

# Water Mitigation Summary Report

State Farm Premier Service® Providers can submit water mitigation summary reports online on the [State Farm® Business to business \(B2B\) portal](#).

## Business to business portal

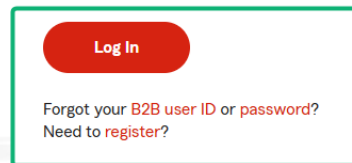
1. Access the State Farm B2B portal ([b2b.statefarm.com](https://b2b.statefarm.com)) and **log in** with your **B2B ID** and **password**.
  - If you forgot your B2B ID or password, click on the corresponding “Forgot your B2B ID or password?” links within the B2B Log In section.



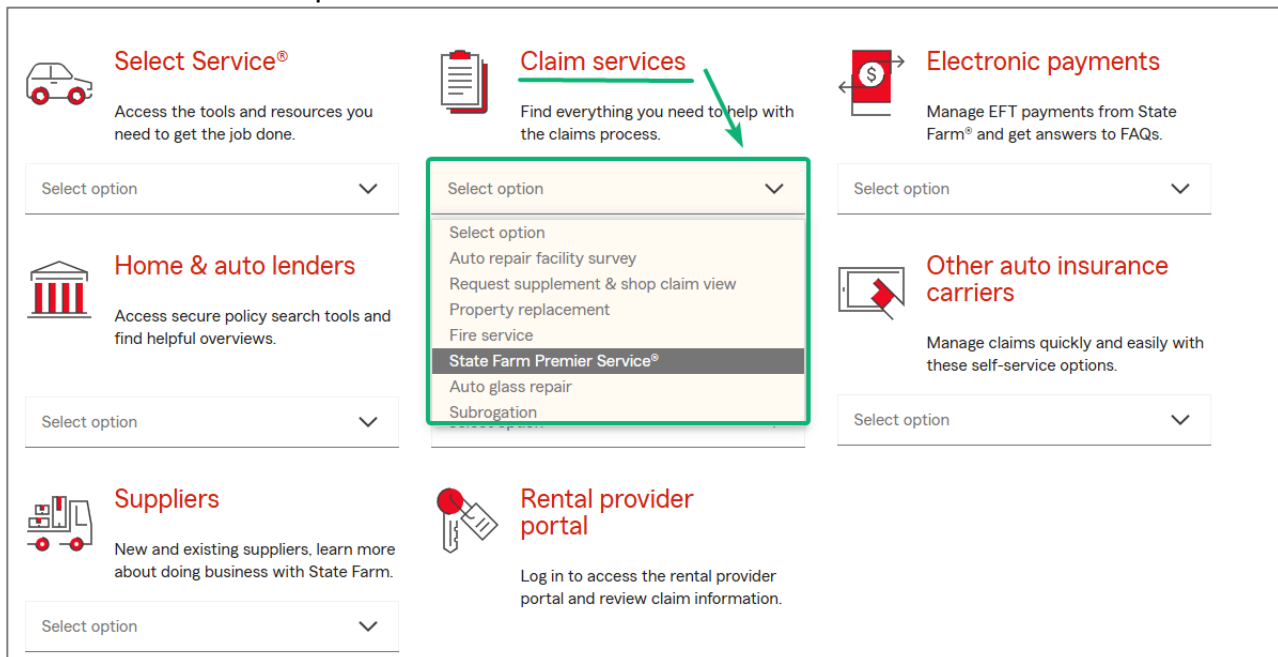
## Business to business portal

Find claims, payments, policies, supplier info and more.

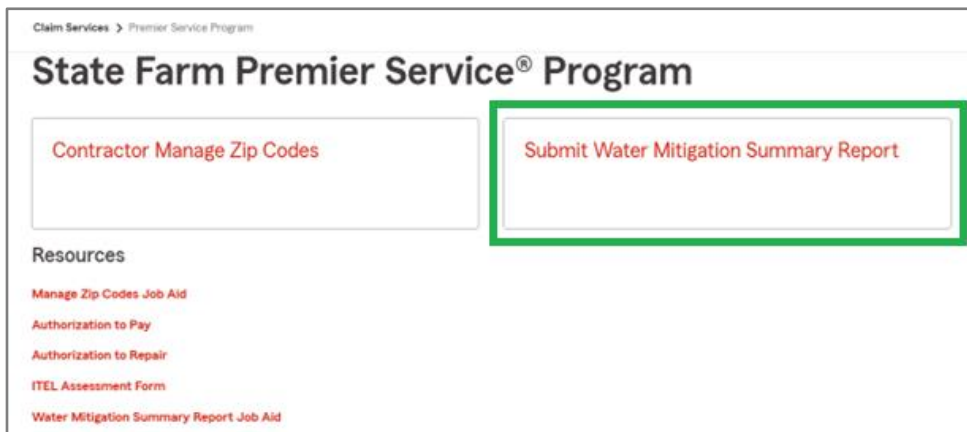
Authorized business partners, log in for additional B2B resources.



2. After logging into the B2B portal, under “Claim services”, select “State Farm Premier Service®” from the drop-down menu.



3. From the State Farm Premier Service Provider landing page, click on “Submit Water Mitigation Summary Report”.



## Validate Claim

4. To initiate the process, first validate the claim. Enter the following required information before clicking on the “Check claim” button.
  - Claim Number
  - Policyholder Zip code
  - Policyholder Last Name/Organization Name
  - Date of Loss

## Potential Validate Claim Error



One or more fields entered is incorrect, please re-enter the information and try again!

### Validate Claim

Verify your customer's claim with State Farm. All fields below are required.

**Customer Information**

✘ One or more fields entered is incorrect, please re-enter the information and try again!

Claim Number 130000000	Policyholder Zipcode 61704
Policyholder Last Name/ Organization Name Jones	Date Of Loss 11-02-2024

Please enter at least the first 3 characters of the policyholder's last name or organization name

Check claim

If an error is received, re-enter the information and click “Check claim”. If you are unable to proceed, contact 844-458-4300 to obtain the correct claim contact. Do not call the B2B Help Desk if this error is received.

**Mitigation Summary Report**

5. If the claim was successfully validated, fill out the digital Mitigation Summary Report, which includes a Payment Summary section. The Policyholder, DOL and Claim Number fields will be pre-populated. All the other fields, except for Comments, will need to be completed before clicking on the “Continue” button.

### Mitigation Summary Report Pre-populated

Policy Holder SMITH	DOL 11-26-2024	Claim Number 4700A123B
Category Of Water	Days to achieve dry standard	Class of water

**Comments**

Required Fields

Comments box allows up to 75 characters.  
 Do not include sensitive personal information.

To protect sensitive personal information, do not include full SSN, TIN, SIN, DL#, financial account numbers, credit/debit card numbers, PHI or any medical information

(75) characters remaining

**Payment Summary**

Mitigation estimate

Equipment discount

Mitigation Payment  
0

Deductible

Equipment total

Back
Continue
←

## Upload File

6. After successfully entering the Mitigation Summary Report, upload the necessary documentation by clicking the “Choose File” button. Upload the following required documents before clicking on the *Submit* button.

- Authorization to Pay (ATP)
- Authorization to Repair (ATR)
- Mitigation Summary Report (MSR)


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

- **File types** accepted (**PDF, JPG and JPEG**)
- Each **file cannot exceed 17MB** and **total size** of uploaded files cannot exceed **19MB**
- Maximum of 20 files can be attached
- **Password protected** files will cause errors

Once files are uploaded, remove any of the files uploaded in error.

### Upload File




To expedite the review process, upload the following documents: Authorization To Pay, Authorization To Repair and the Mitigation Summary Report.



- First choose the file(s) then click open
- File types can be PDF, JPG or JPEG
- Each file cannot exceed 17 MB and total files cannot exceed 19 MB
- A maximum of 20 files can be attached
- Please ensure that the file is not password protected, these files will cause errors
- These files will become a permanent part of the claim
- User must submit an ATP, ATR and MSR to continue

[Choose File](#)

⊗ Please choose a category for uploaded files

S.No	Filename	Category	Size (MB)	Remove
1	ATP.pdf	<div style="border: 1px solid red; padding: 2px;">▼ Authorization To Pay (ATP) Authorization To Repair (ATR) Mitigation Summary Report (MSR)</div>	0.03 M	
2	ATR.pdf	<div style="border: 1px solid red; padding: 2px;">▼ Authorization To Pay (ATP) Authorization To Repair (ATR) Mitigation Summary Report (MSR)</div>	0.03 M	
3	MSR.pdf	<div style="border: 1px solid red; padding: 2px;">▼</div>	0.03 M	

⊗ File category is a required field

⊗ File category is a required field

3 file(s) selected, total files size 0.09 MB

[Back](#) [Continue](#)

## Successful Submission

7. After clicking Submit, a confirmation message indicating the submission was successful will display. Complete another request by clicking on the “New Request” button.

### Submitted

Thank you! You have successfully submitted your document(s) for claim 13[REDACTED]. We will review the document(s) and if we need more information, a State Farm Claim Handler will contact you.

[New Request](#)

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