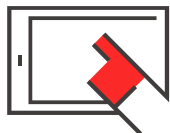


Select Service® Contact Reference



The following document serves as a resource for repairer inquiries on claims subject to the Select Service® Agreement. Please be prepared to provide the claim number for all claim specific issues.



B2B Portal

<https://b2b.statefarm.com/>

The B2B portal allows repairers to access information including:

- Create assignments
- View claim information
- View payments
- Update repairer profile & availability
- Check Status of a potential total loss



Select Service Support Line

(855) 810-1056

Hours of operation:

8am – 5pm local time

6am – 2pm Alaska & Hawaii

Contact the Select Service Support Line for any questions related to an **estimate**, including:

- Teardown cost approval
- Estimate specific questions
- Parts issues
- Prior damage
- Specialty rate authorization
- Supplemental final bills over 30 days
- Diagnostic requests

Note: Before calling for teardown cost approval, upload the estimate and photos so it is available for review during the call.



Software Issues

Contact your estimating software vendor directly



Claims Team

Use contact information on the assignment

Contact Claims for the following and similar claims related issues:

- Payment status
- Requesting an assignment
- Rental issues
- Status of a potential total loss



Estimating Team Manager

Contact your assigned Estimating Team Manager for any local needs, including:

- Vehicle Inspection Site (VIS) inquiries
- Weather-event related questions



Program Administrator

Contact your assigned Program Administrator for any questions related to the overall Select Service program, including:

- Select Service Agreement
- Repairer Performance Management Report (RPM)
- Changes in repair facility ownership or management
- Parts Trader compliance
- Select Service pricing