

# Add, Replace or Remove a Vehicle on an Auto Policy

## PolicyCenter



Description:

This job aid reviews how to add, replace, or remove a vehicle to an existing Auto policy.

If adding, replacing, or removing a vehicle to a PowerSports policy, see one of the following job aids:

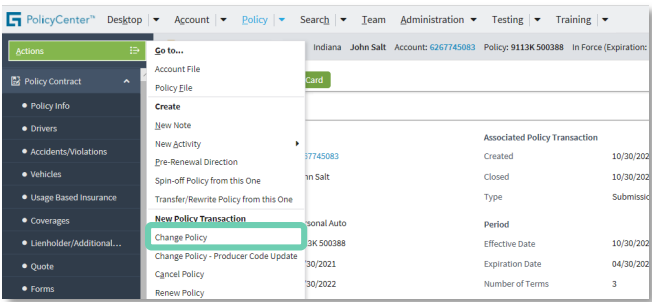
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Motorcycle/Off-Road Vehicle Policy”
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Pleasure Boatowners Policy”
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Recreational Vehicle Policy”

Click each link below to jump to the relevant process steps:

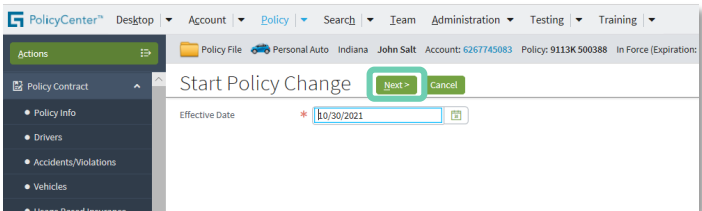
- [Add a Vehicle](#)
- [Replace a Vehicle](#)
- [Remove a Vehicle](#)

### Add a Vehicle

Step 1

Action	Screen
<p>Open an existing Auto policy:</p> <ul style="list-style-type: none"><li>Click the <b>Actions</b> button.</li><li>Select “<b>Change Policy</b>” from the drop-down menu.</li></ul>	

Step 2

Action	Screen
<p>On the <i>Start Policy Change</i> screen, the <b>Effective Date</b> field defaults to the current date:</p> <ul style="list-style-type: none"><li>Enter the appropriate information in the <b>Effective Date</b> field.</li><li>Click the <b>Next &gt;</b> button.</li></ul>	

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## Job Aid Process (Add a Vehicle Cont.) :

### Step 3

#### Action

On the *Policy Info* screen:

- Click the **Vehicles** link.

#### Screen

### Step 4

#### Action

On the *Vehicles* screen:

- Click the **Create Vehicle** button.

#### Screen

### Step 5

#### Action

In the *Basic Vehicle Information* section:

- Enter the appropriate information into the **VIN** field.
- Press the **Tab** key to populate the remaining Basic Vehicle Information.
- Complete any related non-VIN-related : for example, customization and garaging address.

**Note:** Refer to the *Copy Vehicle-Level Coverages* job aid for details on how to copy coverages from an existing vehicle to the newly-added vehicle.

- Click the **Next >** button.

#### Screen

## Job Aid Process (Add a Vehicle Cont.) :

### Step 6

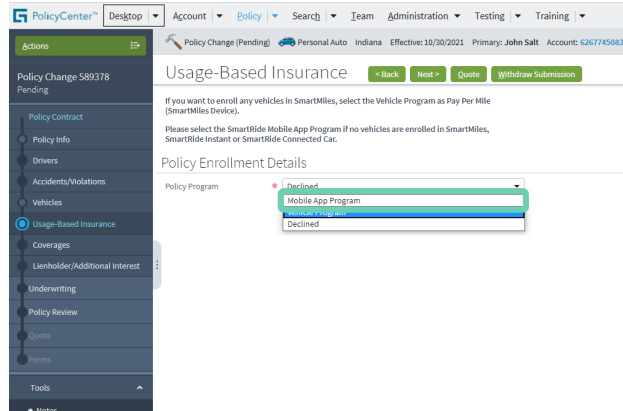
#### Action

On the *Usage-Based Insurance* screen:

- Select “**Vehicle Program**” from the **Policy Program** drop-down list.

**Note:** You only need to do this step if Usage-Based Insurance has been previously declined on the policy. If UBI was previously selected for vehicles currently on the policy, Vehicle Program defaults and you can proceed to Step 7.

#### Screen



### Step 7

#### Action

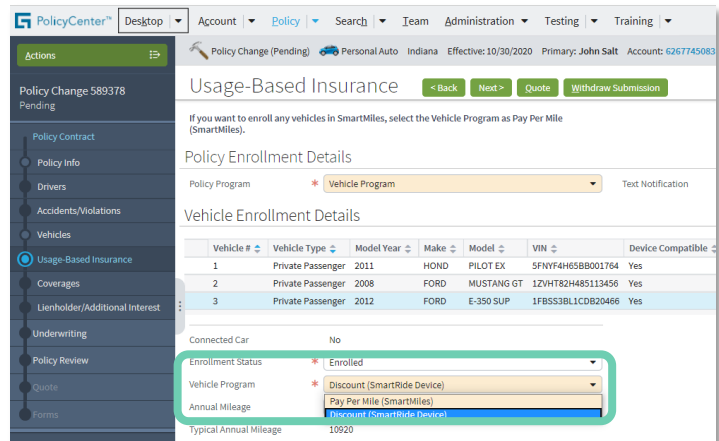
In the *Vehicle Enrollment Details* section:

- Complete the required **Vehicle Program** field. The **Enrollment Status** field defaults to “**Enrolled**”.

**Note:** The **Annual Mileage** field is optional if you select **Discount (SmartRide Device)** but required for **Pay Per Miles (SmartMiles)**.

- Quote and Issue the policy change.

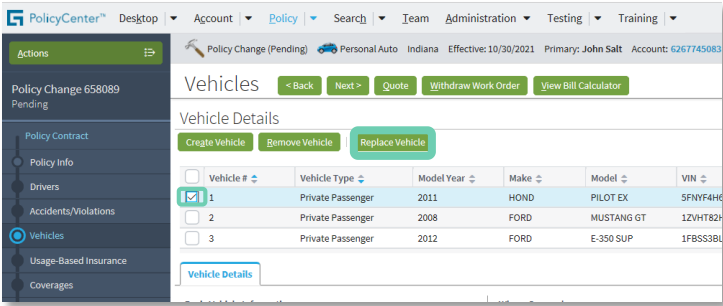
#### Screen



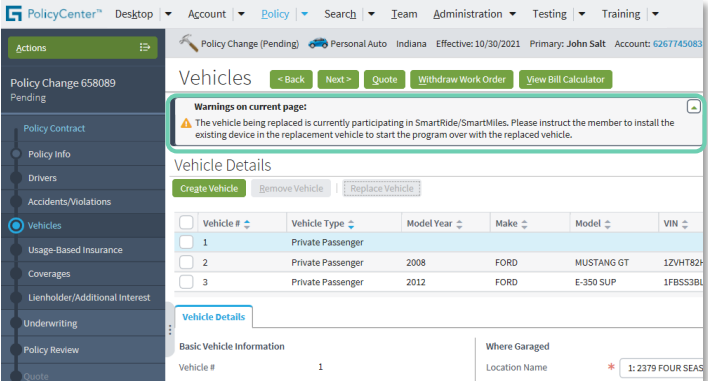
Vehicle #	Vehicle Type	Model Year	Make	Model	VIN	Device Compatible
1	Private Passenger	2011	HOND	PILOT EX	5FNYF4H65BB001764	Yes
2	Private Passenger	2008	FORD	MUSTANG GT	1ZVHT82H485113456	Yes
3	Private Passenger	2012	FORD	E-350 SUP	1FB5S3BL1C0B20466	Yes

## Replace a Vehicle

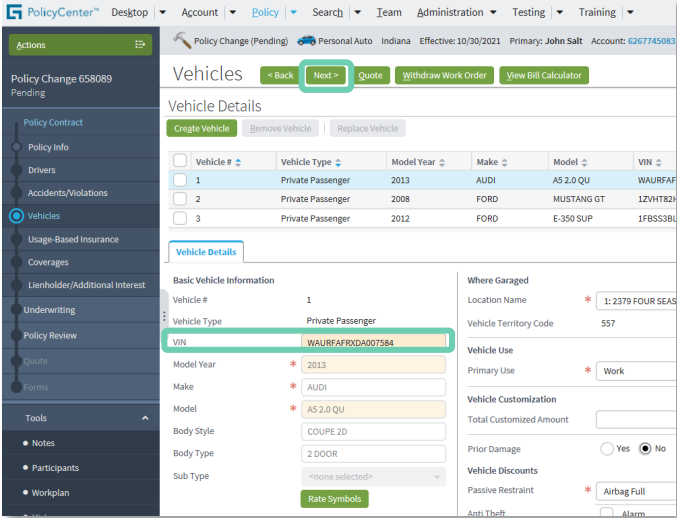
### Step 1

Action	Screen
<p>After locating the policy and initiating a policy change:</p> <ul style="list-style-type: none"><li>• Navigate to the <i>Vehicles</i> screen.</li><li>•</li><li>• Select the checkbox to the left of the <b>Vehicle #</b> which needs to be replaced.</li><li>• Click the <b>Replace Vehicle</b> button.</li></ul>	

### Step 2

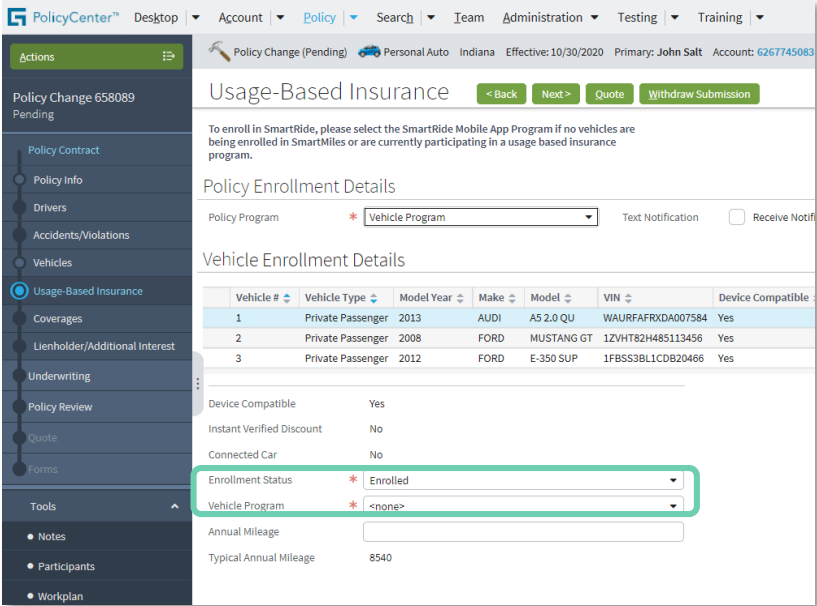
Action	Screen
<p>If the vehicle being replaced was currently enrolled in the SmartMiles program, the system displays a message at the top of the <i>Vehicles</i> screen:</p> <p><i>“The vehicle being replaced is currently participating in SmartRide/SmartMiles. Please instruct the member to install the existing device in the replacement vehicle to start the program over with the replaced vehicle.”</i></p>	

### Step 3

Action	Screen
<p>In the <i>Basic Vehicle Information</i> section:</p> <p>Enter the appropriate information into the <b>VIN</b> field.</p> <p>Press the <b>Tab</b> key to populate the remaining Basic Vehicle Information.</p> <p>Complete any related non-VIN-related : for example, customization and garaging address.</p> <p><b>Note:</b> Refer to the <i>Copy Vehicle-Level Coverages</i> job aid for details on how to copy coverages from an existing vehicle to the newly-added vehicle.</p> <p>Click the <b>Next &gt;</b> button.</p>	

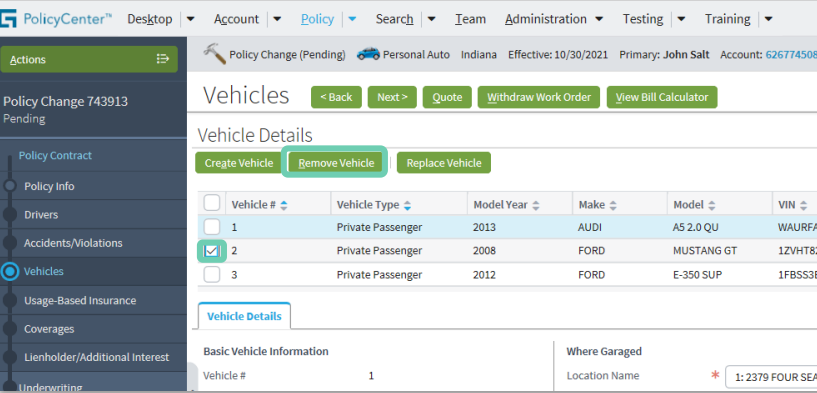
Job Aid Process (Replace a Vehicle Cont.) :

Step 4

Action	Screen
<p>On the <i>Usage-Based Insurance</i> screen:</p> <ul style="list-style-type: none"><li>Select the desired enrollment status from the <b>Enrollment Status</b> drop-down list in the <i>Vehicle Enrollment Details</i> section <i>if</i> different from the replaced vehicle.</li><li>Complete the required fields. They include:<ul style="list-style-type: none"><li><b>Enrollment Status</b></li><li><b>Vehicle Program</b></li></ul></li><li>Quote and Issue the policy change.</li></ul> <p><b>Note:</b> Enrollment status automatically populates based on the vehicle being replaced but may be changed according to the wishes of the member.</p>	

Remove a Vehicle

Step 1

Action	Screen
<p>After locating the policy and initiating a policy change:</p> <p>Navigate to the <i>Vehicles</i> screen.</p> <p>Select the checkbox to the left of the <b>Vehicle #</b> to be removed.</p> <p>Click the <b>Remove Vehicle</b> button.</p>	

## Job Aid Process (Remove a Vehicle Cont.) :

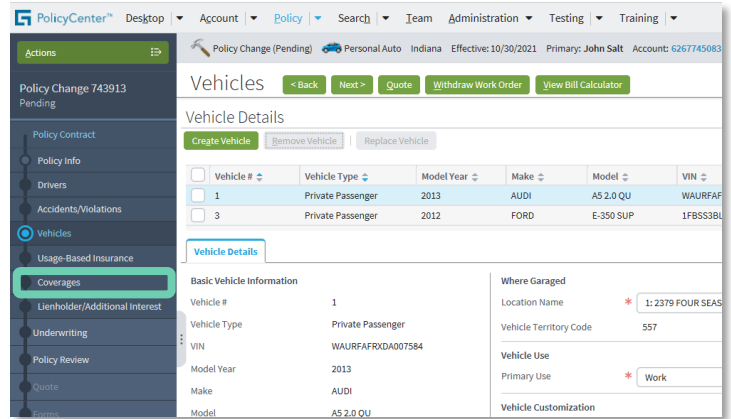
### Step 2

#### Action

After removing the vehicle:

- Click the **Coverages** link to ensure the coverages have also been removed.

#### Screen



PolicyCenter<sup>®</sup> Desktop | Account | Policy | Search | Team | Administration | Testing | Training

Policy Change (Pending) | Personal Auto | Indiana | Effective: 10/30/2021 | Primary: John Salt | Account: 6267745083

**Vehicles** < Back Next > Quote Withdraw Work Order View Bill Calculator

Vehicle Details

Create Vehicle Remove Vehicle Replace Vehicle

Vehicle #	Vehicle Type	Model Year	Make	Model	VIN
1	Private Passenger	2013	AUDI	A5 2.0 QU	WAURFAF
3	Private Passenger	2012	FORD	E-350 SUP	1FBSS3BL

**Vehicle Details**

Basic Vehicle Information

Vehicle # 1

Vehicle Type Private Passenger

VIN WAURFAFRXDA007584

Model Year 2013

Make AUDI

Model A5 2.0 QU

Where Garaged

Location Name \* 1: 2379 FOUR SEAS

Vehicle Territory Code 557

Vehicle Use

Primary Use \* Work

Vehicle Customization

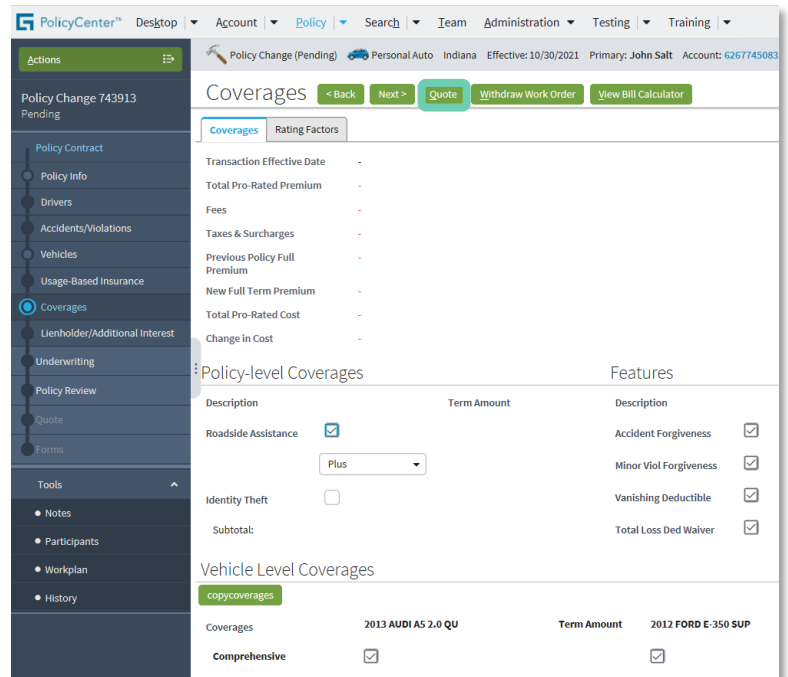
### Step 3

#### Action

On the *Coverages* screen:

- Review the coverages to confirm the vehicle has been removed.
- Quote and Issue the policy change.

#### Screen



PolicyCenter<sup>®</sup> Desktop | Account | Policy | Search | Team | Administration | Testing | Training

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**Coverages** < Back Next > Quote Withdraw Work Order View Bill Calculator

Coverages Rating Factors

Transaction Effective Date -

Total Pro-Rated Premium -

Fees -

Taxes & Surcharges -

Previous Policy Full Premium -

New Full Term Premium -

Total Pro-Rated Cost -

Change in Cost -

**Policy-level Coverages**

Description	Term Amount	Description
Roadside Assistance <input checked="" type="checkbox"/>	Plus	Accident Forgiveness <input checked="" type="checkbox"/>
Identity Theft <input type="checkbox"/>		Minor Viol Forgiveness <input checked="" type="checkbox"/>
Subtotal:		Vanishing Deductible <input checked="" type="checkbox"/>
		Total Loss Ded Waiver <input checked="" type="checkbox"/>

**Vehicle Level Coverages**

copycoverages

Coverages	2013 AUDI A5 2.0 QU	Term Amount	2012 FORD E-350 SUP
Comprehensive	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>