

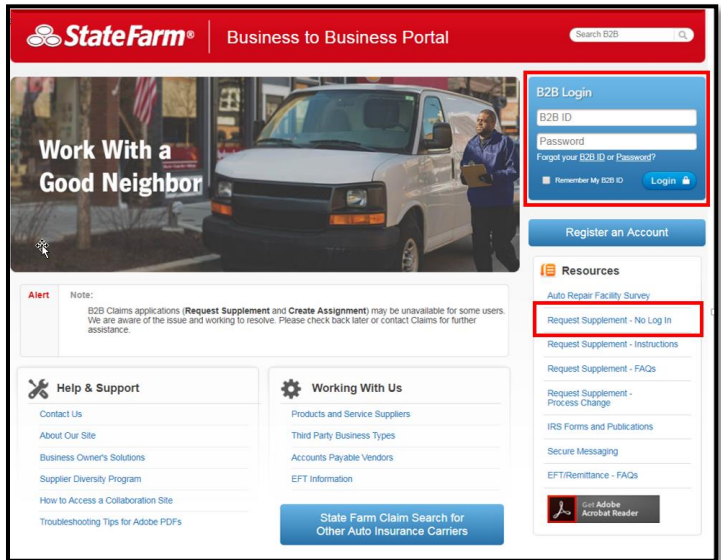
STATE FARM® AUTO CLAIM SUPPLEMENT

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.

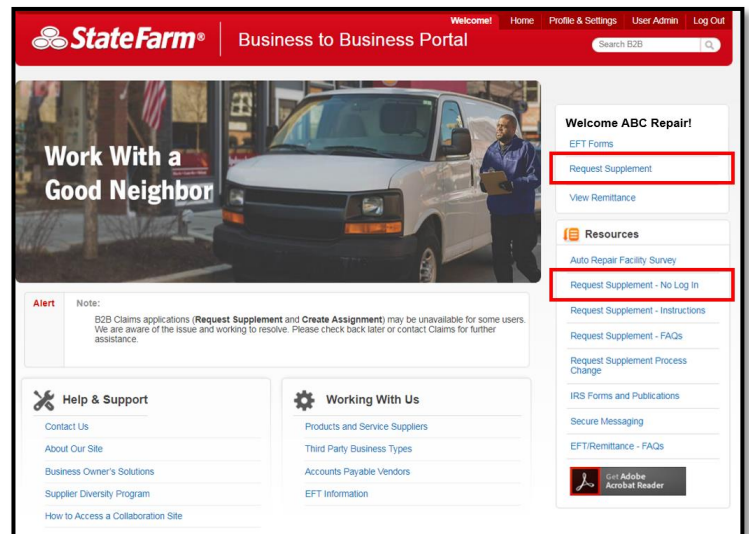
Although logging into B2B is not required to submit a supplement, it will minimize the amount of inputs needed to validate your access and provide additional self-service capabilities like reviewing payments and EFT information (depending on your role).



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 you 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.

The screenshot shows the 'Request Supplement - Validate Claim' form on the State Farm Business to Business Portal. The form is titled 'Customer Information' and includes a sub-header: 'Verify your customer's claim with State Farm. All fields below are required.' The fields are: 'Claim Number: (9 characters required)' with a text input field containing 'XX-XXXX-XXXX'; 'Vehicle Year:' with a dropdown menu showing 'select year'; and 'Vehicle Make:' with a dropdown menu showing 'select make'. Below this is the 'Shop Information' section with a sub-header: 'A State Farm® appraiser will contact you if anything additional is needed. All fields below are required.' The only field shown is 'Shop Email:' with a text input field containing 'amber.wyatt.m2s3@statef'. A blue 'Check Claim' button is at the bottom right of the form. The footer contains links for Home, Contact Us, Terms Of Use, Privacy Policy, and statefarm.com, along with the copyright notice: © State Farm Mutual Automobile Insurance Company Home Office, Bloomington, Illinois.

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 Email
- Shop City
- Shop State
- Shop Zip Code

Then click **Check Claim**

The screenshot shows the 'Request Supplement - Validate Claim' form on the State Farm Business to Business Portal for a non-logged-in user. The form is titled 'Customer Information' and includes a sub-header: 'Verify your customer's claim with State Farm. All fields below are required.' The fields are: 'Claim Number: (9 characters required)' with a text input field containing 'XX-XXXX-XXXX'; 'Vehicle Year:' with a dropdown menu showing 'select year'; and 'Vehicle Make:' with a dropdown menu showing 'select make'. Below this is the 'Shop Information' section with a sub-header: 'A State Farm® appraiser will contact you if anything additional is needed. All fields below are required.' The fields are: 'Shop Name:' with a text input field; 'Shop Phone Number:' with a text input field containing '(xxx) xxx-xxxx'; 'Shop Email:' with a text input field containing 'example@domain.com'; 'Shop City:' with a text input field; 'Shop State:' with a dropdown menu showing 'select state'; and 'Shop ZIP Code:' with a text input field. A blue 'Check Claim' button is at the bottom right of the form. The footer contains links for B2B Home, Contact Us, Terms of Use, Privacy Policy, and Statefarm.com®, along with the copyright notice: © State Farm Mutual Automobile Insurance Company Home Office, Bloomington, Illinois.

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:

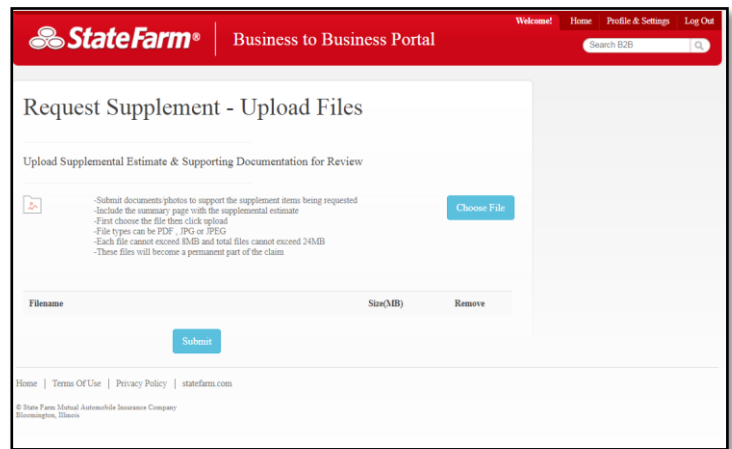
- **Total amount of the supplement**
 - This is the additional amount you are requesting
 - Example: If original State Farm® estimate was \$1,500 and you find \$500 worth of additional damage submit \$500
- **Please indicate if the supplement request involves damages from:**
 - Hail
 - Flood
 - Other 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

The screenshot shows the 'Request Supplement - Provide Information' form in the State Farm Business to Business Portal. The form includes a success message: 'OK! The claim (53-0243-88z) you submitted is verified in our system. To submit a supplement you must provide additional information for review.' Below this, there is a text input field for 'Total Amount of Supplement' with a placeholder '\$x,xxx.xx'. A section titled 'Please indicate if the supplement request involves damages from' has three radio button options: 'Hail', 'Flood', and 'Other Damages'. A 'Comment' section contains a text area with a placeholder '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)' and a character count of '200'. At the bottom, there is a blue 'Continue' button and a link that says 'Click continue to upload a detailed supplement summary and supporting documentation'. The footer of the page includes '©2018 Home | Contact Us | Terms of use | Privacy Policy | Statefarm.com®' and '© State Farm Mutual Automobile Insurance Company, Home Office, Bloomington, Illinois'.

Then click **Continue**

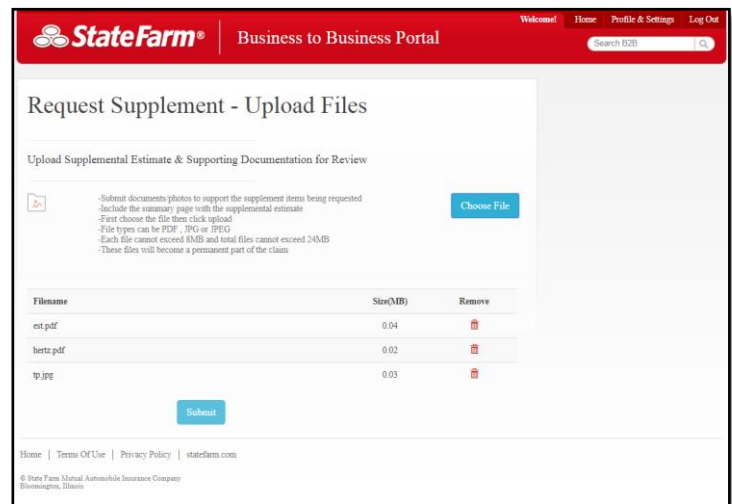
Click **Choose File** to select documentation such as the itemized supplemental estimate, photos, invoices, etc. to support your supplement request.

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



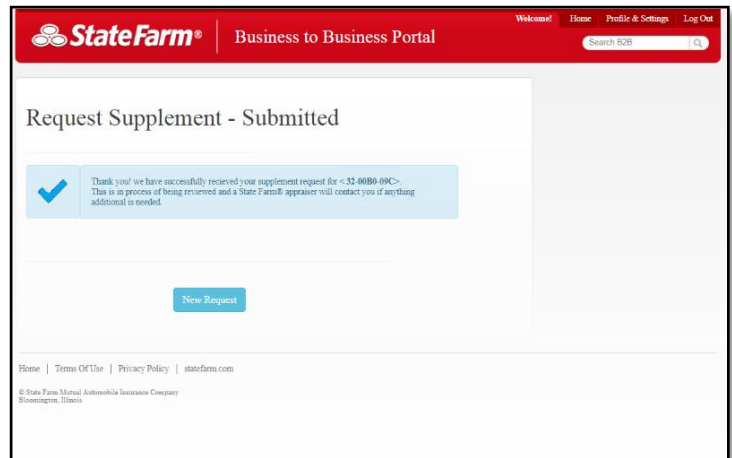
Once files are uploaded you can remove any of the files if you uploaded in error.

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

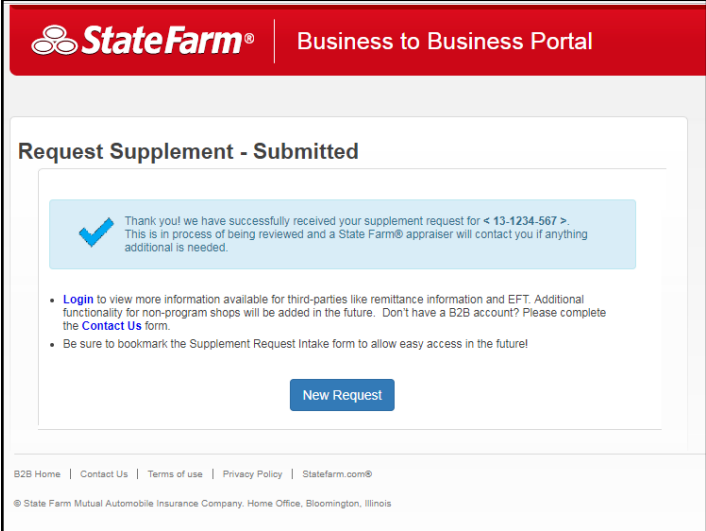


You will see a banner indicating the submission was successful.

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 displays 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 light blue notification box contains a checkmark icon and the text: '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 notification, there is a bulleted list of instructions: '• **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!'. A blue button labeled 'New Request' is positioned below the list. At the bottom of the page, there is a footer with links for 'B2B Home', 'Contact Us', 'Terms of use', 'Privacy Policy', and 'Statefarm.com®', followed by the copyright notice '© State Farm Mutual Automobile Insurance Company. Home Office, Bloomington, Illinois'.