Self-Service

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Welcome to your self-service resource list. Self-service is all about convenience and efficiency. You can use the content here to solve your problems and improve your skills.

To begin, choose your role at the top of the page. You will see a chart of self-service capabilities and links to more resources that you can explore later.

Independent Agents – Commercial Lines

Category	Capability
Billing **Training Resources can be found using the following path:** Fugent > Commercial > On-Demand Learning > Billing	Flex Billing
	Billing Notifications
	Review of Billing Account Summary
	Cancel or Suspend FlexChek
	Change Billing Due Date
	Change Billing Frequency/Pay Plan
	Pay a Bill
	Review Next Invoice Estimator
	Search for Billing Account
	Set up Automatic Payments (FlexChek)
	Billing Inquiry in Agent Center
	Billing Info in PolicyCenter
	Administrative Billing options
	Access Billing Statements
Servicing **Training Resources can be found using the following path:** Fugent > Commercial > On-Demand Learning > Servicing	Customer Initiated Cancellation
	Reinstating an Eligible PolicyCenter policy
	Apply Pricing Modifications
	Auto ID Cards in PolicyCenter
	Add an Out of State Location GL
	eSignature, Contingencies and Trailing Documents
	Notification Types
	Add a Line of Business in Agent Center Workspace
	Agent Center notifications
	Renewal Change
	Stopping a Renewal
	How to Make a Change in PolicyCenter
	Insured Request Cancellations
	PolicyCenter Agent Notifications
	Set up Billing and Issue Policy in PolicyCenter

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Independent Agents – Commercial Lines

Category	Capability
Servicing (continued) **Training Resources can be found using the following path:** Fugent > Commercial > On-Demand Learning > Servicing	Reinstatements
	Access Policy Viewer
	Access Policy's Document Vault
	Adding a Line of Business in Agent Center
	PolicyCenter Account Level Cancellation
	Adding an Additional Insured in PolicyCenter
	Adding an Endorsement in PolicyCenter
	Locating Declaration Pages
	Policy Level Cancellation in PolicyCenter
	Quoting Changes in PolicyCenter
Quoting **Training Resources can be found using the following path:** Fugent > Commercial > On-Demand Learning > Quoting	Create a GL Quote in ClearQuote
	Create a Commercial Umbrella in ClearQuote
	Create a WC in ClearQuote
	Create a BA in ClearQuote
	Create a BOP in ClearQuote
	Create a CIM in ClearQuote
	Adding the Crime Endorsement in ClearQuote
	Apply Pricing Modifications in ClearQuote
	Adding Multiple VINs in BA
	Using CoreLogic to Resolve ITV Issues
	ClearQuote Messaging and Underwriting Referrals
	eSignature, Contingencies and Trailing Documents
	Searches in Agent Center Workspace
	ClearQuote Account Set Up from accessHarleysville
	ClearQuote Account Set up, Clearance and Reservation (Agent Center and HV)
	Review and Quote in ClearQuote
	Underwriting Issue for Agents: Alerts and Underwriting Referrals
	Set up Billing and Issued Policy in PolicyCenter
	Nationwide 360 Fleet Telematics in ClearQuote and PolicyCenter
	Rewrite an Account

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Independent Agents – Commercial Lines

Category	Capability
Quoting (continued) **Training Resources can be found using the following path:** Fugent > Commercial > On-Demand Learning > Quoting	Locating Declaration Page in PolicyCenter
	How to use eSignature in PolicyCenter
	Create a Commercial Property in ClearQuote
	Comparative Rater: Issuing a ClearQuote Account
	Comparative Rater- Making Changes
Claims	Start a claim
	Track a claim

Additional Resources

- Agent Center: Self-Service
- Marketing Central Agency Access Process

Important Items to Remember:

- **APS:**
  - 1- 800 - 421-3535 (Commercial Insurance)
  - 1- 800 - 248-6283 (Farm Insurance)
  - 1- 800 - 228-6700 (Commercial Agribusiness)

Independent Agents – Personal Lines

<table>
<tr><th>Category</th><th>Capability</th></tr>
<tr><td rowspan="7">Billing

Training Resources can be found using the following path:

Fugent > Personal > PL Servicing > Billing</td><td>Agent Billing Key Features::
Automatic Payments
EZ Sweep
Attaching Mulitple Policies
OTEFT
Pay in Full
Billing Inquiry in Agent Center
Access Billing Statements</td></tr>
<tr><td>Communications & Notices</td></tr>
<tr><td>Reconciling Accounts & Sensitive Timelines</td></tr>
<tr><td>Set up Billing Account</td></tr>
<tr><td>Create a Billing Account for a New Submission</td></tr>
<tr><td>Multi-Source Down Payments</td></tr>
<tr><td>Change Pro-rate Premium for a Policy Change</td></tr>
<tr><td rowspan="16">Auto Servicing

Training Resources can be found using the following path:

Fugent > Personal > PL Servicing > Servicing Resources > Auto Servicing Help</td><td>Add & Delete Secondary Named Insured</td></tr>
<tr><td>Add Third Party Designee</td></tr>
<tr><td>Add Driver Assignment</td></tr>
<tr><td>Accident Violation Override</td></tr>
<tr><td>Apply Excluded or Non-Drivers</td></tr>
<tr><td>Driving Rating</td></tr>
<tr><td>Add or Delete Driver</td></tr>
<tr><td>Add or Replace a Vehicle</td></tr>
<tr><td>Add or Delete Additional Interest</td></tr>
<tr><td>Apply Multi-Car Discount</td></tr>
<tr><td>Add or Change Garaging Address</td></tr>
<tr><td>Add or Remove Trailer</td></tr>
<tr><td>Update Deductibles and Coverages</td></tr>
<tr><td>Change Grandfathered Coverage Limits</td></tr>
<tr><td>Out of Sequence Transaction</td></tr>
<tr><td>Prior Term Changes</td></tr>
</table>

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Independent Agents – Personal Lines

<table>
<tr><th>Category</th><th>Capability</th></tr>
<tr><td rowspan="7">Auto Servicing

Training Resources can be found using the following path:

Fugent > Personal > PL Servicing > Servicing Resources > Auto Servicing Help</td><td>View Auto Policy Information</td></tr>
<tr><td>Withdraw a Submission</td></tr>
<tr><td>Create a Spin off Policy</td></tr>
<tr><td>Cancel a Policy</td></tr>
<tr><td>Change Mailing Address</td></tr>
<tr><td>Change Military Address</td></tr>
<tr><td>Future or Backdating Policy Effective Date</td></tr>
<tr><td rowspan="17">Property Servicing

Training Resources can be found using the following path:

Fugent > Personal > PL Servicing > Servicing Resources > Property Servicing Help</td><td>Add or Delete Secondary Named Insured</td></tr>
<tr><td>Add or Delete Additional Named Insured (Trusts)</td></tr>
<tr><td>Add Earthquake Coverage</td></tr>
<tr><td>View Property Policy Information</td></tr>
<tr><td>Add Scheduled Items to a Property Policy</td></tr>
<tr><td>Change - Grandfathered Coverage Limits</td></tr>
<tr><td>Add a Mortgagee (Third Party)</td></tr>
<tr><td>Process Out-of-Sequence for Agents</td></tr>
<tr><td>Prior-Term Changes for Agents</td></tr>
<tr><td>Withdraw a Submission</td></tr>
<tr><td>Process Policy Transfer (Property)</td></tr>
<tr><td>View Property Policy Information</td></tr>
<tr><td>Cancel a Policy</td></tr>
<tr><td>Change Mailing Address</td></tr>
<tr><td>Change Military Address</td></tr>
<tr><td>Future and Backdating Policy Effective Date</td></tr>
<tr><td>Change Dwelling Location on Tenant</td></tr>
</table>

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Independent Agents – Personal Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Category	Capability
Umbrella Servicing **Training Resources can be found using the following path:** Fugent > Personal > PL Servicing > Servicing Resources > Umbrella Servicing Help	Add or Delete Additional Names Insured (Trusts)
	Change Umbrella Deductibles and Coverages
	Update Umbrella Coverages
	Change - Grandfathered Coverage Limits
	Add an Underlier
	Change Policyholder Location Exposure Address
	Manually Remove an Underlier
	Update the Limits of an Underlier
	PolicyCenter Umbrella Submission - Underlying Policies on Agent Center
	PolicyCenter Umbrella Submission - Underlying Policies on AGSS

Additional Resources

- Agent Center: Self-Service
- Nationwide PL Learning Center Resources
- Marketing Central Agency Access Process

Important Items to Remember:

- **APS:** 1-877-669-6877 (1-877-On Your Side)
- **Text Alerts:** 245569

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Customers – Commercial Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

The chart below is not an all-inclusive list of self-service capabilities for our customers.

Category	Capability
Billing	Pay a bill
	Quick Pay (without logging in)
	View current bill (amount due, due date)
	Enroll in automatic bill payments
	Suspend automatic bill payments
	Get billing alerts/notifications
	Confirm a payment was made
	Get a copy of your bill
	Change your bill due date
	Update your payment address
	Get an annual payment for tax purposes
Policy	Access Certificate of Insurance
	Access ID card and proof of insurance
	Get a copy of a declarations page
	View policy information
Claims	Start a claim
	Get updates on a claim
General Account Maintenance	Paperless policy preferences
	Get agent contact information

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Customers – Commercial Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Use this self-service quick reference guide to help customers with common service requests.

Getting Started with Nationwide Self-Service Options

I WANT TO….	HOW TO
Create an online account	**Online**: From nationwide.com/business **>** Click "Log in" **>** Click "Sign up for online access" **Customers need the business name, business zip code and business billing account number to sign up*
Automated phone system (APS)	**Automated Phone System:** **Note:** Caller will need: 9-digit billing account number or last 6 digits of policy number, and billing zip code to authenticate 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center) 1-800-228-6700 (Commercial Agribusiness Service Center)

Billing

I WANT TO….	HOW TO
Make a payment	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "Make a Payment" **>** Choose payment amount **>** Select method of payment **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Pay without logging in	**Online:** From nationwide.com/business **>** Click "Pay a bill" **>** Click "Pay without logging in" under the Commercial Insurance or Farm and Ranch sections **Customers need the business billing account number, business zip code and the minimum or full amount due*
Set up recurring payments	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "Automatic Payments" **>** Click "Set Up Automatic Payments" **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Suspend or cancel recurring EFT or recurring bank card payment	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "Automatic Payments" **>** Click "Edit Automatic Payments" or "Cancel Automatic Payments" **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Change payment due date	**Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
View current billing (amount due, due date, etc.)	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "View Bill" **>** Amount due and due date are displayed **>** Click "View bill (PDF)" to download or print a copy of the bill **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)

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Customers – Commercial Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Use this self-service quick reference guide to help customers with common service requests.

Billing

I WANT TO….	HOW TO
View current billing (amount due, due date, etc.)	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "View Bill" **>** Amount due and due date are displayed **>** Click "View bill (PDF)" to download or print a copy of the bill **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Update billing/payment address	**Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Get an annual payment statement for tax purposes	**Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)

Policy

I WANT TO….	HOW TO
Get Proof of Insurance/ID card	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Select Package (PAK) **>** Click "View Policy Documents" **>** Select Policy **>** Click "View/Print Policy Documents" **>** Select ID card **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)
Get ID cards without logging in	**Online:** From nationwide.com/business **>** Click "Log in" **>** Click "View or print ID card" ***This feature is for individuals/sole proprietors; the business policy number, business zip code and last name and date of birth of someone on the policy are needed to access***
View policy information	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "View Policies" for Desired Package (PAK)
Get a copy of a Declarations page	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Select Package (PAK) **>** Click "View Policy Documents" **>** Select Policy **>** Click "View/Print Policy Documents" **>** Select Document **Automated Phone System:** 1-888-508-8622 (Commercial Service Center) 1-800-418-3188 (Farm Service Center)

***Online options available on nationwide.com for business and farm & ranch customers; Harleysville and Agribusiness policies will be serviceable on the nationwide.com and using the Nationwide Mobile app as states complete the Commercial Lines Transformation.*

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Customers – Commercial Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Use this self-service quick reference guide to help customers with common service requests.

Claims Options

I WANT TO….	HOW TO
Start a claim	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "File & View Claims" **>** Select Package (PAK) **>** Select Policy **>** Click one of the "Start a claim" options **Claims Call Center:** 1-800-421-3535 (commercial insurance) 1-800-248-6283 (farm insurance) 1-800-228-6700 (commercial agribusiness)
Claim Updates	**Online:** Log in to nationwide.com/business **>** On "Your Business Accounts" page **>** Click "File & View Claims" **>** Search by Claim Number or scroll to find a recent claim

Additional Online Service Offerings

I WANT TO….	HOW TO
Enroll in or update paperless policy document preferences	**Online:** Log in to nationwide.com/business **>** From "Profile" drop-down menu **>** Select "Preferences" **>** Select "Go Paperless" or "Edit"
Get agent contact information	**Online:** Log in to nationwide.com/business **>** Click "Contact Us"
Get safety and compliance resources and training	Commercial customers can access safety and risk management resources on topics like commercial fleet safety, subcontractors risk transfer and fire protection at **MyLossControlServices.com**. Creating a username and password increases customer access to content.
Learn about agribusiness risk management programs	Customers can get help identifying and reducing agribusiness hazards, stay up on the latest safety and regulatory information and access safety training at **MyNSightOnline.com**. Customers can access even more content by creating a username and password
Find educational resources and tools for business owners	Customers can access resources and tools on complex business topics to help them start, grow, or run their business at the Business Solutions Center at BizSolutionsCenter.com

***Online options available on nationwide.com for business and farm & ranch customers; Harleysville and Agribusiness policies will be serviceable on the nationwide.com and using the Nationwide Mobile app as states complete the Commercial Lines Transformation.*

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Customers – Personal Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

The chart below is not an all-inclusive list of self-service capabilities for our customers.

Category	Capability
Billing	Pay a bill
	No-login payments
	Apple Pay (iOS only)
	View current billing (amt. due date)
	Billing alerts/notifications
	Payment confirmations
	Get a copy of a bill
	Change bill due date
	Enroll in EFT/recurring bank card payments or request form
	Suspend REFT/bank card payments
	Get payment address
Policy	ID card access
	Declarations page access
	View policy information
	Auto — add/delete driver
	Auto — add/delete vehicle
	Reinstate policy
	Cancellation confirmation
	Get a quote
Claims	Start a claim
	Get updates on a claim
	Request a tow truck
General Account Maintenance	Paperless policy preferences
	Add multiple account users
	Get agent contact information
	Sign up for recurring texts

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Customers – Personal Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Getting Started with Nationwide Self-Service Options

I WANT TO….	HOW TO
Create an online account	**Online**: From the nationwide.com homepage **>** Select "Log in" **>** Select account type from drop-down **>** Click "Sign up for an online account" ***Customers need their policy number, date of birth, zip code and email or phone number***
Get the Nationwide Mobile app	Search for "Nationwide" in the App Store (Google Play for Android users) and download the Nationwide Mobile app.
Enroll in text alerts	**Online:** Log in to nationwide.com **>** From "Profile" drop-down menu **>** Select "Preferences" **>** Select "Insurance Billing & Documents" ***Customers are prompted for texting and other preferences during the account registration process*** **Text:** Text the word "ENROLL" to 245569 ***Customers need last name, date of birth and zip code for primary account holder*** **APS:** 1-888-891-0267
Automated phone system (APS)	**APS**: 1888-891-0267

Billing

I WANT TO….	HOW TO
Make a payment	**Online**: Log in to nationwide.com **>** On Account Summary page **>** Select "Make a Payment" **>** Choose payment amount **>** Select method of payment **Customers can pay on policies that are past due, in warning or cancelled status (if eligible for reinstatement)* **Mobile app:** Side swipe to "Bills" tab **>** Scroll down to find correct policy **>** Tap "Pay" **Customers are not able to pay to reinstate a policy using the Mobile app at this time* **Text**: Text the word "PAY" to 245569 **Customers enrolled in billing texts, are identified by their phone number. Customers not yet enrolled, are asked for last name, date of birth and zip code for the primary account holder, and then offered a way to pay.* **APS:** 1-888-897-0267 > Choose option 1
Pay without logging in	**Online:** From the nationwide.com homepage **>** Click "Pay a bill" **>** Click "Pay Now" under "Pay your personal insurance bill" section ***Customers need their date of birth, zip code and phone number or policy number***
Set up recurring payments	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Click "Bills and Payments" **>** Select "Payment Preferences" **>** Select "Set Up Automatic Payments" **APS:** 1-888-891-0267 > Choose option 1 **Customers who call the APS to set up recurring payments will receive an enrollment form via email or fax and will be prompted to send it back to complete the process*
Suspend or cancel recurring EFT or recurring bank card payment	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Select "Stop this month's payment" **To Cancel** click "Bills and Payments" on Account Summary page **>** Select "Payment Preferences **>** Click "Cancel Automatic Payments" **APS:** 1-888-891-0267 > Choose option 1
Change payment due date	**APS:** 1-888-891-0267 > Choose option 1

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Customers – Personal Lines

Home	Independent Agents - CL	Independent Agents - PL	Customers-CL	Customers-PL

Use this self-service quick reference guide to help customers with common service requests.

Billing (continued)

I WANT TO….	HOW TO
View current billing (amount due, due date, etc.)	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Amount due and due date are displayed **Mobile app:** Side swipe to "Bills" tab **>** Scroll down to find correct policy **>** Amount due and due date are displayed **Text:** Customers enrolled in recurring texts will receive this information every month **APS:** 1-888-891-0267 > Choose option 1
Get a copy of a bill	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Click "ID cards & Documents" **>** Locate desired bill under the "Billing Statements" section **APS:** 1-888-891-0267 > Choose option 1
Store/edit payment method on file	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Click "Bills & Payments" **>** Select "Payment Preferences" **>** Scroll to "Saved Payment Methods"

Policy

I WANT TO….	HOW TO
Get Proof of Insurance	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Choose policy **>** Select "ID Cards & Documents" **>** Click "View/Print ID cards" **Mobile app:** On "Policies" tab **>** Tap "Insurance ID Cards" ***Most states accept Digital ID cards as proof of insurance*** **APS:** 1-888-891-0267 > Choose option 1
Get ID cards without logging in	**Online**: From the nationwide.com homepage **>** Select "Log in" **>** Click "View or print ID cards" **Mobile:** From Sign-in page **>** Tap "ID Cards" ***Must have previously saved ID card offline to access***
View policy information	**Online:** Log in to nationwide.com **>** Account Summary page displays policy information **Mobile app:** On "Policies" tab **>** scroll down to find policy information
Add/delete/replace a vehicle	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Click "Add a Vehicle"or "Replace a vehicle" button. To remove click "Remove Vehicle" button next to the applicable vehicle. **Mobile app:** Swipe to policies > Select "Manage Vehicles" > Select "Add", "Remove", or "Replace" and wait for add vehicle flow start page
Add/delete a driver	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Click "Add driver" button. To remove driver, click "Vehicles & Drivers" button > Click the "Drivers" tab > Click "Remove Drivers" next to the applicable driver. **Mobile app:** Swipe to polices > Select Auto Policy > Scroll down to the "Drivers" dropdown > Select "Add Driver" or "Remove Driver"
Reinstate a policy	**Online**: Log in to nationwide.com **>** On Account Summary page **>** Select "Make a Payment" for the cancelled policy **APS:** 1-888-891-0267 > Choose option 1

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Customers – Personal Lines

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Use this self-service quick reference guide to help customers with common service requests.

Claims Options

I WANT TO….	HOW TO
Start a claim – Auto and Property	**Online:** Log in to nationwide.com **>** On Account Summary page **>** Choose correct policy **>** Click "File & View Claims" **>** Click one of the "Start a claim" options **Mobile app:** Side swipe to the "Claims" tab **>** tap "Start a claim" or "Start a glass claim"
Start a claim without logging in – Auto and Property	**Online**: From the nationwide.com homepage **>** Click "Claims" **>** Click one of the "Start a claim" options ***Customers need their policy number, last name, date of birth and zip code***
Claim Updates	**Online:** Use the link in the email notification to begin. Nationwide customers enter their account login information, those in accidents with Nationwide customers enter their phone number and the access code from the "Claims Confirmation" email. **Mobile app**: Side swipe to "Claims" tab **>** Scroll down to find correct claim **>** Tap on claim to get more information **Text:** Text the words, "CLAIMREP" or "ADJUSTER" to 245569 to get claim number and contact information for the Claims Associate handling the claim Text the word, "CLAIMSTATUS" to 245569 to get claim number and status of the claim Text the word, "APPREMINDER" to 245569 to get claim number and drive-in appointment details
Request a tow truck	**Mobile app:** Side swipe to "Claims" tab **>** tap "Roadside Assistance"

General Account Maintenance Options

I WANT TO….	HOW TO
Enroll in paperless billing & update paperless preferences	**Online:** Log in to nationwide.com **>** From "Profile" drop-down menu **>** Select "Preferences" **>** Select "Insurance Billing & Documents" ***Customers are prompted for paperless and other preferences during the account registration process***
Get multi-user authentication	**Online:** Log-in to nationwide.com **>** From "Profile" drop-down menu **>** Select "Manage Authorized Users"
Get agent contact info	**Online:** Log-in to nationwide.com **>** Click "Contact Us"

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