Fire service providers/vendors can view claim information online instead of calling into Claims via the Fire Claim View Tool on the [State Farm® Business to Business (B2B) Portal](#).
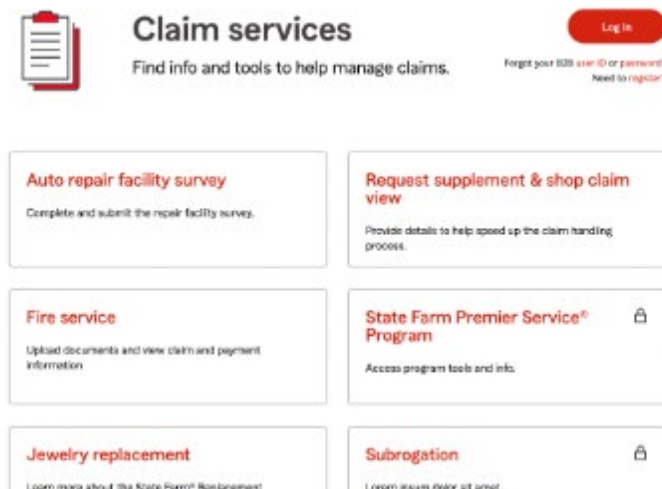
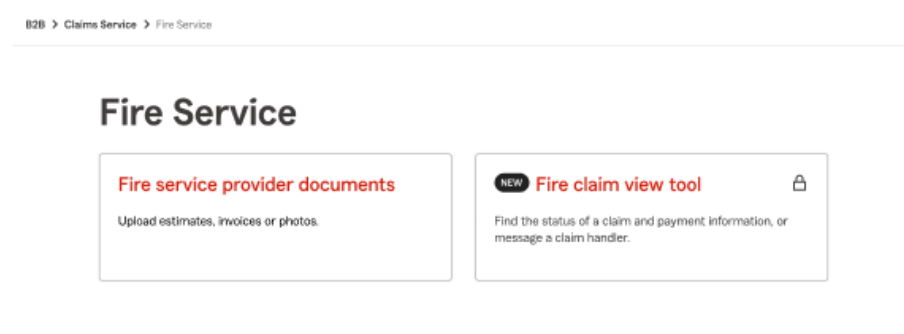Service providers will need to log in on the B2B Portal to access the tool.

Registration

1. Access the State Farm® Business to Business (B2B) Portal (b2b.statefarm.com) and click "**Need to register?"**

2. Complete the Contact Us form
   a. Select from the following options under Type of Business
      i. Engineering Firms
      ii. Fire Service Provider
      iii. Insured Contractor
      iv. Mitigation Vendor
      v. Temporary Housing Vendor
      vi. Other Service Providers
   b. Select "**Fire Claim View- view fire claim status**" as Reason for Contact
   c. Complete all remaining fields and click **Submit**

Log In

1. After registering, access the State Farm® Business to Business (B2B) Portal (b2b.statefarm.com) and log in with B2B ID and password.
   a. If the user forgets their B2B ID or password, they can retrieve this by clicking on the "Forgot your B2B ID or Password?" links.

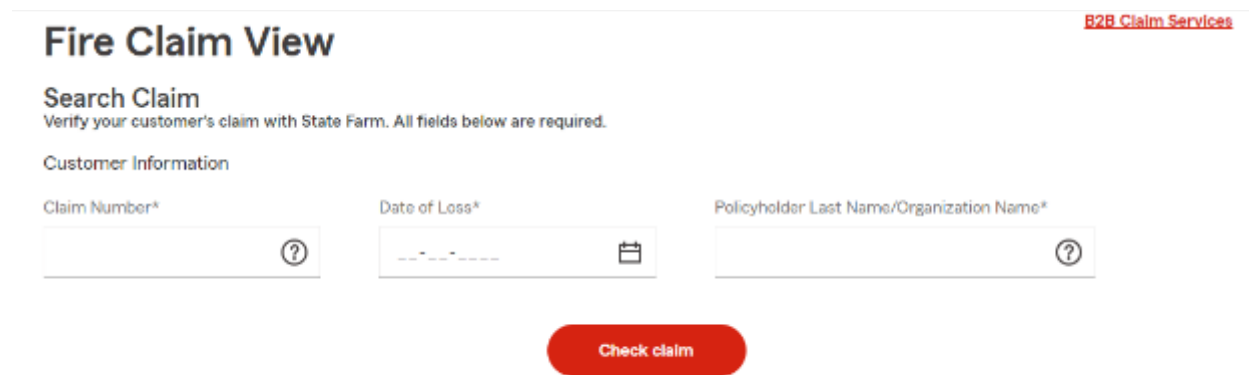2. Click **Fire service** on the *Claim services* page.

3. Click **Fire claim view tool** on the Fire Service page.

Search Claim

Once the Fire Claim View tool is launched, the user will be required to enter the claim number, date of loss, and insured name.

Claim Found

If a claim is found based on the information entered by the user, the following information will display to the user:

- Claim Status
- Loss Location
- Payment Details
  Note: Only payments made to the logged-on vendor will display. Payments to insureds, claimants or other Service Providers will not show.
- Contactor Comments
  Note: information entered here after clicking Submit, will be sent to the claim handler for follow up.
- Claim Handler information
- Document Upload
  Note: Upload button will take user to separate upload tool.

If the user needs to search for another claim, they can click the "Search another claim" button to return to the search page.

Claim Not Found

If the information the user enters does not match our records, the user will see the following error message.