

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:

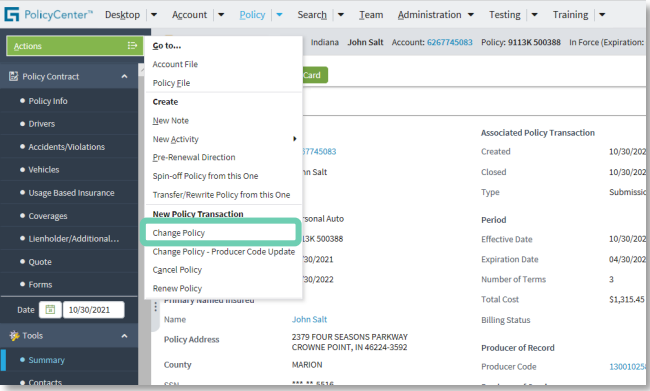
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Motorcycle/Off-Road Vehicle Policy”
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Pleasure Boatowners Policy”
- “Add, Replace, or Remove a Vehicle to an Existing PowerSports Recreational Vehicle Policy”

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

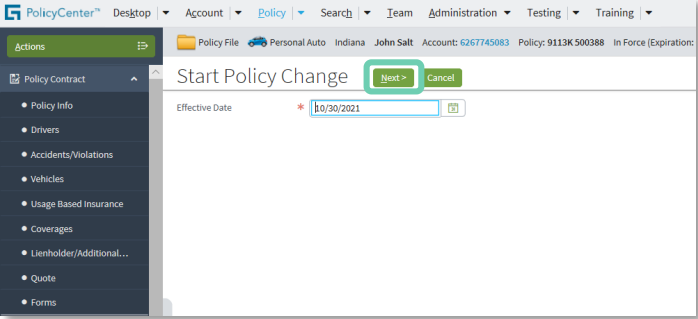
- [Add a Vehicle](#)
- [Replace a Vehicle](#)
- [Remove a Vehicle](#)

Add a Vehicle

Step 1

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

Step 2

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

Job Aid Process (Add a Vehicle Cont.) :

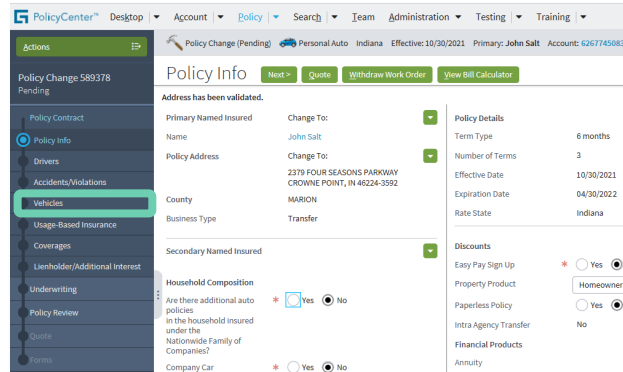
Step 3

Action

On the *Policy Info* screen:

- Click the **Vehicles** link.

Screen



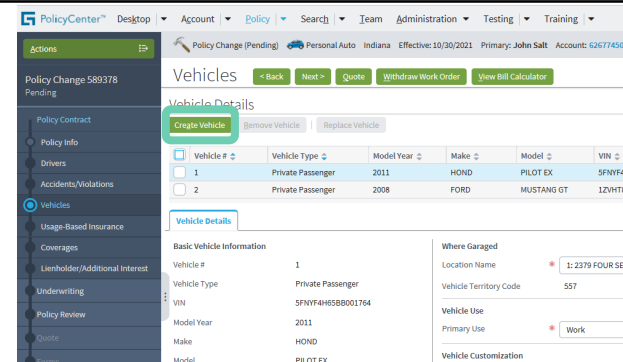
Step 4

Action

On the *Vehicles* screen:

- Click the **Create Vehicle** button.

Screen



Step 5

Action

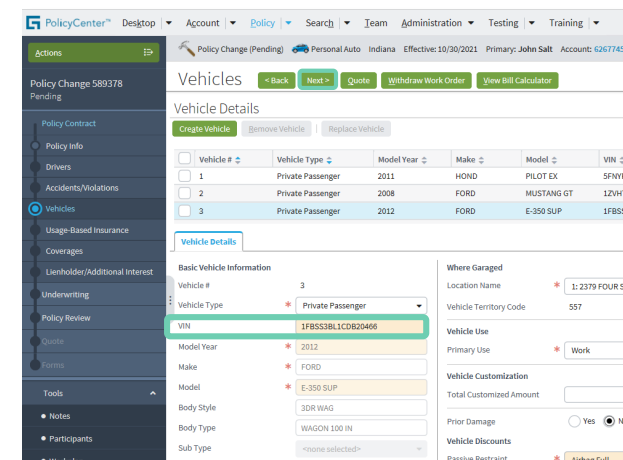
In the *Basic Vehicle Information* section:

- 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

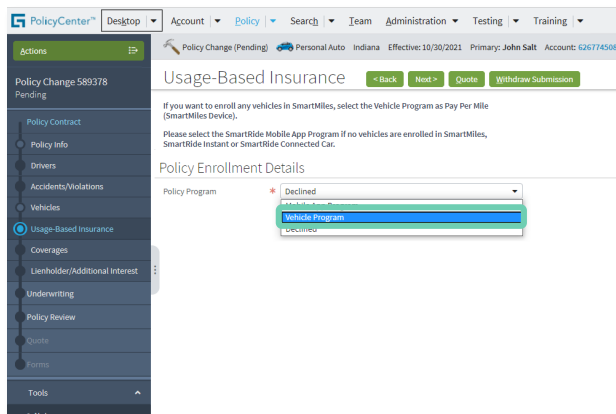
Action

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

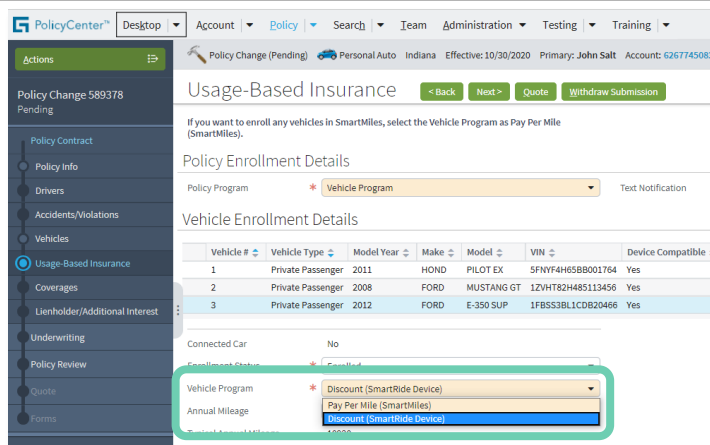
In the *Vehicle Enrollment Details* section:

- 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




Replace a Vehicle

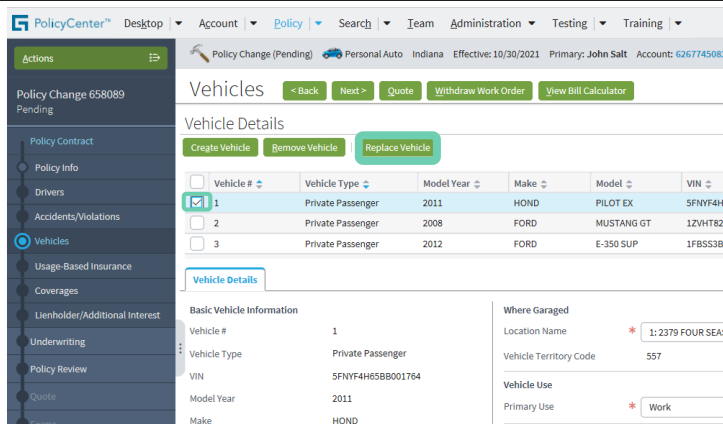
Step 1

Action

After locating the policy and initiating a policy change:

- Navigate to the *Vehicles* screen.
- Select the checkbox to the left of the **Vehicle #** which needs to be replaced.
- Click the **Replace Vehicle** button.

Screen



The screenshot shows the PolicyCenter interface with the 'Vehicles' screen selected. The 'Policy Change 658089' is in 'Pending' status. The 'Vehicles' section has buttons for 'Create Vehicle', 'Remove Vehicle', and 'Replace Vehicle'. The 'Replace Vehicle' button is highlighted. Below, the 'Vehicle Details' section shows a table of vehicles. Vehicle 1 is selected, and its details are shown in the 'Basic Vehicle Information' section.

Vehicle #	Vehicle Type	Model Year	Make	Model	VIN
<input checked="" type="checkbox"/> 1	Private Passenger	2011	HOND	PILOT EX	5FNYF4H65B001764
<input type="checkbox"/> 2	Private Passenger	2008	FORD	MUSTANG GT	1ZVHT82H12N000000
<input type="checkbox"/> 3	Private Passenger	2012	FORD	E-350 SUP	1F8SS3BL6DHA000000

Vehicle Details for Vehicle 1:

- Vehicle #: 1
- Vehicle Type: Private Passenger
- VIN: 5FNYF4H65B001764
- Model Year: 2011
- Make: HOND
- Where Garaged: Location Name: 1: 2379 FOUR SEAS
- Vehicle Territory Code: 557
- Vehicle Use: Primary Use: Work

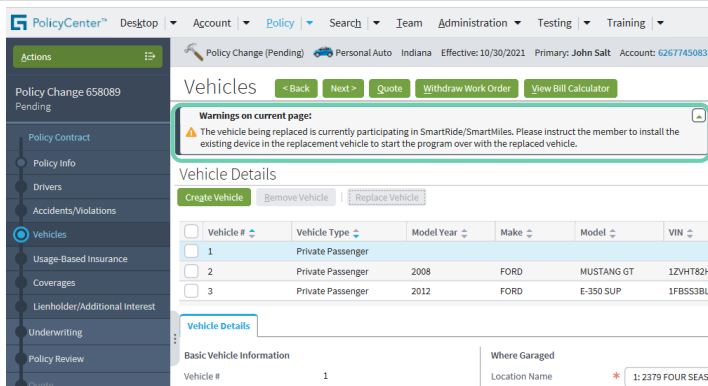
Step 2

Action

If the vehicle being replaced was currently enrolled in the SmartMiles program, the system displays a message at the top of the *Vehicles* screen:

“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.”

Screen



The screenshot shows the PolicyCenter interface with the 'Vehicles' screen selected. A warning message is displayed at the top: 'Warnings on current page: 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.' The 'Replace Vehicle' button is highlighted.

Step 3

Action

In the *Basic Vehicle Information* section:

Enter the appropriate information into the **VIN** field.

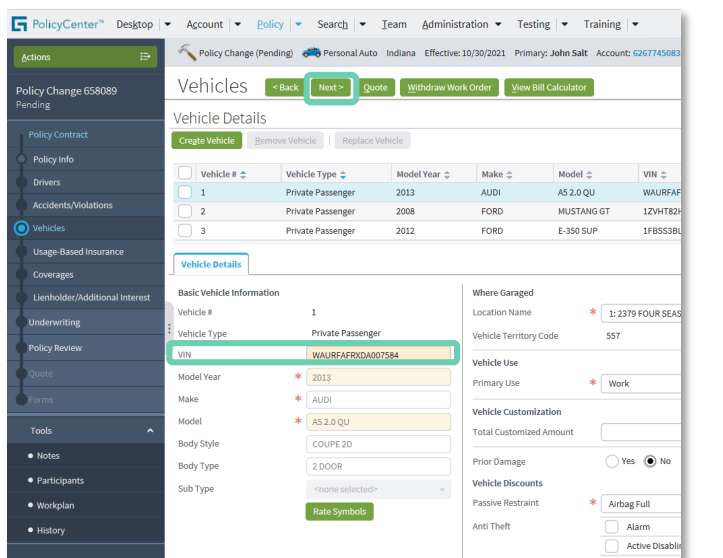
Press the **Tab** key to populate the remaining Basic Vehicle Information.

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



The screenshot shows the PolicyCenter interface with the 'Vehicles' screen selected. The 'Next >' button is highlighted. The 'Basic Vehicle Information' section is expanded, showing the following details:

- Vehicle #: 1
- Vehicle Type: Private Passenger
- VIN: WAURFAFRXDA007584
- Model Year: 2013
- Make: AUDI
- Model: A5 2.0 QU
- Body Style: COUPE 2D
- Body Type: 2 DOOR
- Sub Type: <none selected>
- Where Garaged: Location Name: 1: 2379 FOUR SEAS
- Vehicle Territory Code: 557
- Vehicle Use: Primary Use: Work
- Vehicle Customization: Total Customized Amount:
- Prior Damage: Yes No
- Vehicle Discounts:
- Passive Restraint: Airbag Full
- Anti Theft: Alarm Active Disable



Job Aid Process (Replace a Vehicle Cont.) :

Step 4

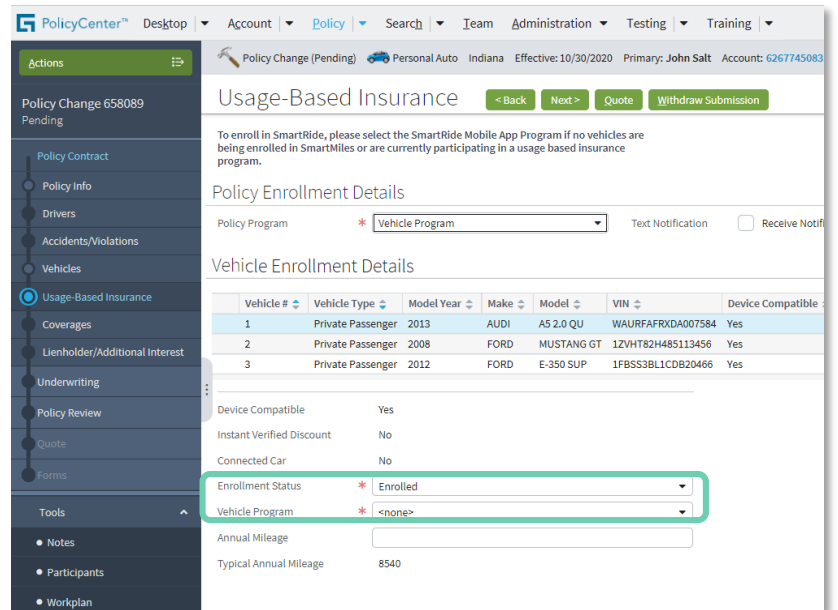
Action

On the *Usage-Based Insurance* screen:

- Select the desired enrollment status from the **Enrollment Status** drop-down list in the *Vehicle Enrollment Details* section *if* different from the replaced vehicle.
- Complete the required fields. They include:
 - **Enrollment Status**
 - **Vehicle Program**
- Quote and Issue the policy change.

Note: Enrollment status automatically populates based on the vehicle being replaced but may be changed according to the wishes of the member.

Screen



Remove a Vehicle

Step 1

Action

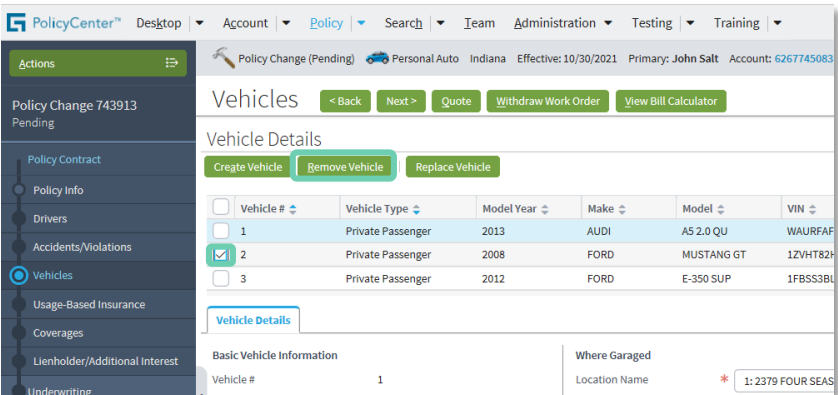
After locating the policy and initiating a policy change:

Navigate to the *Vehicles* screen.

Select the checkbox to the left of the **Vehicle #** to be removed.

Click the **Remove Vehicle** button.

Screen




Job Aid Process (Remove a Vehicle Cont.) :

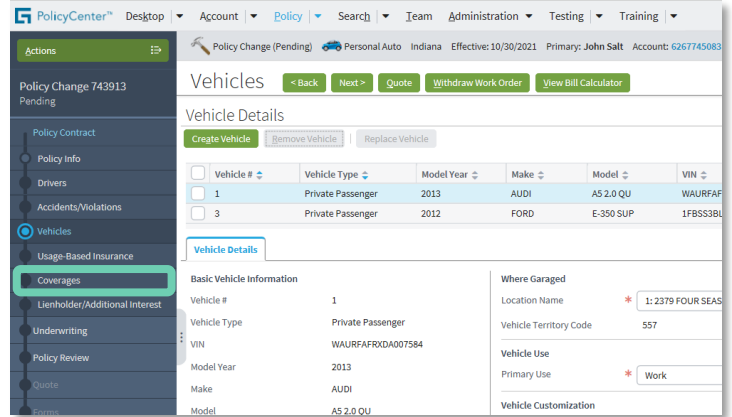
Step 2

Action

After removing the vehicle:

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

Screen



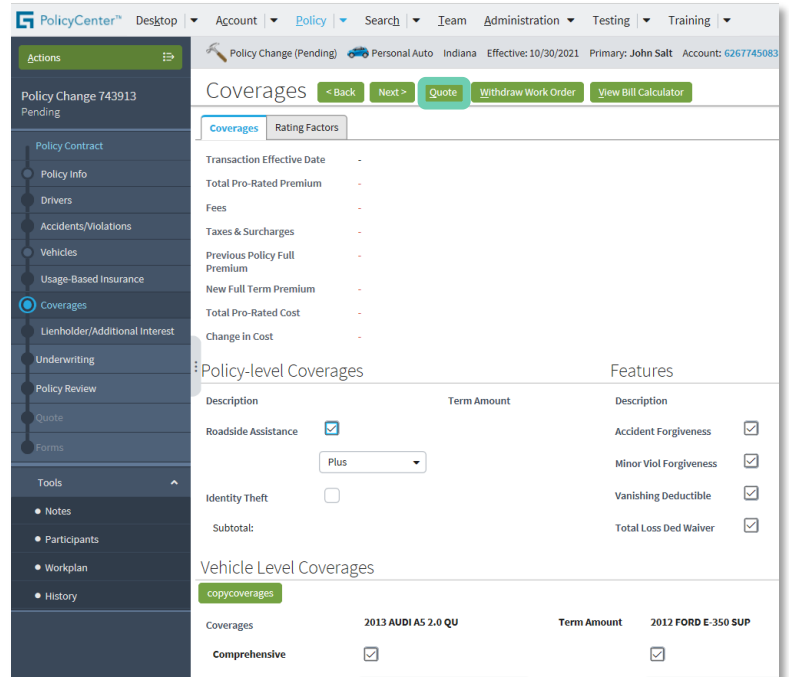
Step 3

Action

On the *Coverages* screen:

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

Screen



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