

STATE FARM[®] AUTO CLAIM SUPPLEMENT

ENHANCED PROCESS

State Farm is standardizing the intake process of supplement requests for auto claims. A consistent format for these requests will increase efficiency and enhance the customer experience.

Supplement requests can now be submitted through the business to business portal at b2b.statefarm.com. The use of State Farm fax numbers and email addresses for the current process will be discontinued.

What is the Business to Business Portal (B2B)?

B2B provides portal services for the sharing of secure content via applications to third party vendors allowing them to better serve themselves, State Farm, and customers. Use of B2B grants third party vendors the ability to self-serve and electronically communicate with State Farm resulting in greater efficiency for our mutual customers.

How do I Register?

A registration email with a link to the B2B website will be sent when your business has been enabled. If you have not received a registration email, please complete the "Contact Us" form located on the website's homepage to request one. Select "Account Registration/Becoming a Vendor" as the reason for contact.

Logging into the B2B portal provides additional functionality and is the preferred method for submitting supplement requests. A supplement request form is also accessible on the B2B homepage without logging in.



What is required to submit a Supplement?

- 9 digit claim number
- Vehicle year and make
- Supplement dollar amount
- Documentation supporting the supplement

Who does this new process benefit?

Customers

- Quicker response from State Farm on the review/settlement of supplemental damages
- Less time spent in a rental car or without the insured vehicle
- Increased confidence in the collaboration between State Farm and repair facilities

Repair Facilities

- A simplified method to submit supplements
- Consistent handling of supplement requests by State Farm
- Faster response from State Farm allowing repairs to resume sooner
- Instant notification that a supplement has been successfully received by State Farm.

State Farm

- Increased customer satisfaction with auto claims
- Greater efficiency with supplement requests that increases our capacity to address other customer needs