

Quick reference

Keep this information at your fingertips and save time for your most valuable activities.

Contacting our underwriting team	<p>Phone: 1-866-678-LIFE (5433)</p> <p>Fax: 1-888-677-7393</p> <p>Email: lifeapps@nationwide.com</p> <p>For underwriting questions regarding CareMatters, please contact an underwriter at 1-855-381-5729 or send an email to CMScreen@nationwide.com.</p>
Completing your life insurance application	<p>iPipeline</p> <p>Your applications are always accurate and in good order with our easy-to-use e-Application, powered by iPipeline. All Nationwide® individual fixed product forms are currently available, and you can get started at nationwidefinancial.com.</p> <p>Using iPipeline can help you get your life cases processed and commissions paid faster. iPipeline eliminates mail time and improves service time by about seven days.</p> <p>Remember these must-haves on your application:</p> <div> <div data-bbox="386 934 959 1373"> <p>Insured and owner information</p> <p>Note: If the owner is not the proposed insured, please complete all questions for the owner and obtain his or her signature. We also need spouse and child information and signatures if you're including riders for them.</p> <ul style="list-style-type: none"> • First and last name • Social Security number¹ • Complete address • Sex • Date of birth • State of birth • Phone number • Driver's license number/state of issue </div> <div data-bbox="386 1383 959 1549"> <p>Beneficiary information</p> <ul style="list-style-type: none"> • First and last name • Relationship to the insured • Designated death benefit percentage for each beneficiary </div> </div> <div> <div data-bbox="984 930 1476 1104"> <p>Life insurance plan information</p> <ul style="list-style-type: none"> • Product name • Specified amount <p>In-force and applied-for insurance information</p> <p>Names and signatures²</p> <ul style="list-style-type: none"> • Insured and owner <ul style="list-style-type: none"> – Include acknowledgment – Include location and date • Insurance professional <p>Foreign national applicants</p> <p>In addition to other must-haves, please include:</p> <ul style="list-style-type: none"> • Foreign questionnaire • Copy of valid documentation, such as: <ul style="list-style-type: none"> – Green card – Visa – Passport – Consular ID </div> </div>

¹ Entering an invalid number (e.g., 111-11-1111) as a placeholder may delay the underwriting process.

² Applications are usable for six months from the date signed.

Ordering medical requirements	<ul style="list-style-type: none"> • All medical requirements have a usable life of 12 months from the signature date through age 69 and six months from the signature date for ages 70+; after that, we'll need new medical requirements • Let us order these for you, so you can move on to something else; simply note on your agent's certificate that you want us to handle on your behalf • If you're using Intelligent Underwriting, Nationwide will order all the medical requirements • If you'd rather do it yourself, please use one of our authorized paramedical providers listed below or you can order the exam online at www.appslive.com: <div> Attending physician statements (APS) Examination Management Services Inc. (EMSI): 1-800-530-0560 Express Imaging Services (EIS): 1-888-846-8804 Remember to tell clients to expect a call from the paramedical company Do not order APS(s) related to FAA, DOT, military. If you have any questions about which APS(s) to order, reach out to our underwriters. </div> <div> Parameds APPS: 1-800-727-2101 EMSI: 1-800-872-3674 Labs Clinical Reference Lab (CRL): 1-800-882-1922 </div>
Submitting your case	<p>Follow any suitability or case flow process that your back office requires, and make sure all forms have the appropriate signatures. Mark anything you send directly to Nationwide "Attn: New Business" or "Attn: Life Underwriting." Please let us know if you're submitting companion applications simultaneously, such as for family members or business partners, so they can be assigned to the same underwriter and case manager.</p> <div> Email: lifeapps@nationwide.com Fax: 1-888-677-7393 Regular mail: Nationwide Life Insurance P.O. Box 182835 Columbus, OH 43218-2835 Express mail — fixed life applications: Nationwide Life Insurance 3400 Southpark Place, Suite A DSPF-D4 Grove City, OH 43123-4856 </div> <div> All variable universal life applications — send overnight to: Nationwide Life Insurance 1050 Yard Street, GI-1-NSL2 Grandview Heights, OH 43212 </div> <p>If you fax or electronically submit your application, please do not mail all of the originals; most often we do not need them upfront. For applications with external 1035 exchanges, please work with your case manager to determine the best time to submit the original 1035 form(s) — additional materials may be required; we will be sure to let you know.</p> <p>Note: The producer is responsible for having any requirements received in any language other than English translated into English at his/her own expense. This should be interpreted by a disinterested third party.</p>
Requesting an APS reimbursement <i>(On formal cases only)</i>	<p>For cases that undergo formal review, send an invoice and your proof of payment or receipt to us as we've noted below. For any request over \$120, the underwriter reviewing the case will need to approve it.</p> <div> Email: lifeapps@nationwide.com Fax: 1-888-677-7393 Be sure to include the policy number If you order an APS and have submitted the application to multiple carriers, we ask that you only send in reimbursement if you place the case with Nationwide. </div> <div> Regular or overnight mail: Nationwide Attn: Vendor Relations 3400 Southpark Place, Suite A DSPF-D4 Grove City, OH 43123-4856 </div> <p>Note: APS reimbursement is available within 12 months of the application date.</p>
Checking on your case	<ul style="list-style-type: none"> • We'll send you an email automatically when we receive your case; please make sure we have your current email on file <p>You can also check your current pending new business anytime with the Life Pending Business Tracker. Here's how:</p> <ul style="list-style-type: none"> • Log in at NationwideFinancial.com • Under the Servicing tab, select Business Management • From the left-hand menu, select Life Insurance, then Pending Business



Should you need anything else, please contact your dedicated life new business team or call us at 1-866-678-LIFE (5433) from 8 a.m. to 8 p.m. ET Monday through Thursday and 8 a.m. to 6 p.m. ET Friday.

• Not a deposit • Not FDIC or NCUSIF insured • Not guaranteed by the institution • Not insured by any federal government agency • May lose value

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