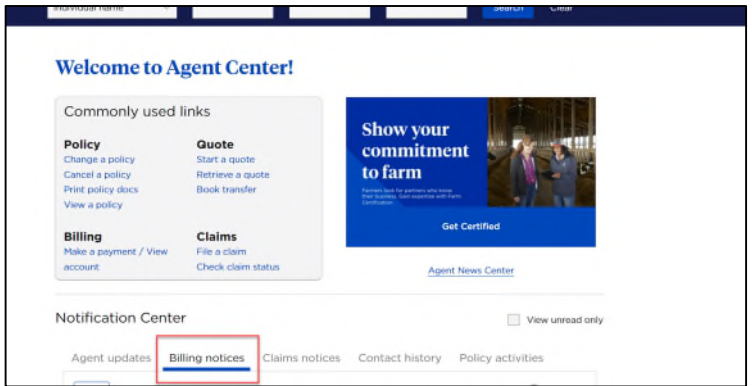
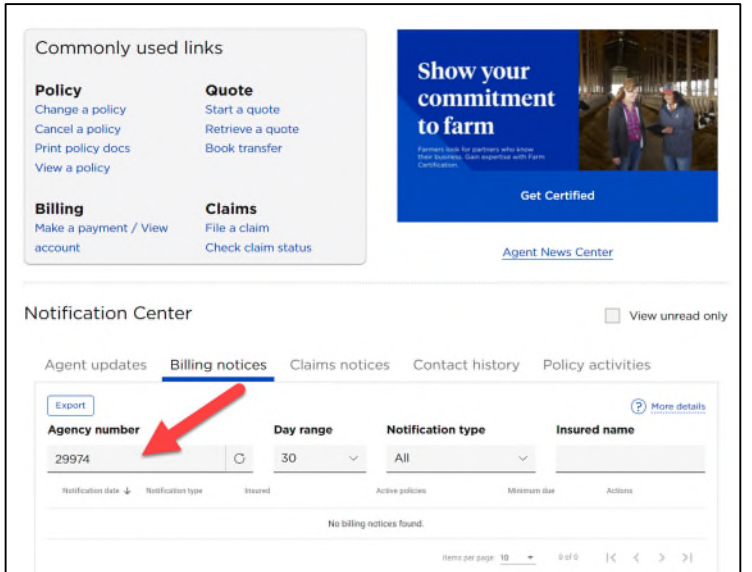




Personal Lines Billing System Notifications & Communications

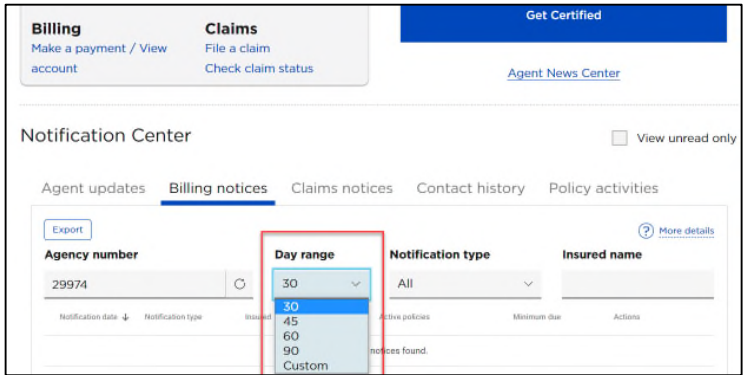
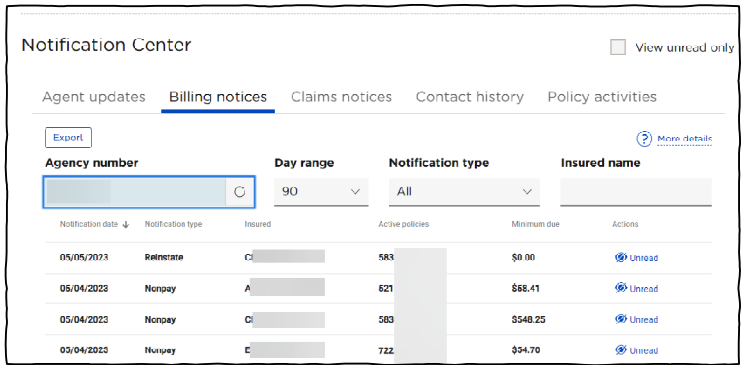
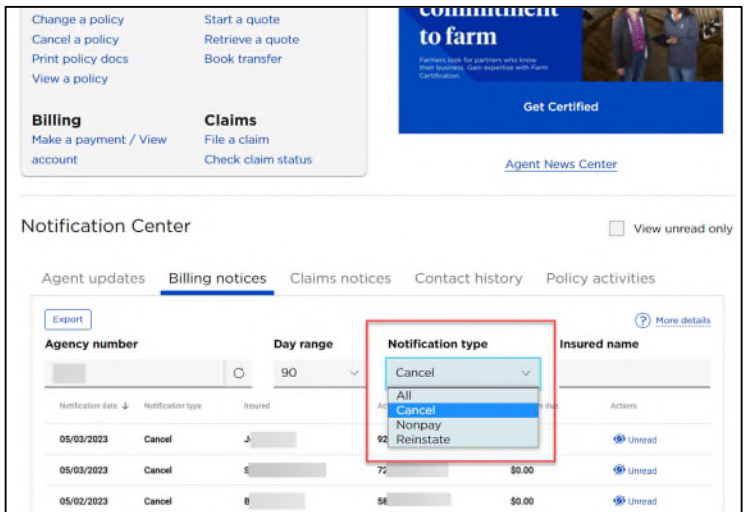
Finding Communications and Notices

Nationwide's **Agent Center Workspace** features two places where you can view notices related to billing accounts at risk of cancellation for late pay, as well as those that have already cancelled and/or been reinstated.

| Step | Action | Screen |
|------|---|--|
| 1 | From Agent Center Workspace (agentcenter.nwie.net/home), click the Billing Notices tab. |  |
| 2 | The Agency number will default; however, agencies with associated Agency numbers will see All and a drop-down from which they can select the appropriate number. |  |



Personal Lines Billing System Notifications & Communications

| Step | Action | Screen |
|------|---|--|
| 3 | Select the Day range . |  |
| 4 | Billing notices display in reverse chronological order. |  |
| 5 | <p>You can use the drop-down menu to sort by Notification type.</p> <p>Notification Types:</p> <ul style="list-style-type: none">• Cancel – due to Nonpay. The policy has cancelled and you would need to determine if it is eligible for Reinstatement.• Nonpay – the due date & grace period have passed, and the client has 10-14 days to pay prior to cancellation.• Reinstatement - notifies you that the Reinstatement has gone through with no lapse. <p><i>Important Note: Keep in mind that these billing notices stay on the Workspace. You can mark them as read; however, they are not removed if a payment is made.</i></p> |  |



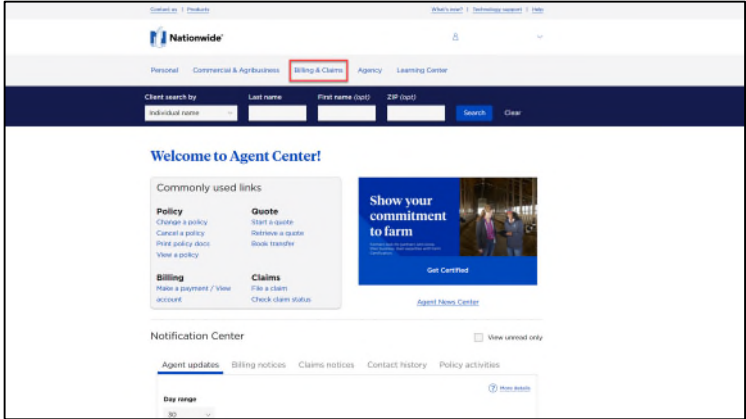
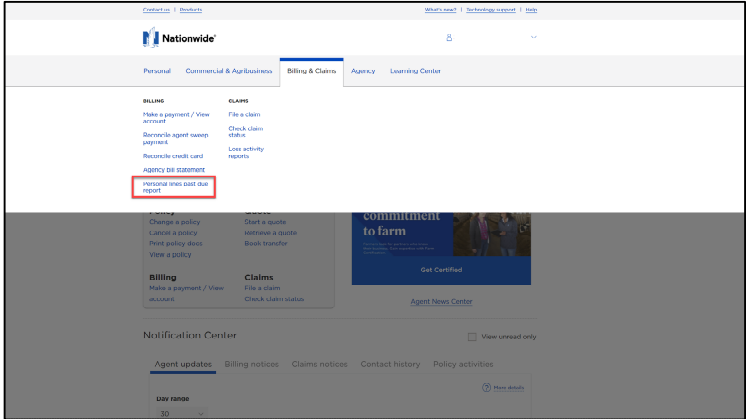
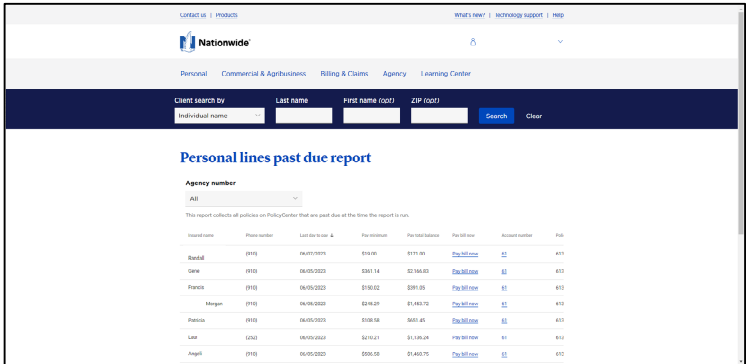
Personal Lines Billing System Notifications & Communications

| Step | Action | Screen | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------|--|--|-----------------|-----------|-------------------|--------------|--|----|--------|--|-------------------|-------------------|---------|-----------------|------------|--------|---|----|------------|--------|---|----|------------|--------|---|----|------------|--------|---|----|------------|--------|---|----|
| 6 | <p>Unread notifications will appear in bold.</p> <p>Clicking on a notification will display additional information.</p> | <div><div><div><div><div>Cancel a policy</div><div>Print policy docs</div><div>View a policy</div></div><div><div>Billing</div><div>Make a payment / View account</div></div></div><div><div><div>Retrieve a quote</div><div>Book transfer</div></div><div><div>Claims</div><div>File a claim</div><div>Check claim status</div></div></div></div><div><div>to farm</div><div>Farmer's look for partners who know their business. Gain experience with Farm Certification.</div><div>Get Certified</div></div><div>Agent News Center</div></div> <div><div>Notification Center</div><div><input type="checkbox"/> View unread only</div></div> <div><div>Agent updates</div><div>Billing notices</div><div>Claims notices</div><div>Contact history</div><div>Policy activities</div></div> <div><div>Export</div><div>More details</div></div> <div><table><thead><tr><th>Agency number</th><th>Day range</th><th>Notification type</th><th>Insured name</th></tr></thead><tbody><tr><td></td><td>90</td><td>Cancel</td><td></td></tr><tr><td>Notification date</td><td>Notification type</td><td>Insured</td><td>Active policies</td></tr><tr><td>05/03/2023</td><td>Cancel</td><td>J</td><td>92</td></tr><tr><td>05/03/2023</td><td>Cancel</td><td>S</td><td>72</td></tr><tr><td>05/02/2023</td><td>Cancel</td><td>E</td><td>58</td></tr><tr><td>04/28/2023</td><td>Cancel</td><td>M</td><td>72</td></tr><tr><td>04/28/2023</td><td>Cancel</td><td>P</td><td>58</td></tr></tbody></table></div> <div><div>Read</div><div>Unread</div><div>Unread</div><div>Unread</div><div>Unread</div></div> <div><div>Final notice of cancellation or lapse</div><div><div>Insured name:</div><div>S</div></div><div><div>Billing account number:</div><div>72</div></div><div><div>Non-sufficient funds:</div><div>No</div></div><div><div>Total balance:</div><div>\$0.00</div></div><div><div>Minimum due:</div><div>\$0.00</div></div><div><div>Payment acceptance date:</div><div>05/13/2023</div></div><div><div>Reinstatement date:</div><div>05/02/2023</div></div><div><div>Cancelled mail date:</div><div>04/18/2023</div></div><div><div>Billing notification date:</div><div>05/03/2023</div></div><div><div>Policies:</div><div>72</div></div><div><div>Print</div><div>Mark unread</div><div>Close</div></div></div> | Agency number | Day range | Notification type | Insured name | | 90 | Cancel | | Notification date | Notification type | Insured | Active policies | 05/03/2023 | Cancel | J | 92 | 05/03/2023 | Cancel | S | 72 | 05/02/2023 | Cancel | E | 58 | 04/28/2023 | Cancel | M | 72 | 04/28/2023 | Cancel | P | 58 |
| Agency number | Day range | Notification type | Insured name | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 90 | Cancel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Notification date | Notification type | Insured | Active policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05/03/2023 | Cancel | J | 92 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05/03/2023 | Cancel | S | 72 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05/02/2023 | Cancel | E | 58 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04/28/2023 | Cancel | M | 72 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04/28/2023 | Cancel | P | 58 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



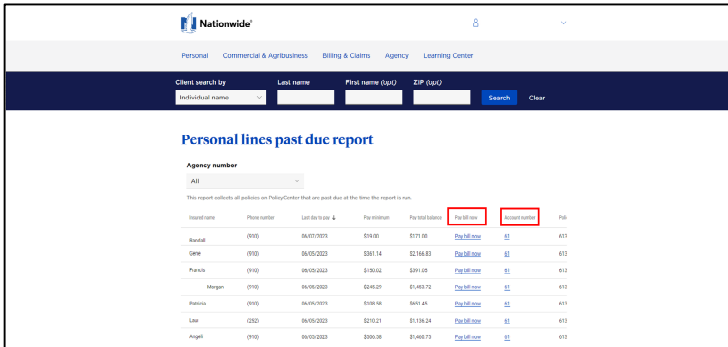

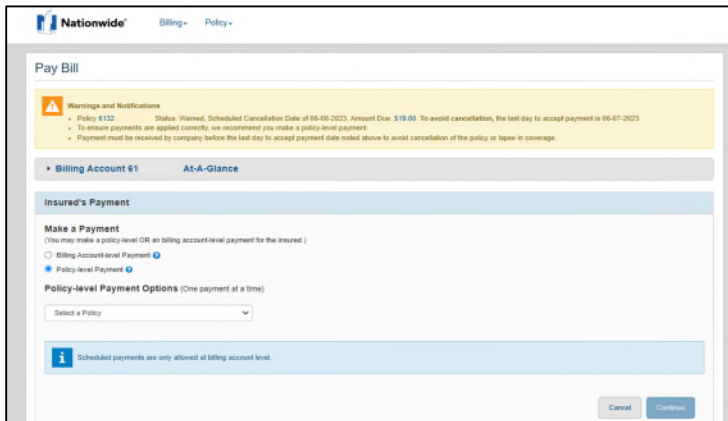
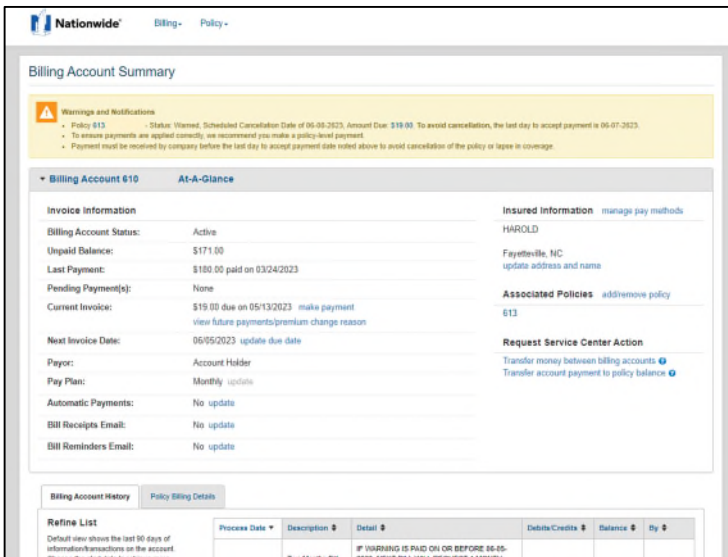
Personal Lines Billing System Notifications & Communications

Personal Lines Past Due Report

| Step | Action | Screen |
|------|---|--|
| 1 | From Agent Center Workspace , select Billing and Claims . |  |
| 2 | Select Personal lines past due report from the <i>Billing</i> column. |  |
| 3 | The <i>Personal lines past due report</i> will generate automatically for all agency numbers assigned to you. You can use the drop-down to select a specific agency. |  |



Personal Lines Billing System Notifications & Communications

| Step | Action | Screen |
|------|---|---|
| 4 | You can either select Pay bill now to process a payment or click on the Account number to see additional information. | <div></div> <div></div> <div>If you select Pay bill now, you will see this screen: <div></div></div> <div>If you select Account number, you will see this screen: <div></div></div> |