

**Florida Department of Financial Services**  
**Division of Consumer Services**  
**User Guide**  
**Neutral Evaluator Portal**

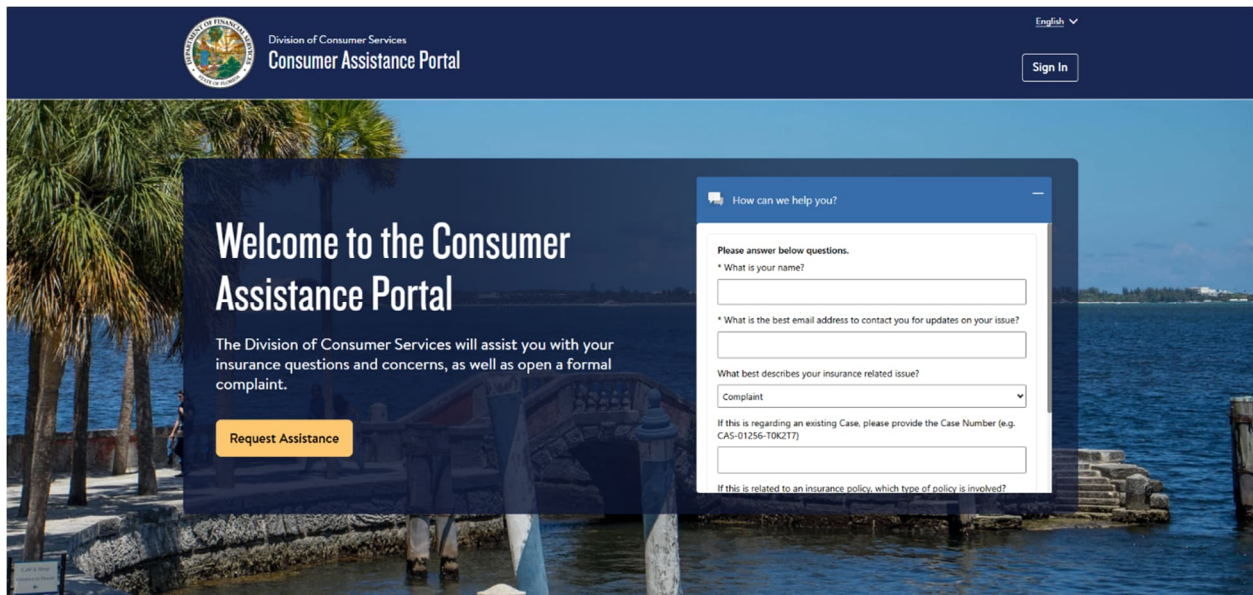
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# Introduction

This guide is designed to help Neutral Evaluators navigate the Neutral Evaluator Portal—a secure and easy-to-use platform for managing Sinkhole Neutral Evaluation cases with the Department of Consumer Services. Whether reviewing Sinkhole Neutral Evaluation requests, tracking the progress of a case, or reviewing past communications, this guide will walk through each feature step-by-step to ensure a smooth and informed experience.

# Signing In

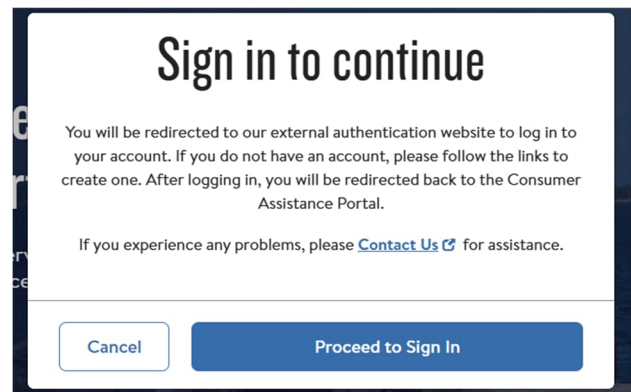


Whenever a new or existing Neutral Evaluator navigates to the Consumer Assistance Portal, they will land on this homepage, where they will be able to sign in, sign up, or request assistance directly using the portal chat and form submission features.

If a Neutral Evaluator visiting the Consumer Assistance Portal wishes to sign up, they can simply click on the “Sign In” button at the top right corner of their screen.

Upon clicking “Sign In”, Neutral Evaluators will be informed that they will be navigated to an external authentication website where they will be able create an account if they do not have an existing one.

**Click** “Proceed to Sign In” to be navigated to the external authentication website and follow the links to create and account.



On the Sign in screen, Neutral Evaluators will be asked if they do not have an account. If that is the case, **click** “Sign up now” at the bottom of the screen.



## Sign in

Sign in with your email address

[Forgot your password?](#)

Don't have an account? [Sign up now](#)

< Cancel



## User Details

Please provide the following details.

Email Address is required.

< Cancel



## User Details

Verification is necessary. Please click Send button.

Email Address \*

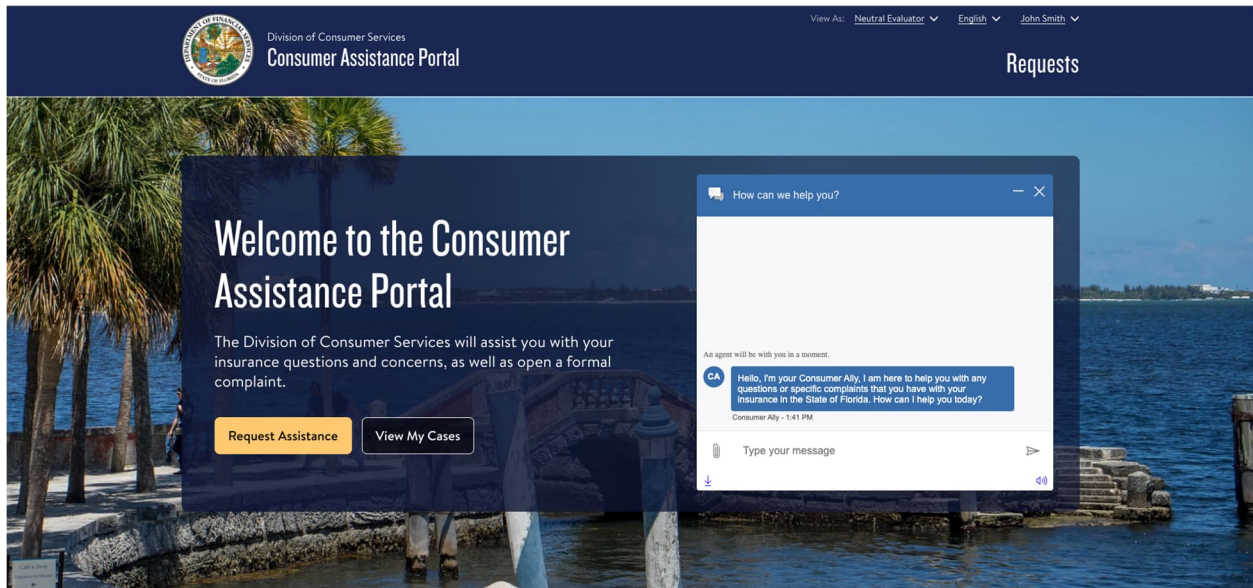
Once navigated to the sign-up page, Neutral Evaluators will be asked to verify their email using a verification code that will be sent to that email. Verify the code and provide basic information to create the account. Fill out the information and **click** “Create” to finish setting up your account

Once the account has been created, the Neutral Evaluator will be prompted to verify their email address using a verification code sent to their email. **Verify** the code to sign in and access the **Consumer Assistance Portal**.

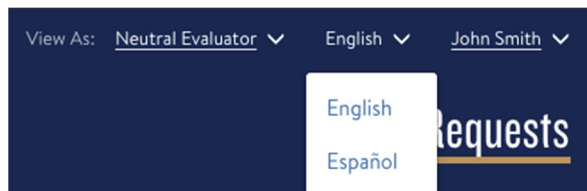
Upon verification, Neutral Evaluators will be navigated to their Consumer Assistance Portal dashboard.

# Neutral Evaluator Portal

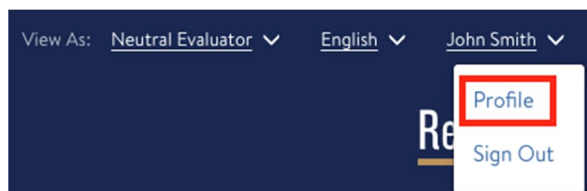
## Homepage



Users will be navigated to the homepage upon signing in, where they can find a link to their Requests tabs, as well as tools to manage their profile and preferences in the portal.




Once logged in, Neutral Evaluators will be able to change their preferred language to Spanish by using the language dropdown menu at the top right corner of the screen.



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

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



Division of Consumer Services  
Consumer Assistance Portal

View As: [Neutral Evaluator](#) [English](#) [John Smith](#)

Requests

[← Back](#)

## Profile

### Individual Details

First Name \*

Middle Name

Last Name \*

John

Smith

Preferred Language

English

### Mailing Address

Address Line 1

95 Rockwell St

Address Line 2

95 Rockwell St

City

Brandon

Zipcode

33511

Please enter a 5-digit zipcode.

Address 1: State

Florida

Address 1: County


Leon

### Contact Details

Email \*

zarfali@utexas.edu

Phone Number (Primary) \*


 (832) 860-5835

Mobile Phone Confirmed

☐ Yes ☒ No

Submit

Florida Division of Consumer Services

200 East Gaines Street  
Tallahassee, FL 32399 

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Neutral Evaluator

Requests


My Account

Profile

Sign Out

 Consumer Ally  
Ask. Learn. Act.

## Requests Dashboard



Division of Consumer Services  
Consumer Assistance Portal

View As: Neutral Evaluator English John Smith

Requests

Assigned Neutral Evaluations

Status

Open Closed All

Search

Search...

Search

Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Due Date	Conference Date
CAS-02077-WID9V8	Assignment In Progress	Zarf Ali	NextGen Insurance	-	555113423249	-	-

Proposed Neutral Evaluations

Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Due Date	Actions
CAS-02102-BOWIF5	Assignment In Progress	Zarf Ali	NextGen Insurance	-	5354634	-	...

Pending Strikes

Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Actions
CAS-01428-G4Q4Y1	Assignment In Progress	Daniaal Chaudhry	NextGen Insurance	SP9DEMO	SP9DEMO	...

Consumer Ally Ask. Learn. Act.

**Requests** tab on the Neutral Evaluator portal shows all the Cases associated with the Neutral Evaluator. 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 Case Number, status of the Case, involved parties, a claim number, and any actions to be taken by the Neutral Evaluator.

The **Requests** tab displays Cases in 3 subgrids:

- Assigned Neutral Evaluations:** This is where Neutral Evaluators will see Cases they have completed their acknowledgement for and are confirmed to work.
- Proposed Neutral Evaluations:** This where Neutral Evaluators will see acknowledgement requests for Cases which they are conditionally assigned to. Users will be able to view the acknowledgment request for a particular Case by clicking the ellipses in the Actions column.
- Pending Strikes:** This is where Neutral Evaluators will be able to view and respond to Strikes that have submitted against them. To view the strike, the user can click on the ellipses in the Actions column.



View

All

My Cases

Status

Open

Closed

All

Search

Type

All

▼

Search

Reset


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 Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Due Date	Conference Date
CAS-02077-WID9V8	Assignment In Progress	Zarf Ali	NextGen Insurance	-	555113423249	-	-

To view a specific Case in detail, users can click on the Case number which will then navigate them to the **Request Details** page.

# Request Details Page

## Details



Division of Consumer Services  
**Consumer Assistance Portal**

View As: [Neutral Evaluator](#) [English](#) [John Smith](#)

**Requests**

# Request Details

CAS-02077-WID9V8 Assignment In Progress

Details

Conversations

Documents

## Overview

<b>Request ID</b>	CAS-02077-WID9V8	<b>Consumer Description</b>
<b>Policy #</b>	-	Consumer states they were underpaid on their claim.
<b>Assigned Date</b>	11/06/2025	
<b>Respondent Name</b>	NextGen Insurance	
<b>Respondent Email</b>	muhammad.dar1@ey.com	
<b>Respondent Address</b>	2 Courthouse Sq Kissimmee, Florida 37471	
<b>Insured Name</b>	Muhammad Dar	
<b>Insured Email (Primary)</b>	muhammad.dar1@ey.com	
<b>Insured Email (Secondary)</b>	-	
<b>Insured Mobile Phone #</b>	-	
<b>Insured Property Address</b>	4623 N SHERIDAN RD CHICAGO, Illinois 60640	

Upon clicking into a Case, users will be brought to the **Request Details** page. This page consists of multiple sections, allowing users to manage the Case completely. This page includes the Case Overview, related Claims, Neutral Evaluation Session Details, and Submitted By details.

## Conversations – Portal Comments

The screenshot displays the 'Request Details' page for request CAS-02077-WID9V8, which is in 'Assignment In Progress' status. The page has three tabs: 'Details', 'Conversations' (which is selected), and 'Documents'. In the top right corner, there are links for 'View As: Neutral Evaluator', 'English', and 'John Smith'. A 'Create Message' button is highlighted with a red rectangle. Below the tabs, the 'Conversations' section shows a list of participants: 'Analyst' (selected), 'Respondent', and 'Consumer'. To the right of this list, it says 'No comments yet.' An 'Add Comment' popup window is open, showing a 'Recipient' dropdown menu with 'Analyst' selected, a 'Comment' text area, and 'Submit' and 'Cancel' buttons at the bottom.

Request Details

CAS-02077-WID9V8 Assignment In Progress

Details Conversations Documents

Conversations

Create Message

Analyst  
Respondent  
Consumer

No comments yet.

Add Comment

Recipient: Analyst

Comment \*

Submit Cancel

Request Details page also provides a tab for Conversations, which can be used to communicate directly with the Analyst assigned, the Consumer or the Respondent 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.

## Documents

The screenshot shows the 'Request Details' page for case CAS-02077-WID9V8, which is in 'Assignment In Progress' status. The 'Documents' tab is selected, showing a list of documents. A red box highlights the 'Upload New Document' button. Below the button, a message states: 'Preview is available for image file types. Please download all other file types to view contents.' A table with the header 'File Name' is shown, but it contains no records, with a message: 'There are no records to display.'

The 'Add Document' popup window provides instructions for uploading documents. It states: 'Attach Documentation \* Required'. Below this, it says: '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.' A 'Choose File' button is highlighted with a dashed blue border. At the bottom, there are 'Cancel' and 'Submit' buttons.

The third tab on the Request 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. This is where any disposition documents the Neutral Evaluator may submit will be displayed.



Acknowledgement

Request ID

CAS-02102-B0W1F5

Respondent Name

NextGen Insurance

Insured Name

Zarf Ali

Acknowledgement

I acknowledge that by accepting this Sinkhole Neutral Evaluation Case, I am confirming there are no conflicts of interest with either of the involved parties and that I am able to work this case.

Respond

Accept

Decline

Cancel

Submit

After clicking “View Acknowledgement”, the user will be taken to the Acknowledgement window. This is where the user can record their response to the request, either selecting “Accept” or “Decline”.

Acknowledgement

Insured Name

Zarf Ali

Acknowledgement

I acknowledge that by accepting this Sinkhole Neutral Evaluation Case, I am confirming there are no conflicts of interest with either of the involved parties and that I am able to work this case.

Respond

Accept

Decline

Decline reason

Is the decline due to conflict?

Familial Relationship

Conflict description

Cancel

Submit

If the user selects “Decline”, they will be met with 2 additional fields to input their conflict reason and a description. Once the user has recorded their desired response, they can click “Submit” in the bottom right corner of the window to save the response.

If the user accepts the acknowledgement request, the Case will then appear in their Assigned Neutral Evaluations subgrid. If the user declines the acknowledgment request, the Case will no longer be visible to the Neutral Evaluator.

## Viewing a Pending Strike

Pending Strikes are For Cause Strikes that were submitted against a Neutral Evaluator by a Consumer or Respondent. Through the portal, a Neutral Evaluator can view and respond to strikes that have been submitted against them. They can view these strikes in the **Pending Strikes** subgrid.

### Assigned Neutral Evaluations

Status		Search					
<a href="#">Open</a>	<a href="#">Closed</a>	<a href="#">All</a>	<input type="text" value="Search..."/>				<a href="#">Search</a>
Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Due Date	Conference Date
<a href="#">CAS-02077-WID9V8</a>	Assignment In Progress	Muhammad Dar	NextGen Insurance	-	555113423249	-	-

### Proposed Neutral Evaluations

Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Due Date	Actions
<a href="#">CAS-02102-B0W1F5</a>	Assignment In Progress	Zarf Ali	NextGen Insurance	-	5354634	-	<a href="#">...</a>

### Pending Strikes

Case Number	Status Reason	Primary Insured	Respondent	Policy #	Claim #	Actions
<a href="#">CAS-01428-G4Q4Y1</a>	Assignment In Progress	Daniaal Chaudhry	NextGen Insurance	SP9DEMO	SP9DEMONE	<a href="#">...</a> <a href="#">View Strike</a>

### For Cause Strike

\* Required

Case Number

CAS-01428-G4Q4Y1

Consumer

Daniaal Chaudhry

Respondent

NextGen Insurance

Strike Date

9/18/2025

For Cause Strike Reason

Past Employment with Party

Conflict Reason

past employment

Strike Confirmation \*

Select a confirmation

Cancel

Submit

Users can view a pending strike by clicking on the ellipses under the Actions column and clicking “View Strike”. This will open up the **For Cause Strike** window. This is where the user can view the strike details and record their confirmation or denial of the strike.

For Cause Strike

×

Required

Case Number

CAS-01428-G4Q4Y1

Consumer

Daniaal Chaudhry

Respondent

NextGen Insurance

Strike Date

9/18/2025

For Cause Strike Reason

Past Employment with Party

Conflict Reason

past employment

Strike Confirmation

Deny

For Cause Strike Denial Explanation

Cancel

Submit

If the user selects “Deny” they will be met with an additional field to capture their strike denial explanation. Once the user has recorded their desired response, they can click “Submit” in the bottom right corner of the window to save the response.

After the user has submitted their response, the Case will no longer be visible to the Neutral Evaluator.



## Scheduling a Conference

A Neutral Evaluator can schedule a conference by first navigating to the **Request Details** page for their desired Case.

The screenshot shows the 'Request Details' page for case CAS-02077-WID9V8. The page header includes the Florida Department of Financial Services logo, 'Division of Consumer Services', 'Consumer Assistance Portal', and user information (View As: Neutral Evaluator, English, John Smith). A 'Requests' link is in the top right. Below the header, the title 'Request Details' is followed by an 'Assignment In Progress' status. A tab bar shows 'Details' (selected), 'Conversations', and 'Documents'. The 'Overview' section contains two columns of information: Request ID, Policy #, Assigned Date, Respondent Name, Respondent Email, Respondent Address, Insured Name, Insured Email (Primary), Insured Email (Secondary), Insured Mobile Phone #, and Insured Property Address on the left; and Consumer Description on the right.

Request ID	CAS-02077-WID9V8	Consumer Description
Policy #	-	Consumer states they were underpaid on their claim.
Assigned Date	11/06/2025	
Respondent Name	NextGen Insurance	
Respondent Email	muhammad.dar1@ey.com	
Respondent Address	2 Courthouse Sq Kissimmee, Florida 37471	
Insured Name	Muhammad Dar	
Insured Email (Primary)	muhammad.dar1@ey.com	
Insured Email (Secondary)	-	
Insured Mobile Phone #	-	
Insured Property Address	4623 N SHERIDAN RD CHICAGO, Illinois 60640	

After scrolling down, they will see the “Claims” section. To schedule the conference, they can click on the ellipses under the Actions column within the Claims subgrid and click “Schedule Conference”.

The screenshot shows the 'Claims' section with a table containing one row. The table has columns for Claim #, Submitted By, Status, Date of Loss, Due Date, Conference Date & Time, Type, and Actions. The 'Status' column has a 'New' label. The 'Actions' column has an ellipsis button. A red box highlights the 'Schedule Conference' link that appears after clicking the ellipsis.

Claim #	Submitted By	Status	Date of Loss	Due Date	Conference Date & Time	Type	Actions
DCSCL890	DCS Training	New	11/14/2025	12/15/2025	-	Virtual	...

The user can then input their desired Conference Date, Conference Type, and Virtual Call Link (if Consumer selected Virtual) or enter the Conference Details (if Consumer selected In Person).

## Virtual Call

Schedule Conference

✕

Required

Conference Date \*

Select a date... 09 00 AM

Mediation Conference Type \*

Virtual

Virtual Call Link \*

Cancel

Schedule

## In Person

Schedule Conference

✕

Conference Date \*

Select a date... 09 00 AM

Mediation Conference Type \*

In-Person

Conference Location Address \*

Conference Location Address Line 2

Conference Location City \*

Conference Location State \*

Select

Conference Location County \*

Select

Conference Location Zip \*

Please enter a 5-digit zipcode.

Cancel

Schedule

## Schedule Conference

Schedule Conference

✕

Required

Conference Date \*

Select a date... 09 00 AM

Mediation Conference Type \*

Virtual

Virtual Call Link \*

https://zoom.com

Cancel

Schedule

After inputting the conference details, the user can click “Submit” to schedule the conference.

## Submitting a Disposition

A Neutral Evaluator can submit a disposition by first navigating to the **Request Details** page for their desired Case.



### Request Details

CAS-02077-WID9V8 Assignment In Progress

Actions

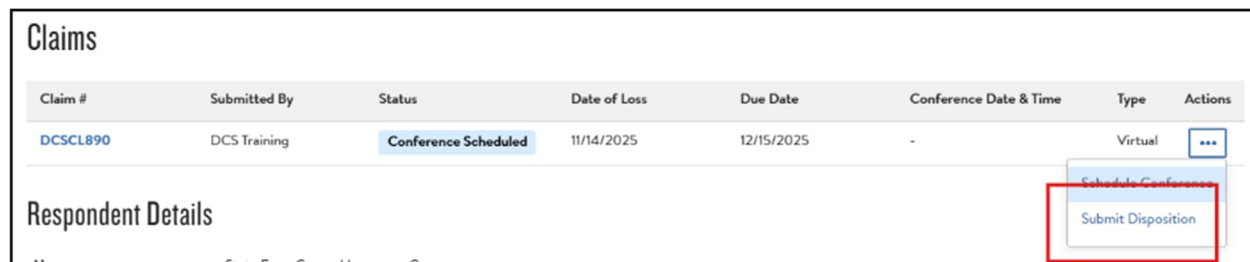
Details Conversations Documents

#### Overview

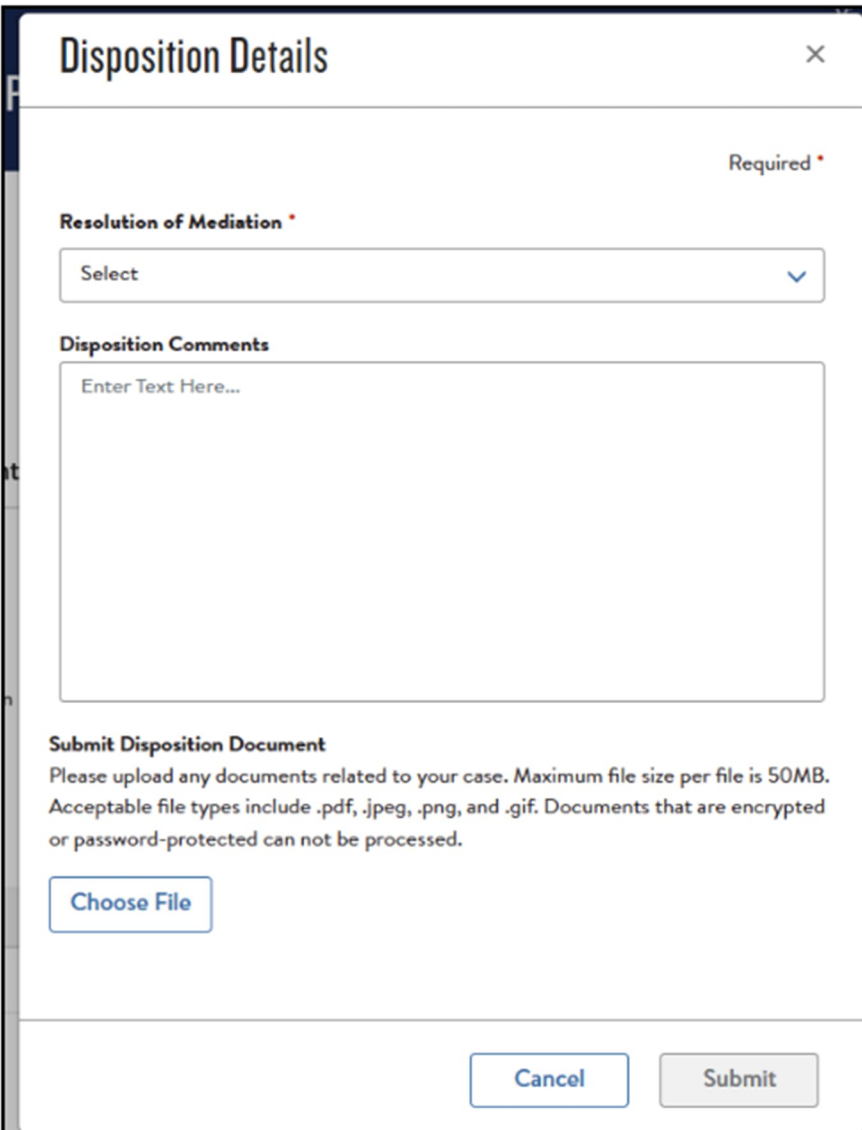
**Request ID** CAS-02077-WID9V8  
**Policy #** -  
**Assigned Date** 11/06/2025  
**Respondent Name** NextGen Insurance  
**Respondent Email** muhammad.dar1@ey.com  
**Respondent Address** 2 Courthouse Sq  
Kissimmee, Florida 37471  
**Insured Name** Muhammad Dar  
**Insured Email (Primary)** muhammad.dar1@ey.com  
**Insured Email (Secondary)** -  
**Insured Mobile Phone #** -  
**Insured Property Address** 4623 N SHERIDAN RD  
CHICAGO, Illinois 60640

**Consumer Description**  
Consumer states they were underpaid on their claim.

After scrolling down, they will see the “Claims” section. To submit a disposition, they can click on the ellipses under the Actions column within the Claims subgrid and click “Submit Disposition”.



This opens up the **Disposition Details** window.

A screenshot of a web application window titled "Disposition Details" with a close button (X) in the top right corner. The window contains a "Required" label in the top right. Below it is a section titled "Resolution of Mediation" with a red asterisk, followed by a dropdown menu showing "Select" and a blue downward arrow. Underneath is a "Disposition Comments" section with a large text area containing the placeholder "Enter Text Here...". Below the text area is a section titled "Submit Disposition Document" with a red asterisk, followed by a paragraph of instructions: "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." Below this text is a "Choose File" button. At the bottom of the window are two buttons: "Cancel" and "Submit".

**Disposition Details** ×

Required \*

**Resolution of Mediation \***

Select ▼

**Disposition Comments**

Enter Text Here...

**Submit Disposition Document \***

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

In this window, the user can input their resolution of mediation.

**Resolution of Mediation \***

Select

Select

- Settled in Mediation
- Settled Prior to Mediation
- Policyholder Did Not Attend Mediation
- Company Representative Did Not Attend
- Mediation Request Withdrawn by Submitter
- Ineligible for Mediation
- Impasse

The user can also add disposition comments and choose a file to attach. They can then click “Submit” to submit the disposition.

**Disposition Details** ×

Required \*

**Resolution of Mediation \***

Settled in Mediation

**Disposition Comments**

This has been settled in Mediation

**Submit Disposition Document**

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

After submitting the disposition, the user will see the Status of the Claim update to “Disposition Submitted”.

### Claims

Claim #	Submitted By	Status	Date of Loss	Due Date	Conference Date & Time	Type	Actions
<a href="#">DCSCL890</a>	DCS Training	Disposition Submitted	11/14/2025	12/15/2025	-	Virtual	<a href="#">...</a>