

# Agent Notifications in Agent Center



## Description

The “Notification Center” section on the Agent Center Home page provides quick access to notifications regarding agent updates, billing notices, claims notices, contact history and policy activities.

### Agent Updates

Action	Screen
Check “Agent Updates” for important communications from Nationwide. You can sort by date/title and choose the number of notifications you receive on the page.	

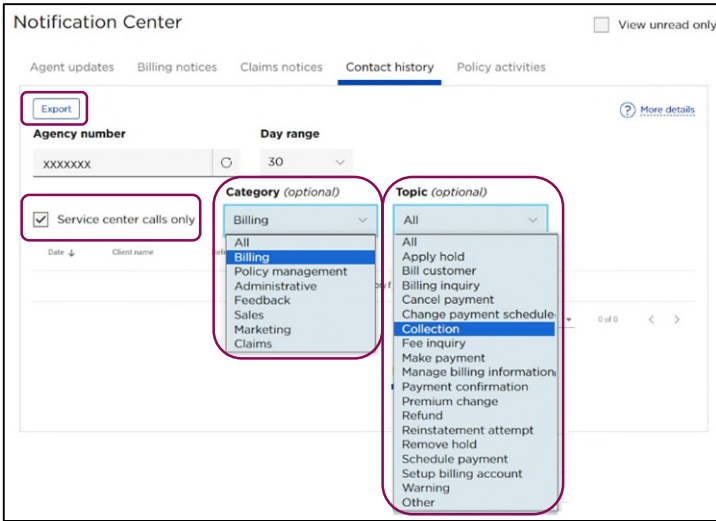
### Billing Notices

Action	Screen
<p>“Billing Notices” displays important billing communications such as notices of nonpayment, cancellation for nonpayment and reinstatement.</p> <p>You can sort by “Day Range”, “Insured Name” and “Notification Type”.</p> <p>Select the “Export” button to export to an Excel file.</p>	

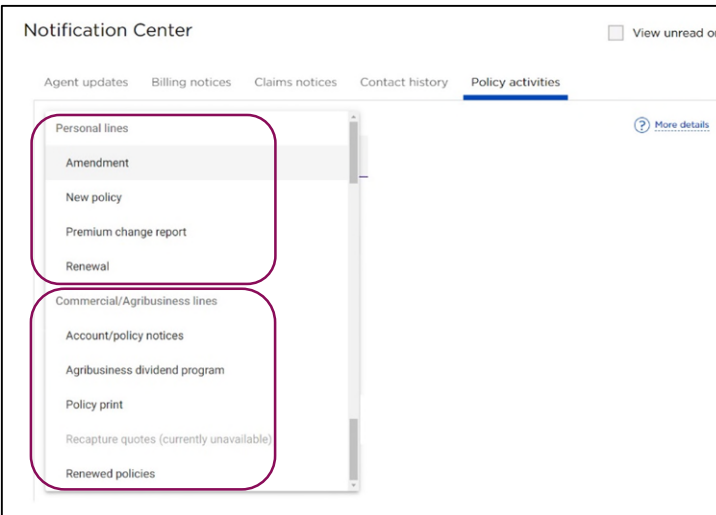
### Claims Notices

Action	Screen
<p>“Claims Notices” displays important claims communications regarding your customer’s Nationwide policies. You can sort by “Day Range”, “Notification type” and “Insured Name”.</p> <p>Select the “Export” button to export to an Excel file.</p>	

## Contact History

Action	Screen
<p>“Contact history” displays important information regarding customer and agency contacts with the company. You can sort by “Day Range”, “Category” and “Topic”. Within each category you can sort by topic. For example, if a customer calls in with a billing question after receiving a collections notice, you can select the “Billing” category and then select the “Collections” topic to quickly find inquiries regarding billing and collections.</p> <p>Select the “Export” button to export to an Excel file.</p> <p>Note that you can also select “Service center calls only” to further filter results.</p>	

## Policy Activities

Action	Screen
<p>“Policy activities” displays activities for personal, commercial and agribusiness policies.</p> <p>For “Personal lines” policies, you can sort by:</p> <ul style="list-style-type: none"> <li>• “Amendment”</li> <li>• “New policy”</li> <li>• “Premium change report”</li> <li>• “Renewal”</li> </ul> <p>For “Commercial/Agribusiness lines”, you can sort by:</p> <ul style="list-style-type: none"> <li>• “Account/policy notices”</li> <li>• “Agribusiness dividend program”</li> <li>• “Policy print”</li> <li>• “Recapture quotes (currently unavailable)”</li> <li>• “Renewed policies”</li> </ul> <p><b>NOTE:</b> Policy activities includes actionable, informational or important notifications for Commercial and Agribusiness PolicyCenter policies. You will <u>still</u> need to consult “My Policies” (Personal Lines) to see these PL PolicyCenter Notifications.</p>	

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