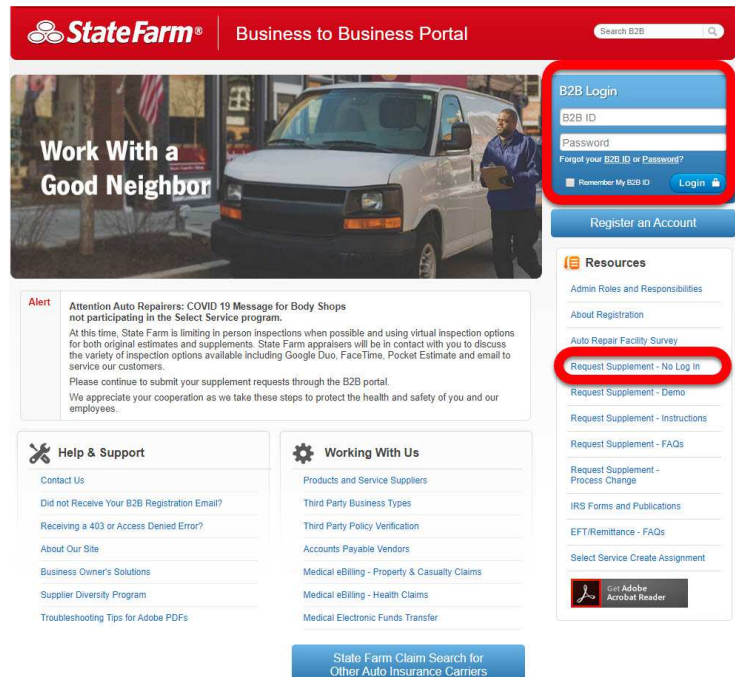


# STATE FARM® AUTO CLAIM SUPPLEMENT

Access State Farm B2B web page ([b2b.statefarm.com](https://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.

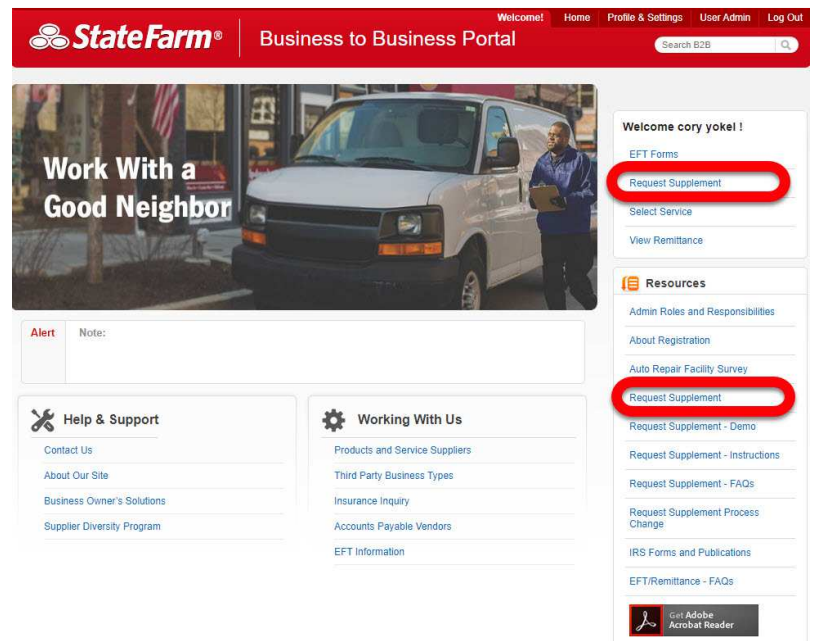


Although logging into B2B is not required to submit a supplement, it will minimize the amount of inputs needed to validate your access and provide additional self-service capabilities like reviewing payments and EFT information (depending on your role).

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.

We will ask for minimal amount of required information to validate the claim:

- **Claim Number**
- **Vehicle Year**
- **Vehicle Make**

Then click **Check Claim**.

The screenshot shows the 'Request Supplement - Validate Claim' form on the State Farm Business to Business Portal. The header includes the State Farm logo and 'Business to Business Portal' with a 'Welcome!' message. The form title is 'Request Supplement - Validate Claim'. Under 'Customer Information', it states: 'Verify your customer's claim with State Farm. All fields below are required.' A note mentions that if a supplement is required on a vehicle make not listed, the user should contact the claim handler. The form has three input fields: 'Claim Number: (enter first 9 characters only)' with a placeholder 'XX-XXXX-XXX', 'Vehicle Year:' with a dropdown menu showing 'select year', and 'Vehicle Make:' with a dropdown menu showing 'select make'. A blue 'Check Claim' button is at the bottom.

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If you logged in, you will validate the following:

- **Shop Contact Name**
- **Shop Email Address**

Click **Confirm**

The screenshot shows the 'Request Supplement - Validate Shop' form on the State Farm Business to Business Portal. The header includes the State Farm logo and 'Business to Business Portal'. The form title is 'Request Supplement - Validate Shop'. Under 'Shop Information', it states: 'A State Farm® appraiser will contact you if anything additional is needed. All fields below are required.' The form has two input fields: 'Shop Contact:' and 'Shop Email:'. A blue 'Confirm' button is at the bottom.

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

### Shop Information

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

Then click **Confirm**

The screenshot shows the 'Request Supplement - Validate Shop' form in the State Farm Business to Business Portal. The form is titled 'Shop Information' and includes a note: 'A State Farm® appraiser will contact you if anything additional is needed. All fields below are required.' The form contains the following fields: Shop Name, Shop Phone Number (with a placeholder '(xxx) xxx-xxxx'), Shop Street Address, Shop City, Shop State (a dropdown menu with 'select state' selected), Shop ZIP Code, Shop Contact (with a placeholder 'First and Last Name'), and Shop Email. A blue 'Confirm' button is located at the bottom right of the form.

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

### 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 contact. 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:** Enter the estimated amount for the supplement items you are requesting at this time
  - 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 comprehensive)
- **Comments:**
  - Enter any message you wish to communicate to the State Farm appraiser regarding the supplement request.

The screenshot shows the 'Request Supplement - Provide Information' form in the State Farm Business to Business Portal. At the top, there is a red header with the State Farm logo and the text 'Business to Business Portal'. Below the header, the form title 'Request Supplement - Provide Information' is displayed. A light blue notification box states: 'OK! The claim ( [redacted] ) you submitted is verified in our system. To submit a supplement you must provide additional information for review.' The form contains several fields: 'Total Amount of Supplement' with a text input field containing '\$x,xxx.xx'; 'Please indicate if the supplement request involves damages from' with three radio button options: 'Hail', 'Flood', and 'Other Damages'; and a 'Comment' section with a text area. A warning note in the comment section reads: '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)'. The text area contains the message: '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 character count '200' is visible at the bottom right of the text area. At the bottom of the form, there is a blue button labeled 'Continue' and a link that says 'Click continue to upload a detailed supplement summary and supporting documentation'.

**NOTE:** Please refrain from entering Sensitive Personal information (SPI) in the comments field or formatting numbers that may resemble these types of numbers. This includes:

- Social Security Number
- Tax Identification Number
- Driver's License Number
- Financial Account Number(s)
- Credit/Debit Card Number(s)
- Protected Health Information
- Any Medical Information.

**This will result in not getting a response email from State Farm.**

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.

**\*\*\*Please Note\*\*\***

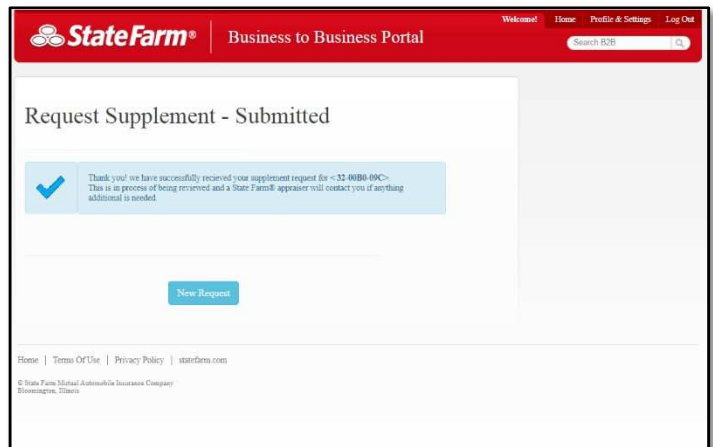
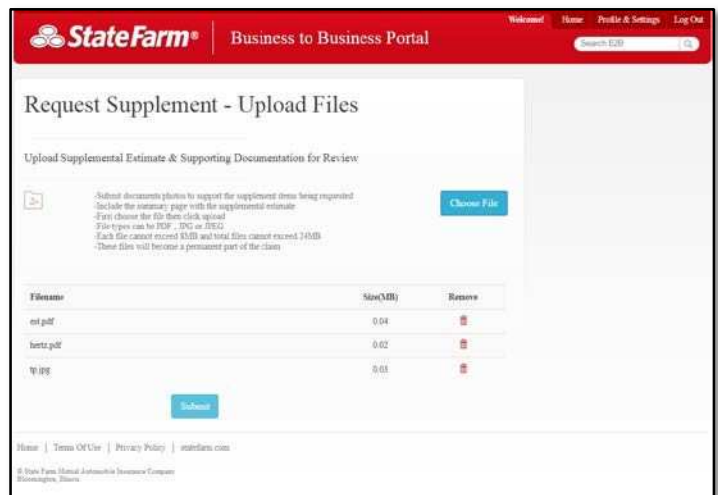
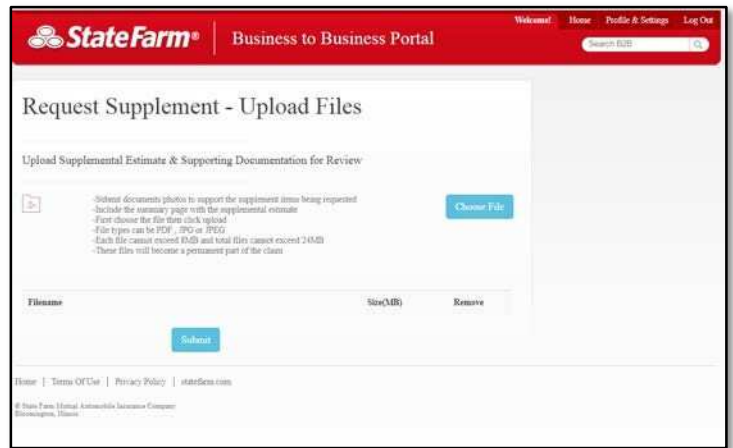
- **File types** accepted are noted as (**PDF, JPG and JPEG**).
- Please note each **file cannot exceed 8MB** and **total size** of uploaded files cannot exceed **19MB**
- Maximum of 20 files can be attached.
- Also note **password protected** files will cause errors.

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

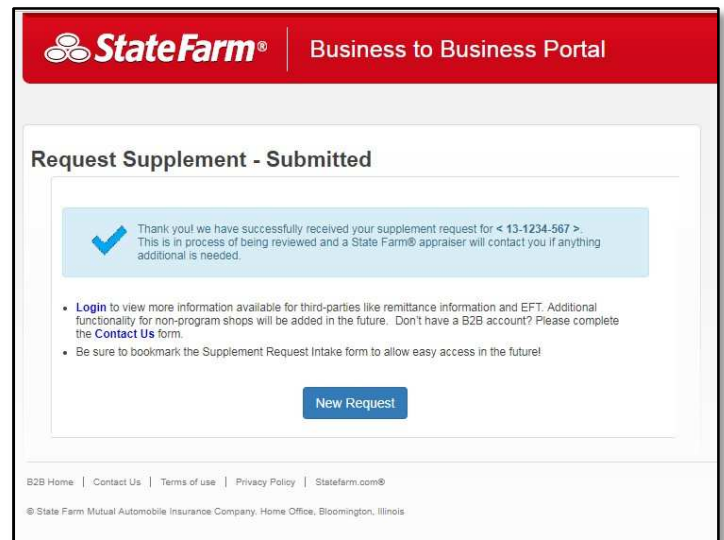
Once all documents are listed, Click **Submit** to complete the request.

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



If there is a problem in the upload process you may encounter one or more of the following errors:

Unable to upload file. Valid file type is required. Must be JPG, JPEG or PDF.

Check the **file type** and verify they are compatible (**PDF, PNG and JPEG**)

Last file unable to be uploaded. The file(s) exceed the maximum file size of 19MB

You may need to **remove the last file** so the total file size limit of 19 MB is not exceeded

Unable to upload file. A file should not exceed the file size of 8 MB

Please check the **file size**. Each uploaded file **cannot exceed 8MB**

Unable to add additional files. Have reached the maximum amount of files (20) to be uploaded.

Please check the number of files attached. Only **20 files can be uploaded**.

**Error!** Unable to upload file. Something went wrong with attachment, we apologize for the inconvenience, password protected or invalid files are not acceptable, please try again.

Please ensure that the file is **not password protected**, these files will cause errors

Try file **upload again** after removing the password.

**Error!** Something went wrong, we apologize for the inconvenience, please try again later

This message indicates an error has occurred that cannot be determined immediately.  
Please try again later.