

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.

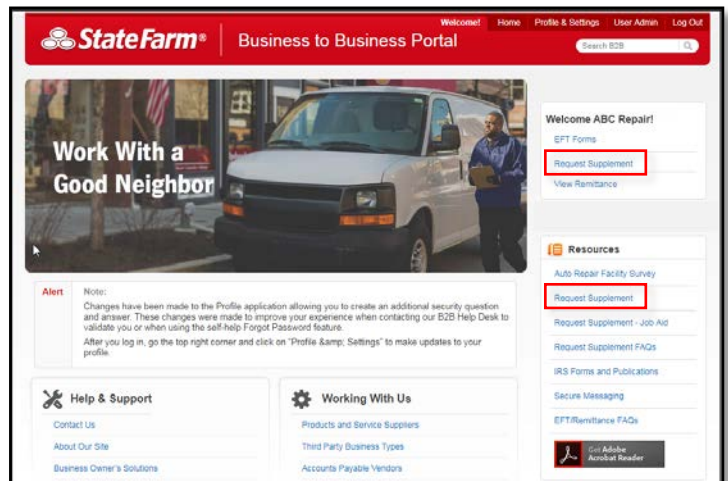


Although logging into B2B is not required to submit a supplement, it is strongly encouraged to minimize the amount of inputs needed to validate your access and provide additional self-service capabilities like reviewing payments and EFT information (depending on your role).

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:

- **Claim Number**
- **Customer Phone Number**
- **Vehicle Year**
- **Vehicle Make**

Then click **Check Claim**.

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 page title is 'Request Supplement - Validate Claim'. A sub-header reads 'Verify your customer's claim with State Farm. All fields below are required.' The form contains four input fields: 'Claim Number: (9 characters required)' with a text box containing 'XX-XXXX-XXXX'; 'Customer Phone Number:' with a text box containing '(XXX) XXX-XXXX'; 'Vehicle Year:' with a dropdown menu showing 'select year'; and 'Vehicle Make:' with a dropdown menu showing 'select make'. At the bottom of the form is a blue button labeled '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 City
- Shop State
- Shop Zip Code

Then click **Check Claim**

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If the claim information could not be verified, the following error will display:

If you receive this error, review the Owner and Control section of 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.

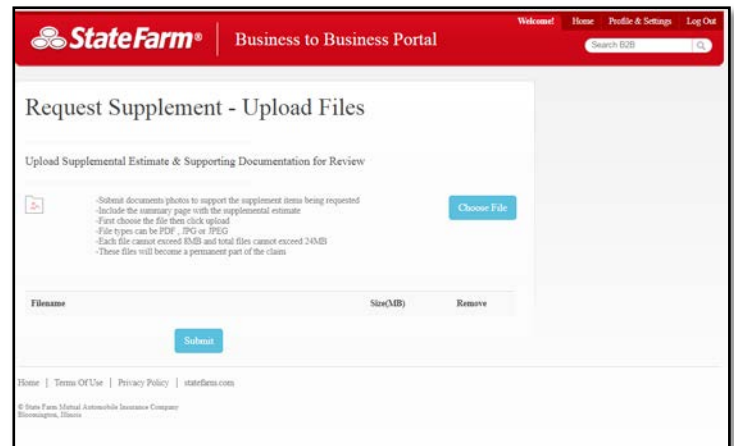
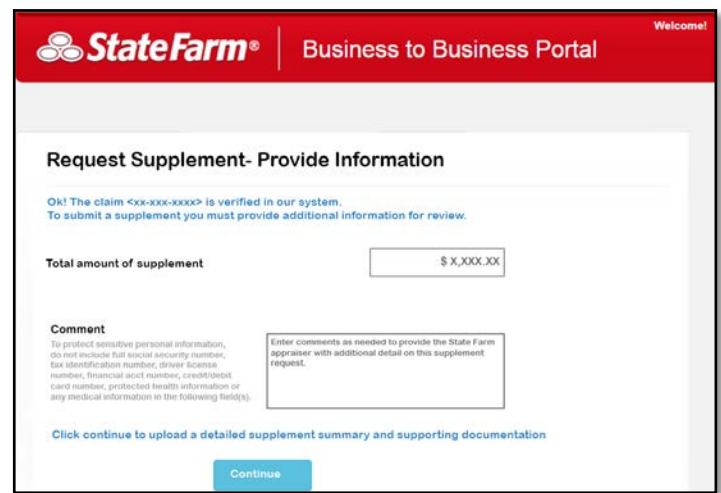
If the claim was verified, you will continue by entering:

- The **Total amount of the supplement**
- **Comments** (not required but may be entered as needed to provide the State Farm appraiser of additional detail)

Then click **Continue**

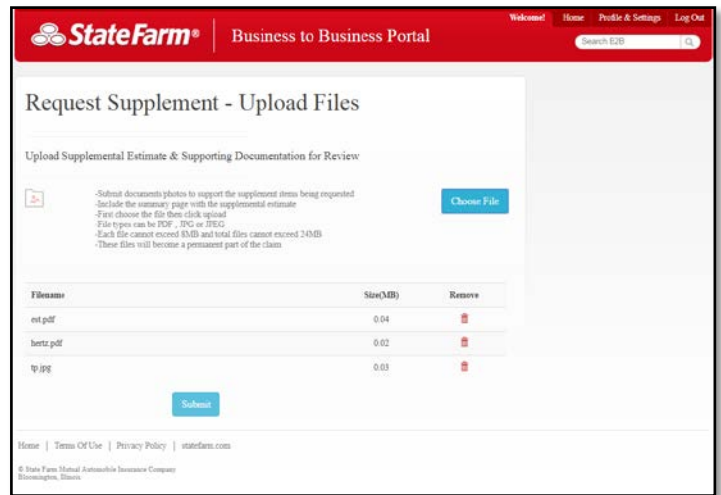
Click **Choose File** to select documentation such as the itemized supplemental estimate, photos, invoices, etc. to support your supplement request.

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



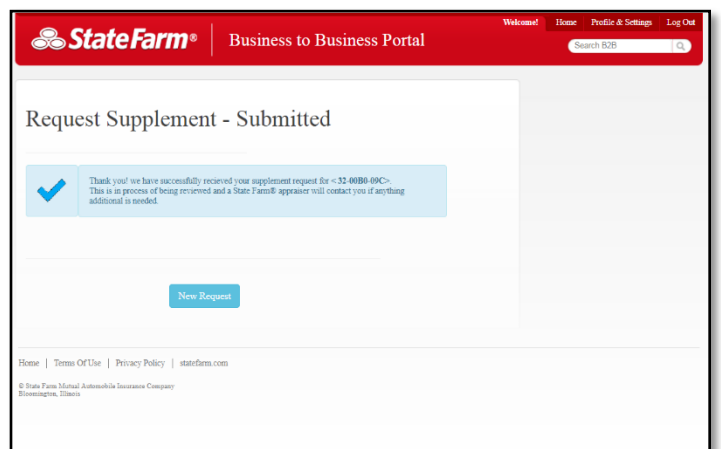
Once files are uploaded you can remove any of the files if you uploaded in error.

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.

