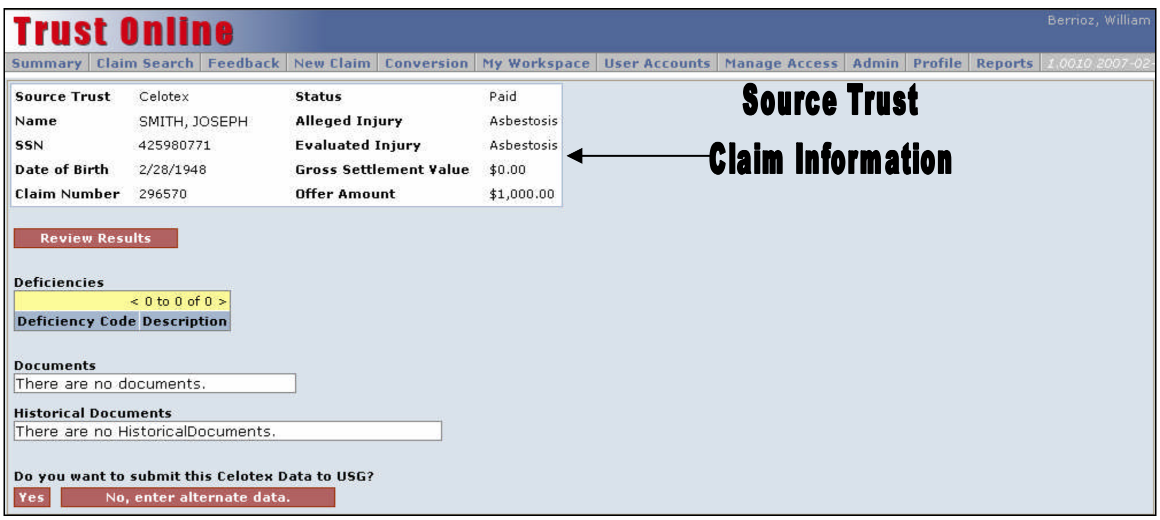


FIGURE 35

Review Results – This button provides a comprehensive break down of all of the review information entered by the Source Trust reviewers during the review process.

Deficiencies – In the Deficiencies section, possible deficiency warnings are determined during the conversion from the Source Trust to the Target Trust and are preceded with a "C". This is possible for 100, 200, and 500 series codes. Therefore, C-deficiencies should be used as a tool to make corrections before completing the transfer process.

500 series deficiencies are determined by the system when potential deficiencies are identified prior to the transfer of the data. These codes are only a guide for you to determine what source data to use and what additional data may be needed prior to submitting the claim.

A C-deficiency will not automatically place your claim in a deficient status. Deficiencies that are clearly source-specific (e.g., missing Celotex product ID), are not converted to the claim. However, any review deficiencies that are imported from the source data are likely to be review deficiencies for the target claim. It is also possible that deficiencies, not identified by the system, will be found during the review process.

To complete the conversion process from this **Celotex** claim into a new **USG** claim, simply click on the <**Yes**> button as the answer to the question "**Do you want to submit this Celotex Data to B&W**? *See **Figure 36***

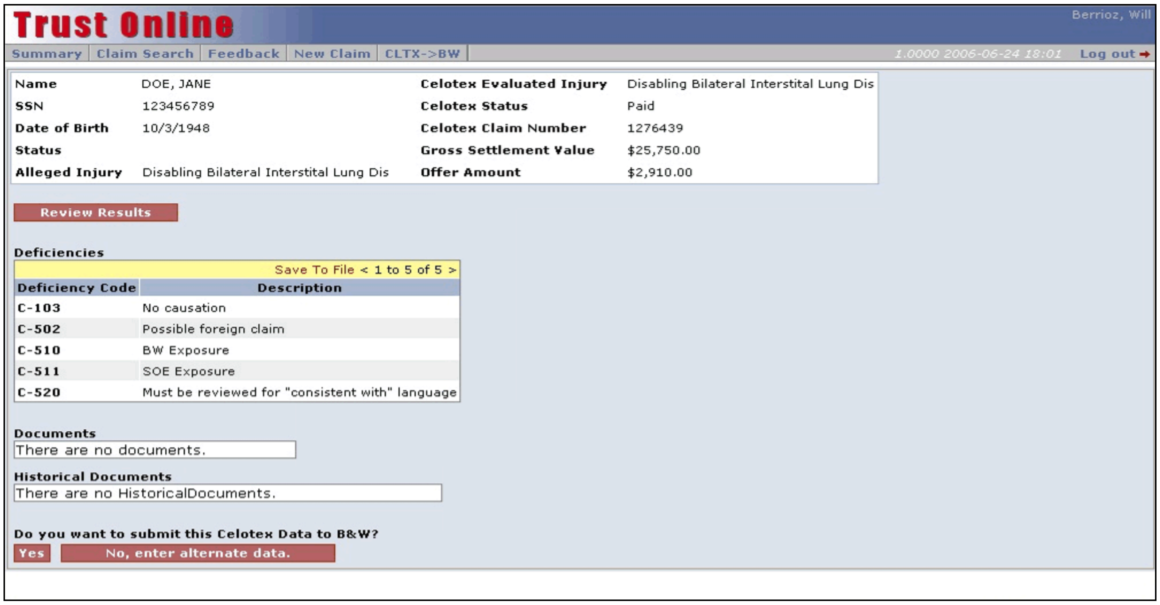


FIGURE 36

5.1.4 Submitting Converted Claim

After clicking on the <**Yes**> button, the system will route you to the first page of the claim. The online claim form is separated into tabs which closely resemble the paper claim form. The tabs are listed on the side of the page and are numbered 1 through 10, followed by the Documents and Finish Claim tab.

You may browse each of the claim pages by clicking on the <**Next**> button at the top of the page or go to a specific page by clicking on the respective tab on the side menu. You may add or change any information that may be pertinent to the review process for the new claim.

After checking the claim for accuracy and/or making any necessary changes, you may electronically submit documents by creating a fax cover sheet and faxing the document to the fax number listed at the top of the page or by simply uploading the document using the <**Upload Document**> button.
Once you are completely satisfied with the claim, you may then proceed to the Finish Claim tab. From the Finish page you will have the option of *linking the claim to another Trust*, *saving the claim as a draft*, *submitting the claim* or *canceling the*

claim. For information about Linking claims across different Trusts, see section **5.2 Linking**.

5.2 Linking

The Delaware Claims Processing Facility (DCPF) has created a method to link claims for multiple trusts using Trust Online. This method provides users with the capability to submit multiple claims at once, therefore, greatly reducing the time and effort it would take to submit new claims for each trust that resides on Trust Online.

Currently, Trust Online only provides linking between the **B&W**, **USG**, **AWI**, **OC** and **FB Trust**. There are several options to consider when submitting and linking multiple claims:

- If the firm has an existing **Celotex** claim and does not have a **B&W**, **USG**, **AWI**, **OC** or **FB** claim, they may opt *to convert* the existing claim to **B&W**, **USG**, **AWI**, **OC** or **FB**.

- If the firm has an existing **DCPF** claim, they may opt *to convert* and *link* the existing claim to the new **Trust** claim, if:

    - The existing claim is not yet in an **Offer Issued** status.

- If a firm does not have an existing **DCPF** claim, they will need to *submit a New Claim* for **B&W, USG**, **AWI, OC** or **FB** and link them to each other on the Finish page of the electronic claim form.

5.2.1 Linking Claims using New Claim

After logging on to Trust Online, simply click on the **New Claim** link on the top menu bar. This will bring you to the **Choose Trust** page.

From the Trust drop-down, select a Trust for which you wish to submit a new claim and click on <**New Claim**>. Enter all of the claim information and submit the supporting documents. *For instructions on how to submit a new claim see **2.3 New Claim Submission** on page 10 of this manual*.

Prior to submitting the new claim, the Finish page will display all other Trusts the user has access to. In this example, we created a **B&W** claim and now have the option of submitting a claim for **USG** by clicking on the check box. *See **Figure 37***

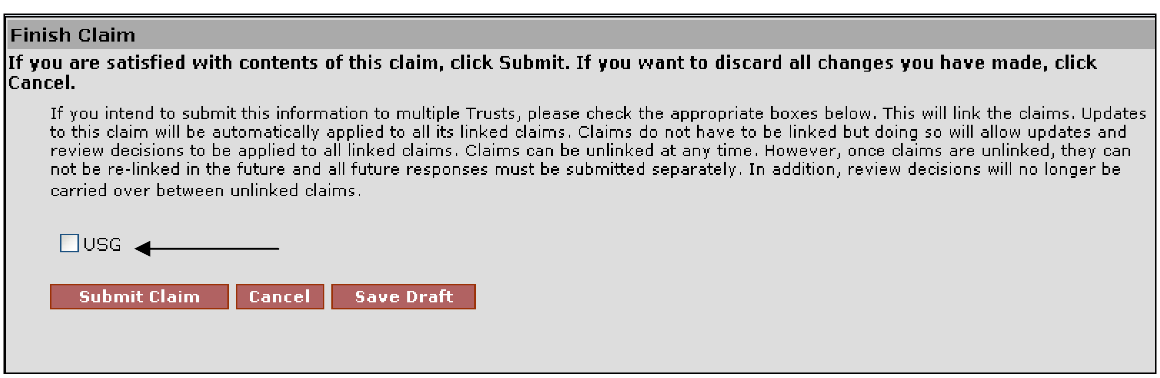


FIGURE 37

After checking the **USG** box and clicking <**Submit Claim**>, a chain link icon will be displayed in the claim header indicating that this is a linked claim. *See **Figure 38***

FIGURE 38

On the bottom of this claim summary, you will see a new Linked Claims section. This section will display information about the linked claims such as *Trust*, *Claim Number* and *Status*. To view the linked claim, simply click on the Claim Number highlighted in the red font. *See **Figure 39***

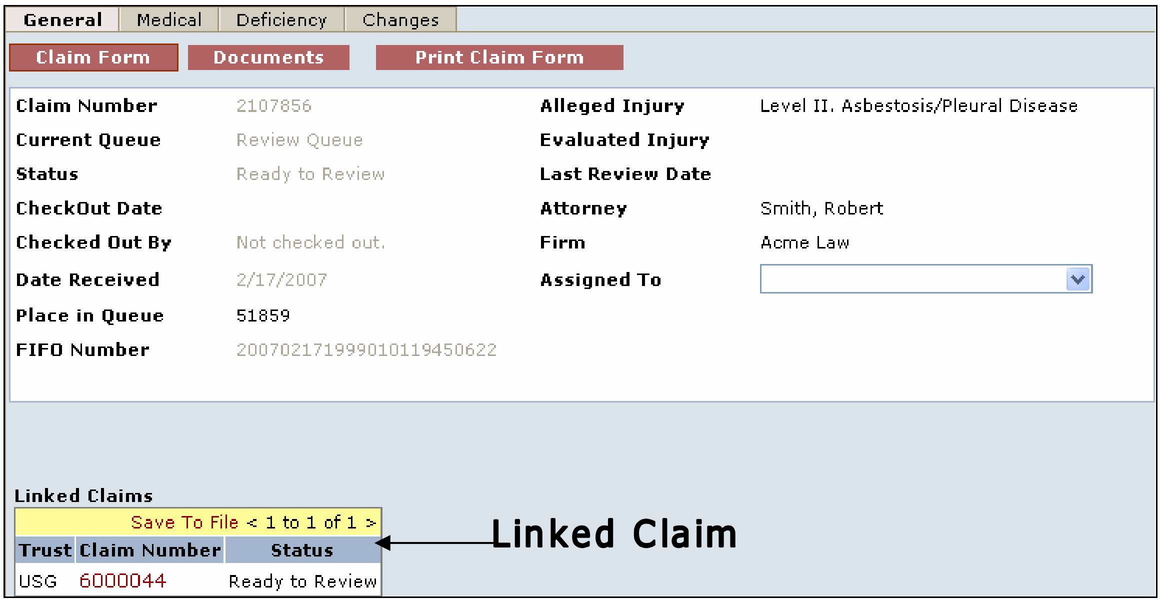


FIGURE 39

5.2.2 Linking Claims using Conversion

As described in the previous page, there are several scenarios to consider when linking claims during the conversion process:

- The firm <u>has</u> an existing **Celotex** claim and does <u>not have</u> a **B&W**, **USG**, **AWI**, **OC** or **FB** claim:
  I. Convert the Celotex claim to either **B&W**, **USG**, **AWI**, **OC** or **FB**;
     a. In this example, we converted the Celotex to **USG**.
  II. At the Finish page, Click <**Submit Claim**>;
  III. Repeat steps I and II to convert this new **USG** claim and link it to another Trust.
  IV. On the Conversion Summary page, you may link these claims. *See **Figure 40***

FIGURE 40

- The firm <u>has</u> an existing **DCPF** claim that does <u>not</u> have a release:
  I. Convert the existing **DCPF** claim to another trust;
  II. On the Conversion Summary page, click the check box to link the existing **DCPF** claim to the new claims;
  III. Click <**Submit Claim**>. *See* ***Figure 41***

FIGURE 41

- The firm <u>has</u> an existing **DCPF** claim that does have a release:
  I. Convert the existing claim to another trust;
  II. Click **Yes** to convert; *See* ***Figure 41.a***
  III. Edit the new claim and proceed to the finish page;
  IV. Click <**Submit Claim**>.

FIGURE 41.a

Note: Claims that have a release issued cannot be linked. On the Conversion Summary page, the **Link these claims** box is grayed out and can't be checked.

5.2.3 Editing Linked Claims

Trust Online provides users with the capability to edit claims across multiple trusts by simply editing one of the linked claims. After editing the claim, simply proceed to the Finish page and submit the changes to the claim. These edits will be updated to the linked claims that are listed on the Finish page.

If the user does not want the edits to be applied to the linked claims, simply uncheck the box next to the Trust for which you do not want the changes applied and click <**Submit Claim**>. *See* ***Figure 42***

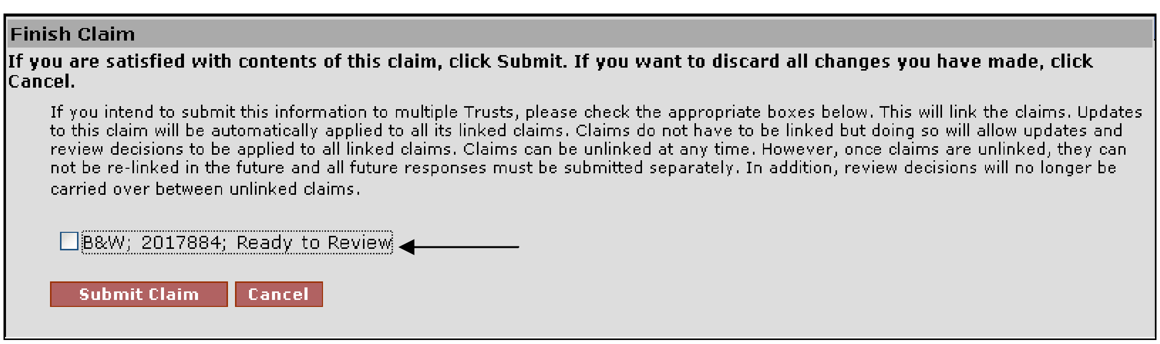


FIGURE 42

Note: Once a claim is unlinked, it can not be re-linked.

Contact Web Support

Please direct any **web related** questions to:

- B&W websupport@bwasbestostrust.com
- USG websupport@usgasbestostrust.com
- AWI websupport@armstrongworldasbestostrust.com
- OCFB websupport@ocfbasbestostrust.com

Or call Monday through Friday 8AM to 4PM EST:

- (866) 665-5790 (toll free)
- (302) 888-6150 (direct dial)

Please direct any **claim-related** questions to:

- B&W helpline@bwasbestostrust.com
- USG helpline@usgasbestostrust.com
- AWI helpline@armstrongworldasbestostrust.com
- OCF helpline@ocfbasbestostrust.com

Or call the HelpLine Monday through Friday 8AM to 4:30PM EST:

- (866) 665-5786 (toll free)

To provide **feedback and/or suggestions about Trust Online**, click the Feedback link located on the top menu bar on Trust Online.