

STATE FARM® AUTO CLAIM SUPPLEMENT

Access State Farm B2B web page (b2b.statefarm.com) and **login** with your **B2B ID** and **password**.

If you forgot your B2B ID or password you are able to retrieve this by clicking on the links for “Forgot your B2B ID or Password?”

You can also access the Request Supplement Tool without logging in under the Resources section.

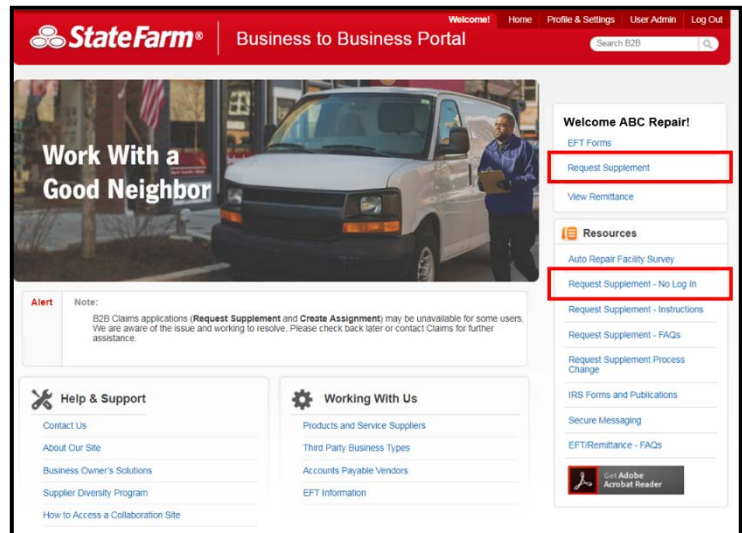
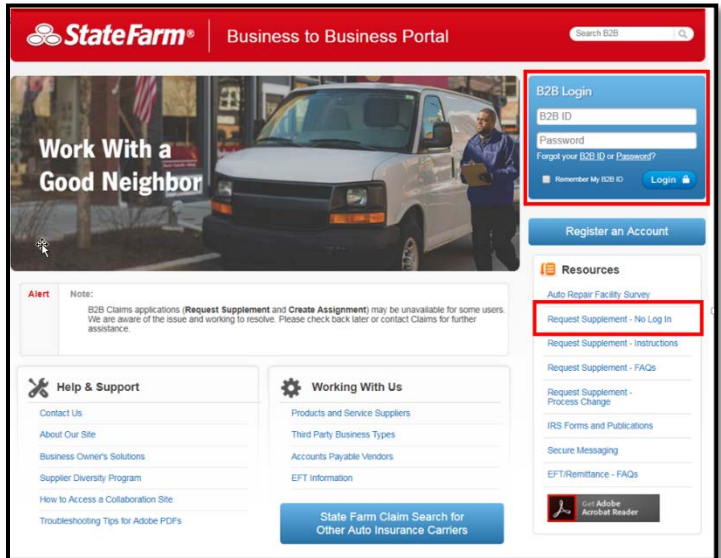
Although logging into B2B is not required to submit a supplement, it will minimize the amount of inputs needed to validate your access and provide additional self-service capabilities like reviewing payments and EFT information (depending on your role).

Once logged in there could be two different places to access the Request Supplement Tool on the right hand navigation:

- In the “Welcome” section click the **Request Supplement** link
- Or in the “Resources” section click the **Request Supplement** link

You may not have both launch points depending on your role but both launch the same Request Supplement application.

The Request Supplement Tool will launch and requires information from you in order to validate this information in our Claim System. Refer to the information on the initial State Farm® estimate or any updated information that the customer has provided.



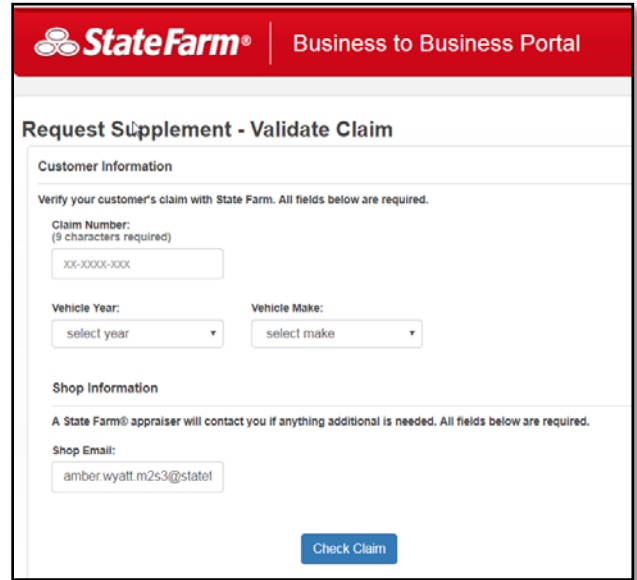
If you logged in, we will ask for minimal amount of required information to validate the claim:

Customer information:

- Claim Number
- Vehicle Year
- Vehicle Make

Shop information:

- Since you logged in we will pull all the shop information associated with your B2B profile
- Validate the email associated with your B2B account is how you want to be contacted. You can edit this if you want to use another email.



Then click **Check Claim**.

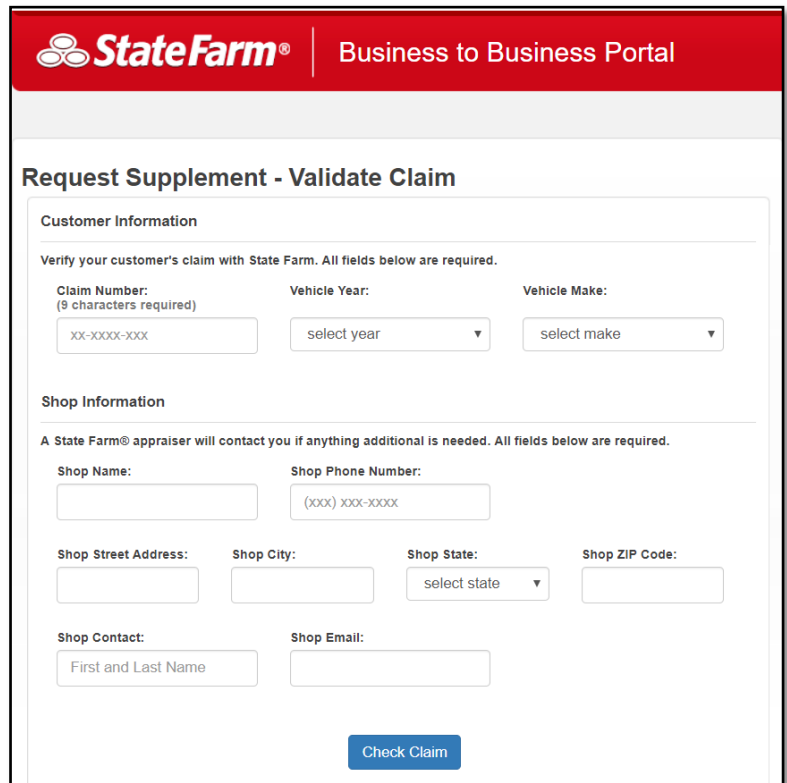
If you didn't log in we will have to ask for your shop contact information in order to know who the supplement request is coming from:

Customer Information:

- Claim Number
- Vehicle Year
- Vehicle Make

Shop Information

- Shop Name
- Shop Phone Number
- Shop Street Address
- Shop City
- Shop State
- Shop Zip Code
- Shop Contact
- Shop Email



Then click **Check Claim**

If the claim information you input does not match what State Farm® has on file you will receive error messages informing you of the error and to locate the information on the State Farm® estimate and re-enter.

Claim Number Not Found.

Claim number not found. Enter first 9 digits.
Please refer to the Control Information & Vehicle sections of the State Farm® estimate and re-enter the information. If you are unable to proceed, please call the claims team at the number listed in the Control section of the estimate.

Note: Enter the **first** 9 digits of the claim number that are on the State Farm® estimate. Some estimates will include 11 digits with the last 2 being the vehicle number which are not needed.

Vehicle information (year and make) do not match a vehicle on that claim.

Vehicle Information entered does not match claim number.
Please refer to the Control Information & Vehicle sections of the State Farm® estimate and re-enter the information. If you are unable to proceed, please call the claims team at the number listed in the Control section of the estimate.

If you receive either of these errors, review the State Farm Estimate then re-enter the information and click Check Claim. If you don't have the State Farm Estimate, you can contact 800-SF CLAIM to obtain the correct claim information. Do not call the B2B Help desk if you receive this error.

If you are unable to continue, contact the claim team at the number listed in the Owner and Control section of the State Farm Estimate.

If the claim was verified, you will continue by entering:

- **Total amount of the supplement**
 - This is the additional amount you are requesting
 - Example: If original State Farm® estimate was \$1,500 and you find \$500 worth of additional damage submit \$500
- **Please indicate if the supplement request involves damages from:**
 - Hail
 - Flood
 - Other damages (i.e. collision or comp)
- **Comments:**
 - **Please include your contact first and last name in the comment box.**
 - Provide additional info to the State Farm® appraiser to review the request

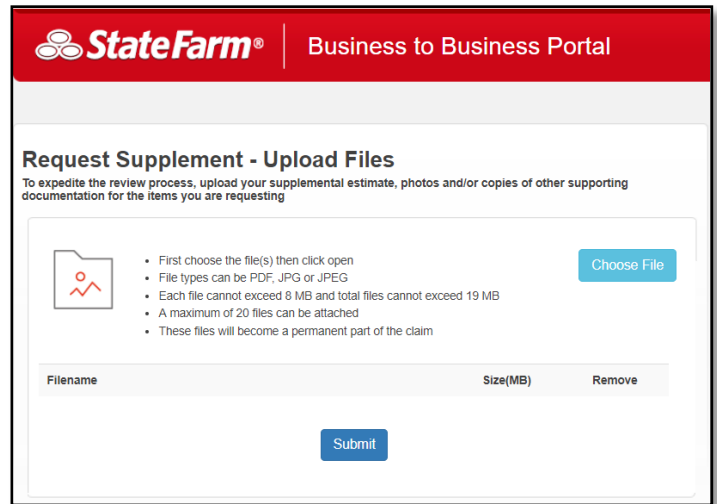
Then click **Continue**

The screenshot shows the 'Request Supplement - Provide Information' form in the State Farm Business to Business Portal. The form includes a header with the State Farm logo and 'Business to Business Portal'. A blue notification box states: 'OK! The claim (53-0243-86z) you submitted is verified in our system. To submit a supplement you must provide additional information for review.' The form fields are: 'Total Amount of Supplement' with a text input field containing '\$x,xxx.xx'; 'Please indicate if the supplement request involves damages from' with radio button options for 'Hail', 'Flood', and 'Other Damages'; and a 'Comment' section with a text area containing the instruction 'Enter message to communicate to the State Farm appraiser why you are requesting a supplement (i.e replacing part instead of repairing, additional hours requested etc)'. A note below the comment field says 'Please include a contact first and last name.' and 'To protect sensitive personal information, do not include full social security number, tax identification number, driver's license number, financial acct number, credit/debit card number, protected health information or any medical information in the following field(s)'. A 'Continue' button is at the bottom.

To expedite the review process additional documentation is needed to support the items you are requesting.

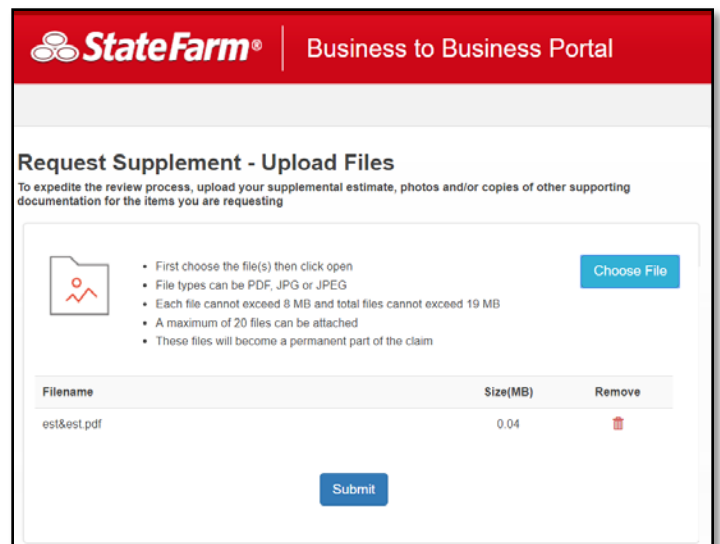
To upload a file, click **Choose File** to select documentation such as the itemized supplemental estimate, photos, invoices, etc. to support your supplement request.

You can select all the files you want to upload at the same time.



Once files are uploaded you can remove any of the files if you uploaded in error.

Once all documents are listed, Click **Submit** to complete the request.

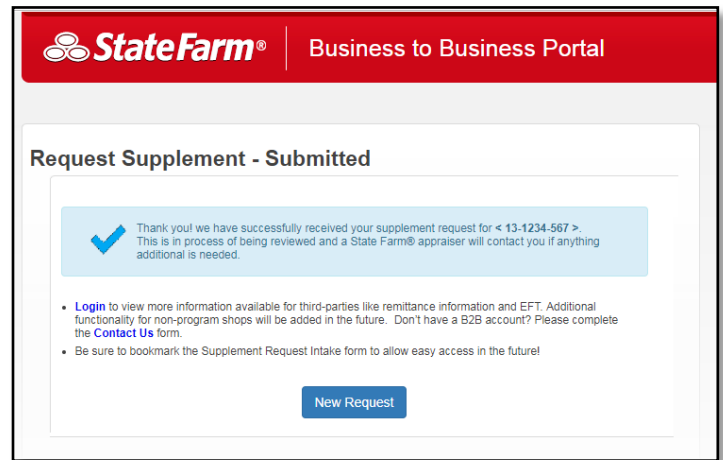


You will see a banner indicating the submission was successful.

You can complete another request by clicking **New Request**.

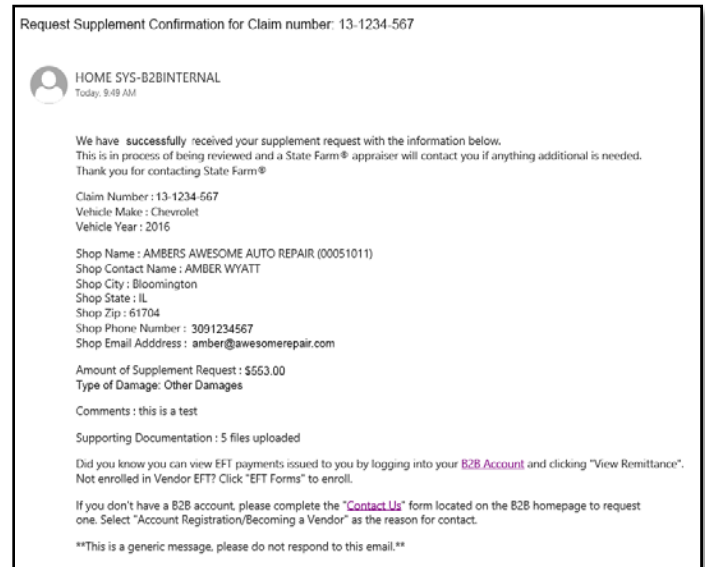


If you didn't log in we will provide you with confirmation and information on how to become registered on the business to business portal for simplified use of the application.



The screenshot shows the State Farm Business to Business Portal interface. At the top, there is a red header with the State Farm logo and the text 'Business to Business Portal'. Below the header, the main content area is titled 'Request Supplement - Submitted'. A blue checkmark icon is followed by a message: 'Thank you! We have successfully received your supplement request for < 13-1234-567 >. This is in process of being reviewed and a State Farm® appraiser will contact you if anything additional is needed.' Below this message, there are two bullet points: 'Login to view more information available for third-parties like remittance information and EFT. Additional functionality for non-program shops will be added in the future. Don't have a B2B account? Please complete the Contact Us form.' and 'Be sure to bookmark the Supplement Request Intake form to allow easy access in the future!'. At the bottom of the content area, there is a blue button labeled 'New Request'.

You will also receive a confirmation email to the address entered on your request. It will list the information entered on your request and let you know that it was received by State Farm. The email also provides additional information on how to view or sign up for electronic payments.



The screenshot shows an email confirmation from State Farm. The subject line is 'Request Supplement Confirmation for Claim number: 13-1234-567'. The sender is 'HOME SYS-B2BINTERNAL' with a timestamp of 'Today, 9:49 AM'. The body of the email contains the following information: 'We have successfully received your supplement request with the information below. This is in process of being reviewed and a State Farm® appraiser will contact you if anything additional is needed. Thank you for contacting State Farm®'. It lists the following details: Claim Number: 13-1234-567, Vehicle Make: Chevrolet, Vehicle Year: 2016, Shop Name: AMBERS AWESOME AUTO REPAIR (00051011), Shop Contact Name: AMBER WYATT, Shop City: Bloomington, Shop State: IL, Shop Zip: 61704, Shop Phone Number: 3091234567, Shop Email Address: amber@awesomerepair.com. It also states: Amount of Supplement Request: \$563.00, Type of Damage: Other Damages, Comments: this is a test, Supporting Documentation: 5 files uploaded. At the bottom, it asks: 'Did you know you can view EFT payments issued to you by logging into your B2B Account and clicking "View Remittance". Not enrolled in Vendor EFT? Click "EFT Forms" to enroll.' and provides instructions: 'If you don't have a B2B account, please complete the "Contact Us" form located on the B2B homepage to request one. Select "Account Registration/Becoming a Vendor" as the reason for contact.' The email ends with a disclaimer: '**This is a generic message, please do not respond to this email.**'