

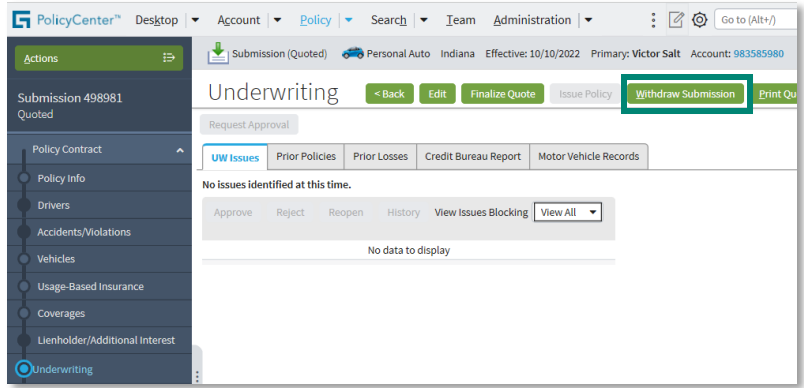


# Withdraw a Submission (Quote)

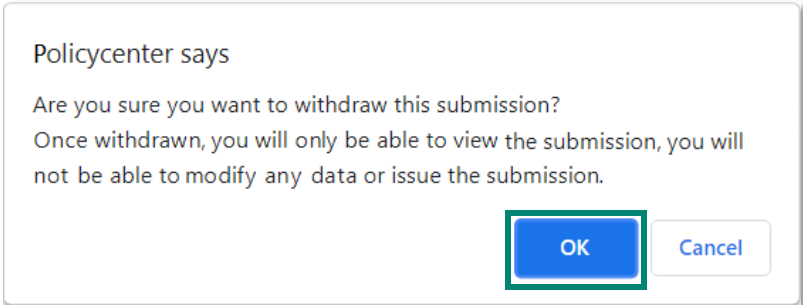
This job aid explains how to withdraw a new submission or a policy change. Once a submission is withdrawn, it cannot be re-opened, no additional work can be performed on the submission, nor can it be reactivated later.

You can withdraw a submission if a customer is no longer interested in the submission/quote or if submission/quote is not eligible. This job aid begins after the policy has been quoted but before the quote is finalized.

## Step 1

Action	Screen
<p>To withdraw a submission:</p> <ul style="list-style-type: none"><li>Click the <b>Withdraw Submission</b> button. This action can be performed from any screen and at any time during the quoting process.</li></ul> <p><b>Note:</b> <b>Withdraw Submission</b> only displays for a new policy submission. On a policy change on an existing policy, the button is called <b>Withdraw Transaction</b>. All additional steps remain the same.</p>	 The screenshot shows the PolicyCenter Desktop interface. The top navigation bar includes 'Account', 'Policy', 'Search', 'Team', and 'Administration'. The main content area is titled 'Underwriting' and shows a submission for 'Personal Auto' in 'Indiana' with an effective date of '10/10/2022'. The 'Withdraw Submission' button is highlighted with a green box in the top right corner of the main content area. The left sidebar shows a list of actions, with 'Underwriting' selected.

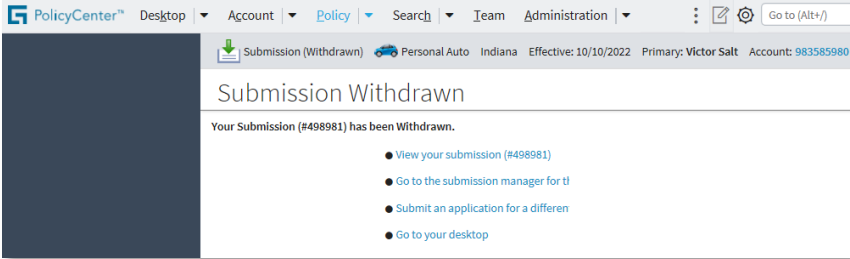
## Step 2

Action	Screen
<p>A pop-up message displays:</p> <ul style="list-style-type: none"><li>Read the message carefully.</li><li>Click the <b>OK</b> button.</li></ul>	 The screenshot shows a pop-up message box with the title 'Policycenter says'. The message text reads: 'Are you sure you want to withdraw this submission? Once withdrawn, you will only be able to view the submission, you will not be able to modify any data or issue the submission.' There are two buttons at the bottom: 'OK' and 'Cancel'. The 'OK' button is highlighted with a green box.

# Withdraw a Submission (Quote)



## Step 3

Action	Screen
<p>The <i>Submission Withdrawn</i> screen confirms the submission has been withdrawn.</p> <p>No further action can be taken on this submission/quote.</p>	

By accepting a copy of these materials:

- (1) I agree that I am either: (a) an employee or Contractor working for Nationwide Mutual Insurance Company or one of its affiliates or subsidiaries ("Nationwide"); or (b) an Independent Sales Agent who has a contract and valid appointment with Nationwide; or (c) an employee of or an independent contractor retained by an Independent Sales Agent; or (d) an Independent Adjuster who has a contract with Nationwide; or (e) an employee of or an independent contractor retained by an Independent Adjuster.
- (2) I agree that the information contained in this training presentation is confidential and proprietary to Nationwide and may not be disclosed or provided to third parties without Nationwide's prior written consent.
- (3) I acknowledge that: (i) certain information contained in this training presentation may be applicable to licensed individuals only and access to this information should not be construed as permission to perform any functions that would require a license; and (ii) I am responsible for acting in accordance with all applicable laws and regulations.
- (4) I agree that I will return or destroy any material provided to me during this training, including any copies of such training material, when or if any of the following circumstances apply: (a) my Independent Sales Agent agreement with Nationwide is cancelled or I no longer hold any appointments with Nationwide; (b) my employment with or contract with a Nationwide Independent Sales Agent is terminated; (c) my Independent Adjuster contract with Nationwide is terminated; (d) my employment with or contract with a Nationwide Independent Adjuster is terminated; or (e) my employment or contract with Nationwide is terminated for any reason.