

Self-service reference guide

Use this self-service quick reference guide to help customers with common service requests

COMMERCIAL LINES

Getting Started with Nationwide Self-Service Options

I WANT TO...	HOW TO
Create an online account**	<p>Online: From nationwide.com/business > Click "Log in" > Click "Sign up for online access" <i>*Customers need the business name, business zip code and business billing account number to sign up</i></p> <p>Mobile app: From the Nationwide Mobile app Home screen > Click "Sign up" > Select "Business insurance" > Click "Sign up for online access"</p>
24/7 Automated phone system (APS)	<p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center) 1-800-228-6700 (Commercial Agribusiness Service Center)</p>

Billing

I WANT TO...	HOW TO
Make a payment	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "Make a Payment" > Choose payment amount > Select method of payment</p> <p>Mobile app: Log in to the Nationwide Mobile app > Swipe left or right to "Bills" > Click "Make a Payment"</p> <p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
Pay without logging in	<p>Online: From nationwide.com/business > Click "Pay a bill" > Click "Pay without logging in" under the Commercial Insurance or Farm and Ranch sections <i>*Customers need the business billing account number, business zip code and the minimum or full amount due</i></p>
Set up recurring payments	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "Automatic Payments" > Click "Set Up Automatic Payments"</p> <p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
Suspend or cancel recurring EFT or recurring bank card payment	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "Automatic Payments" > Click "Edit Automatic Payments" or "Cancel Automatic Payments"</p> <p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
Change payment due date	<p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
View current billing (amount due, due date, etc.)	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "View Bill" > Amount due and due date are displayed > Click "View bill (PDF)" to download or print a copy of the bill</p> <p>Mobile app: Log in to the Nationwide Mobile app > Swipe left or right to "Bills" to view</p>
Update billing/payment address	<p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
Get an annual payment statement for tax purposes	<p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>

**Online options available on nationwide.com for business and farm & ranch customers; Harleysville and Agribusiness policies will serviceable on the nationwide.com and using the Nationwide Mobile app as states complete the Commercial Lines Transformation.

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Policy

I WANT TO...	HOW TO
Get Proof of Insurance/ID card	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Select Package (PAK) > Click "View Policy Documents" > Select Policy > Click "View/Print Policy Documents" > Select ID card</p> <p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>
Get ID cards without logging in	<p>Online: From nationwide.com/business > Click "Log in" > Click "View or print ID card"</p> <p><i>*This feature is for individuals/sole proprietors; the business policy number, business zip code and last name and date of birth of someone on the policy are needed to access</i></p>
View policy information	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "View Policies" for Desired Package (PAK)</p> <p>Mobile app: Log in to the Nationwide Mobile app > Swipe left or right to "Policies" to view</p>
Get a copy of a Declarations page	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Select Package (PAK) > Click "View Policy Documents" > Select Policy > Click "View/Print Policy Documents" > Select Document</p> <p>APS: 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)</p>

Claims Options

I WANT TO...	HOW TO
Start a claim	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "File & View Claims" > Select Package (PAK) > Select Policy > Click one of the "Start a claim" options</p> <p>Mobile app (Business Auto only): Log in to the Nationwide Mobile app > Swipe left or right to "Claims" > Click on "Start an auto claim" > Select applicable Business Auto policy</p> <p>Claims Call Center: 1-800-421-3535 (commercial insurance) 1-800-248-6283 (farm insurance) 1-800-228-6700 (commercial agribusiness)</p>
Claim Updates	<p>Online: Log in to nationwide.com/business > On "Your Business Accounts" page > Click "File & View Claims" > Search by Claim Number or scroll to find a recent claim</p> <p>Mobile app (Business Auto only): Log in to the Nationwide Mobile app > Swipe left or right to "Claims" > Click on "Track a claim" > Redirected to Log in to nationwide.com/business > On "Your Business Accounts" page > Click "File & View Claims" > Select Policy > Select Claim</p>

Additional Online Service Offerings

I WANT TO...	HOW TO
Enroll in or update paperless policy document preferences	<p>Online: Log in to nationwide.com/business > From "Profile" drop-down menu > Select "Preferences" > Select "Go Paperless" or "Edit"</p>
Get agent contact information	<p>Online: Log in to nationwide.com/business > Click "Contact Us"</p>
Learn about agribusiness risk management programs	<p>Customers can get help identifying and reducing agribusiness hazards, stay up on the latest safety and regulatory information and access safety training at MyNSightOnline.com. Customers can access even more content by creating a username and password.</p>
Get safety and compliance resources and training	<p>Commercial customers can access safety and risk management resources on topics like commercial fleet safety, subcontractors risk transfer and fire protection at MyLossControlServices.com. Creating a username and password increases customer access to content.</p>