

Self-service reference guide

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

PERSONAL LINES

Getting Started with Nationwide Self-Service Options

I WANT TO...	HOW TO
Create an online account	Online: From the nationwide.com homepage > Select "Log in" > Select account type from drop-down > Click "Sign up for an online account" *Customers need their policy number, date of birth, zip code and email or phone number
Get the Nationwide Mobile app	Search for "Nationwide" in the App Store (Google Play for Android users) and download the Nationwide Mobile app.
Enroll in text alerts	Online: Log in to nationwide.com > From "Profile" drop-down menu > Select "Preferences" > Select "Insurance Billing & Documents" *Customers are prompted for texting and other preferences during the account registration process Text: Text the word "ENROLL" to 245569 *Customers need last name, date of birth and zip code for primary account holder APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877)
24/7 Automated phone system (APS)	APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877)

Billing

I WANT TO...	HOW TO
Make a payment	Online: Log in to nationwide.com > On Account Summary page > Select "Make a Payment" > Choose payment amount > Select method of payment *Customers can pay on policies that are past due, in warning or cancelled status (if eligible for reinstatement) Mobile app: Side swipe to "Bills" tab > Scroll down to find correct policy > Tap "Pay" *Customers are not able to pay to reinstate a policy using the Mobile app at this time Text: Text the word "PAY" to 245569 *Customers enrolled in billing texts, are identified by their phone number. Customers not yet enrolled, are asked for last name, date of birth and zip code for the primary account holder, and then offered a way to pay. APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1
Pay without logging in	Online: From the nationwide.com homepage > Click "Pay a bill" > Click "Pay personal insurance bill without logging in" under the "Personal Vehicle and Property Insurance" section *Customers need their date of birth, zip code and phone number or policy number
Set up recurring payments	Online: Log in to nationwide.com > On Account Summary page > Click "Bills and Payments" > Select "Payment Preferences" > Select "Set Up Automatic Payments" APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1 *Customers who call the APS to set up recurring payments will receive an enrollment form via email or fax and will be prompted to send it back to complete the process
Suspend or cancel recurring EFT or recurring bank card payment	Online: Log in to nationwide.com > On Account Summary page > Select "Stop this month's payment" To Cancel click "Bills and Payments" on Account Summary page > Select "Payment Preferences" > Click "Cancel Automatic Payments" Text: Coming Soon APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1
Change payment due date	APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1
View current billing (amount due, due date, etc.)	Online: Log in to nationwide.com > On Account Summary page > Amount due and due date are displayed Mobile app: Side swipe to "Bills" tab > Scroll down to find correct policy > Amount due and due date are displayed Text: Customers enrolled in recurring texts will receive this information every month APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1
Get a copy of a bill	Online: Log in to nationwide.com > On Account Summary page > Click "ID cards & Documents" > Locate desired bill APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1
Store/edit payment method on file	Online: Log in to nationwide.com > On Account Summary page > Click "Bills & Payments" > Select "Payment Preferences" > Scroll to "Saved Payment Methods"

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Policy

I WANT TO...	HOW TO
Get Proof of Insurance	<p>Online: Log in to nationwide.com > On Account Summary page > Choose policy > Select "ID Cards & Documents" > Click "View/Print ID cards"</p> <p>Mobile app: On "Policies" tab > Tap "Insurance ID Cards" <i>*Most states accept Digital ID cards as proof of insurance</i></p> <p>Text: Customers call Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1 > follow the prompts to opt to receive ID via text</p> <p>APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1</p>
Get ID cards without logging in	<p>Online: From the nationwide.com homepage > Select "Log in" > Click "View or print ID cards"</p> <p>Mobile: From Sign-in page > Tap "ID Cards" <i>*Must have previously saved ID card offline to access</i></p>
View policy information	<p>Online: Log in to nationwide.com > Account Summary page displays policy information</p> <p>Mobile app: On "Policies" tab > scroll down to find policy information</p>
Add/delete a vehicle	<p>Online: Log in to nationwide.com > On Account Summary page > Click "Add/Edit Vehicle" button</p> <p>Mobile app: Swipe to policies > Select add vehicle and wait for add vehicle flow start page</p>
Add/delete a driver	<p>Online: Log in to nationwide.com > On Account Summary page > Click "Add/Edit Vehicle" button</p> <p>Mobile app: Swipe to policies > Select add driver and wait for add driver flow start page</p>
Reinstate a policy	<p>Online: Log in to nationwide.com > On Account Summary page > Select "Make a Payment" for the cancelled policy</p> <p>APS: Independent 1-800-282-1446, Exclusive 1-877-ON YOUR SIDE (1-877-669-6877) > Choose option 1</p>

Claims Options

I WANT TO...	HOW TO
Start a claim – Auto and Property	<p>Online: Log in to nationwide.com > On Account Summary page > Choose correct policy > Click "File & View Claims" > Click one of the "Start a claim" options</p> <p>Mobile app: Side swipe to the "Claims" tab > tap "Start auto claim" or "Start glass claim" <i>*Auto claim filing only</i></p>
Start a claim without logging in – Auto and Property	<p>Online: From the nationwide.com homepage > Click "Claims" > Click one of the "Start a claim" options <i>*Customers need their policy number, last name, date of birth and zip code</i></p>
Claim Updates	<p>Online: Use the link in the email notification to begin. Nationwide customers enter their account login information, those in accidents with Nationwide customers enter their phone number and the access code from the "Claims Confirmation" email.</p> <p>Mobile app: Side swipe to "Claims" tab > Scroll down to find correct claim > Tap on claim to get more information</p> <p>Text: Text the words, "CLAIMREP" or "ADJUSTER" to 245569 to get claim number and contact information for the Claims Associate handling the claim Text the word, "CLAIMSTATUS" to 245569 to get claim number and status of the claim Text the word, "APPREMINDER" to 245569 to get claim number and drive-in appointment details</p>
Request a tow truck	<p>Mobile app: Side swipe to "Claims" tab > tap "Call Roadside Assistance"</p>

General Account Maintenance Options

I WANT TO...	HOW TO
Enroll in paperless billing & update paperless preferences	<p>Online: Log in to nationwide.com > From "Profile" drop-down menu > Select "Preferences" > Select "Insurance Billing & Documents" <i>*Customers are prompted for paperless and other preferences during the account registration process</i></p>
Get multi-user authentication	<p>Online: Log-in to nationwide.com > From "Profile" drop-down menu > Select "Preferences" > "Manage Authorized Users"</p>
Get agent contact info	<p>Online: Log-in to nationwide.com > Click "Contact Us"</p> <p>Mobile: On "Policies" tab > scroll down > Tap "Agent information"</p>