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Member Support Portal: New Request Options

May 2026

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Overview

The **Member Support Portal** provides members with a centralized way to submit membership-related requests and track their status. Requests submitted through the portal are routed through automated workflows to ensure timely processing in ServiceNow®.

This document explains new request options effective **May 11, 2026**.

Request Types

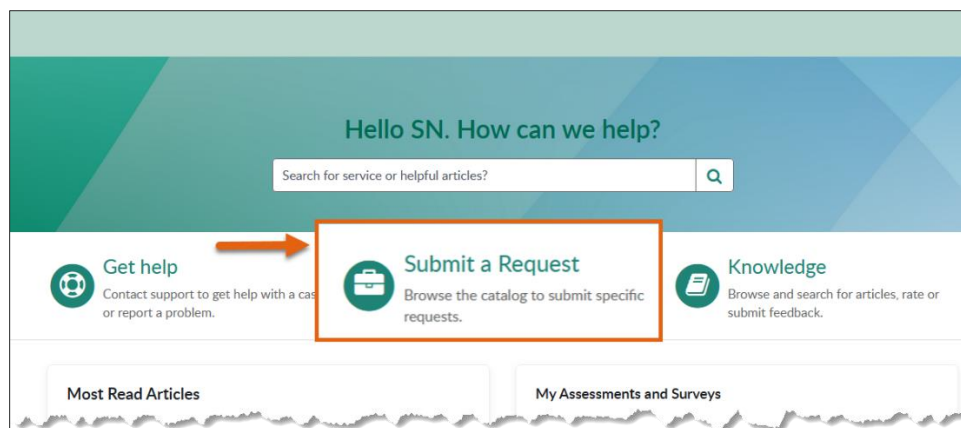
There are eight new related request types:

- Membership Agreements (see Figure 1)
- Global Notification Form (see Figure 2)
- Company Merger (see Figure 3)
- Name Change (see Figure 4)
- Security Administrator Form (see Figure 5)
- TPA Consent Form (see Figure 6)
- TPA Access Agreement (see Figure 7)
- TPA Removal (see Figure 8)

Submitting a Request

Submission Steps

1. Navigate to: <https://afsupport.arbfile.org/>
2. On the login screen, enter your username and click **Next**.
3. Enter your password and click **Verify**.
4. Once logged in, click **Submit a Request** (see image below).
5. Select the **Membership** category.
6. Choose from the available request options.
7. Complete the form.
8. Click **Submit**.
9. Log out: (Click the user icon, select **Logout**, and close the browser).



Views

Figure 1. Membership Agreements

Home > Customer Service > Services > Membership Agreements

Search

Membership Agreements

Submit Membership Agreements

Please attach the fully completed and signed Forum Agreement(s).

For more information about signing requirements or to download the agreement(s), visit the AF [website](#). If you need assistance finding a form on the AF website, please contact our Member Service Center at 866-977-3434.

NOTE: Use "Add attachments" below to submit supporting documentation.

* Indicates required

Requested for

Member Company

Company Code

Contact Phone Number

* Requested Action

New Forum Agreement

Update Agreement - Add or Remove Companies and/or Subsidi (A New Forum Agreement Must Be Completed)

Withdrawal

* Select Forum(s)

Auto

E-Subro Hub

MedPay

PIP

Property

Special

International Reciprocal

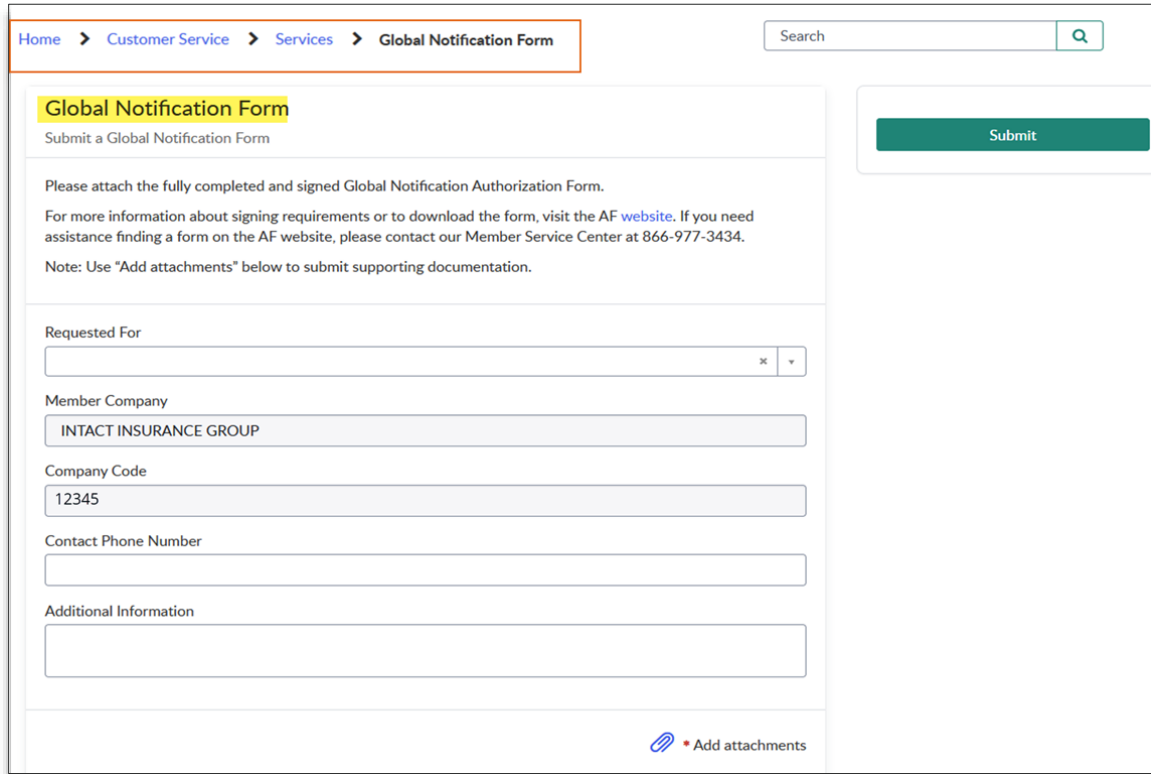
Additional Information

* Add attachments

Submit

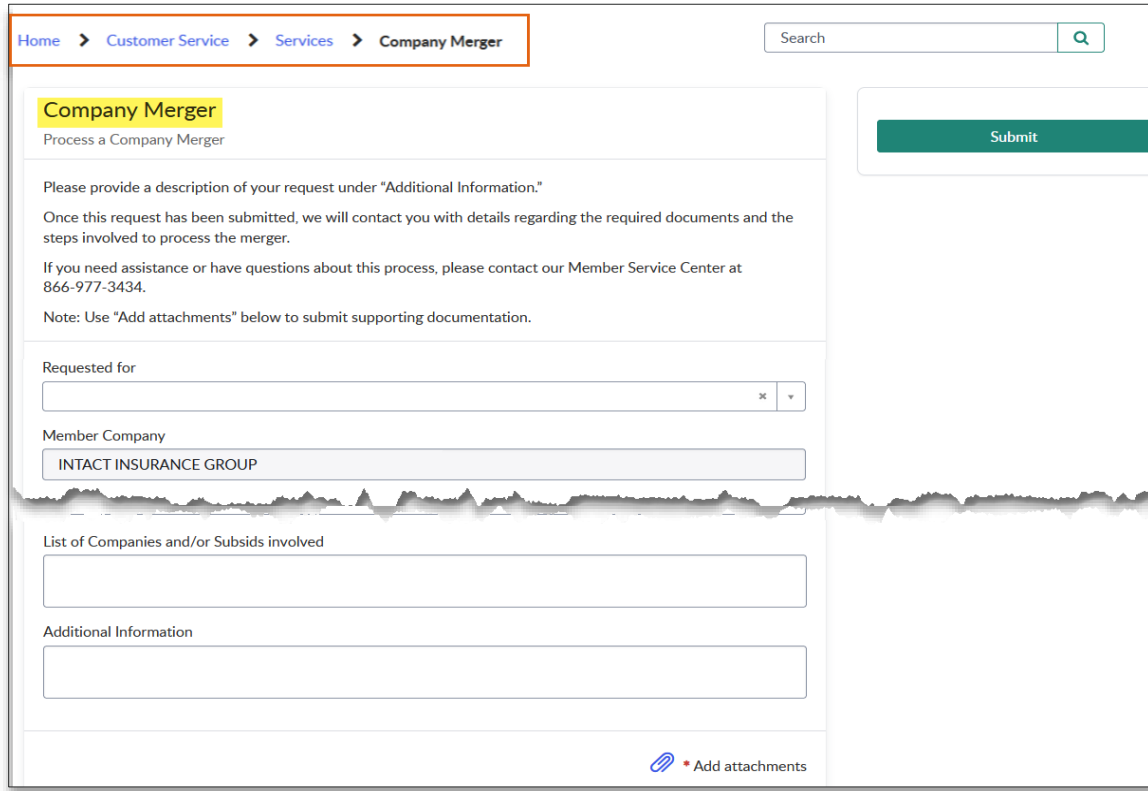
Required information

Figure 2. Global Notification Form



The screenshot shows a web interface for submitting a Global Notification Form. At the top, there is a breadcrumb trail: Home > Customer Service > Services > Global Notification Form. To the right is a search bar with a magnifying glass icon. The main heading is "Global Notification Form" in a yellow box, followed by the sub-heading "Submit a Global Notification Form". Below this, there is instructional text: "Please attach the fully completed and signed Global Notification Authorization Form. For more information about signing requirements or to download the form, visit the AF website. If you need assistance finding a form on the AF website, please contact our Member Service Center at 866-977-3434. Note: Use 'Add attachments' below to submit supporting documentation." The form fields include: "Requested For" (a dropdown menu), "Member Company" (a text field containing "INTACT INSURANCE GROUP"), "Company Code" (a text field containing "12345"), "Contact Phone Number" (an empty text field), and "Additional Information" (a large empty text area). At the bottom right of the form area, there is a blue paperclip icon and the text "Add attachments". To the right of the form is a green "Submit" button.

Figure 3. Company Merger



Home > Customer Service > Services > Company Merger

Search

Company Merger

Process a Company Merger


Please provide a description of your request under "Additional Information."
Once this request has been submitted, we will contact you with details regarding the required documents and the steps involved to process the merger.
If you need assistance or have questions about this process, please contact our Member Service Center at 866-977-3434.
Note: Use "Add attachments" below to submit supporting documentation.

Requested for

Member Company
INTACT INSURANCE GROUP

List of Companies and/or Subsidi involved

Additional Information

 Add attachments

Submit

Figure 4. Name Change

Home > Customer Service > Services > Name Change

Search

Name Change

Request a Name Change

A formal name change request for a company must be submitted along with all required supporting documents. Changes are not processed until the AF Legal department approves.

Please provide a detailed description of your request under "Additional Information." If you need assistance or have questions about this process, please contact our Member Service Center at 866-977-3434.

Note: Use "Add attachments" below to submit supporting documentation.

* Indicates required

Requested for

Member Company
INTACT INSURANCE GROUP


Company Code
12345

Contact Phone Number

* Current Name

* New Name

Additional Information

 Add attachments

Submit

Required information
Current Name New Name

Figure 5. Security Administrator Form

[Home](#) > [Customer Service](#) > [Services](#) > [Security Administrator Form](#)

Q

Security Administrator Form

Submit a Security Administrator Form

This form should only be used if your company does not have an assigned security administrator. If you need assistance locating your company's security administrator, please contact our Member Service Center at 866-977-3434.

Please attach the fully completed and signed Security Administrators Form.

For more information about signing requirements or to download the form, visit the [AF website](#). If you need assistance finding a form on the AF website, please contact our Member Service Center at 866-977-3434.

Note: Use "Add attachments" below to submit supporting documentation.

Requested for

Member Company

Company Code

Contact Phone Number

Security Admin Name (name on the submitted form)

Additional Information

Add attachments

Submit

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Figure 6. TPA Consent Form

Figure 7. TPA Access Agreement

Figure 8. TPA Removal

The screenshot shows a web interface for submitting a TPA Removal Form. At the top, a breadcrumb trail reads: Home > Customer Service > Services > TPA Removal Form. A search bar is located in the top right corner. The main heading is "TPA Removal Form" in a yellow box, with a sub-heading "Submit TPA Removal Form". A green "Submit" button is positioned on the right side. The instructions state: "Please attach the fully completed and signed TPA Removal Form. For more information about signing requirements or to download the form, visit the AF website. If you need assistance finding a form on the AF website, please contact our Member Service Center at 866-977-3434. Note: Use 'Add attachments' below to submit supporting documentation." The form fields include: "Requested for" (a dropdown menu), "Member Company" (a text field containing "INTACT INSURANCE GROUP"), "Company Code" (a text field containing "12345"), "Contact Phone Number" (an empty text field), and "Additional Information" (an empty text field). At the bottom right, there is a blue paperclip icon and the text "* Add attachments".