



What's Changing in April 2024

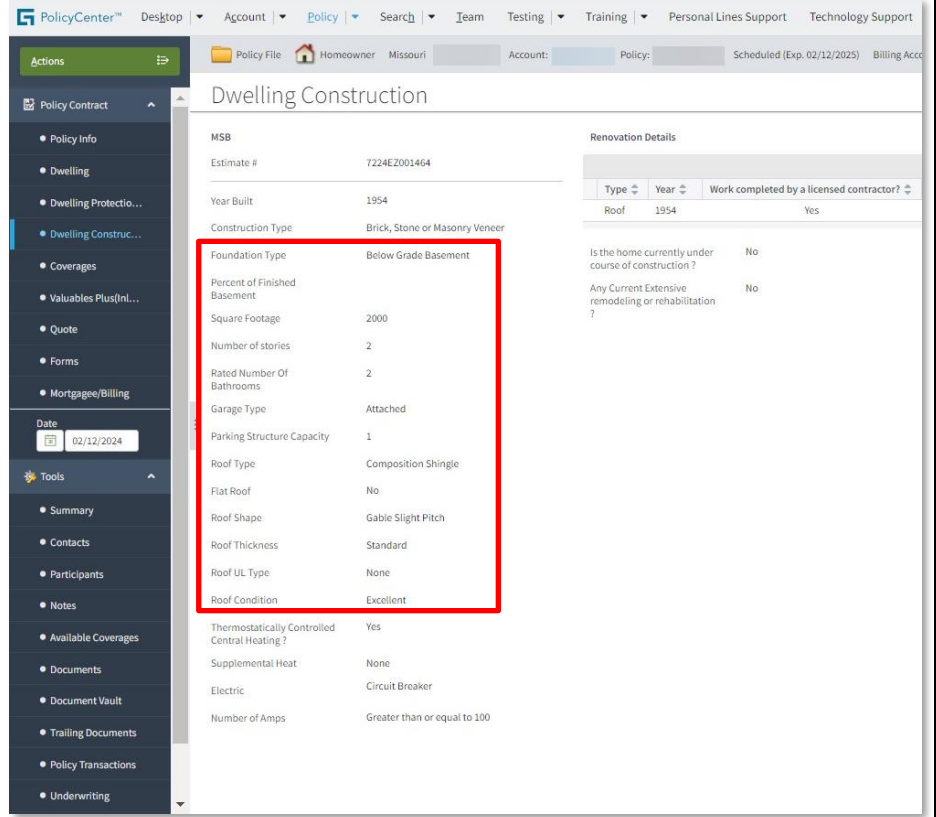
Description:

This job aid provides a *high-level overview* of what is changing with the April 2024 Personal Lines Solutions releases for **Independent Agents**.

South Dakota Precision Plus Property Rating Plan				Line(s) of Business							
To continue positioning our Property product for profitable growth, Precision Plus Property enhancements will begin rolling out to South Dakota in April 2024.				Property State(s): SD							
<p>Precision Plus Property Enhancements Include:</p> <ul style="list-style-type: none">• New Company - New Precision Plus rating plan elements being implemented in a new company, NICOA, in South Dakota include:<ul style="list-style-type: none">○ GRID-ID Territorial Rating - Territories have been developed for all rated perils based on Grid-ID. Grids are uniformly sized, contiguous 1x1 mile hexagon shapes that may help provide for enhanced territorial segmentation.○ Additional Home Characteristics Rating - # of Stories, Sq Ft, Garage Type and Capacity, Foundation Type and % of Basement Finish, Wall Siding, Roof Condition, and Roof Shape.○ Address Stability Factor – rating variable based on the number of non-military moves in the 5-years prior to policy issuance for all named insureds.○ Precision Plus Coverage Factor – rating variable applicable to multi-line Homeowner policies based on characteristics of a member's auto policy (including bodily injury limits & maximum vehicle age).• All Companies – New Precision Plus rating plan elements being implemented in <i>all</i> companies (new and existing) in South Dakota include:<ul style="list-style-type: none">○ Billing Payment Method - when the <i>insured</i> pays their premium In Full. (Third Party (escrow) billed does not qualify for a discount.)○ Good Payer Discount - based upon Nationwide payment history, a discount will be applied if there are no late fees or payments with non-sufficient funds in the previous 24 months.) <p>You will be able to begin quoting with this coverage option on 04/08/2024 for the new business and renewal effective dates listed below:</p> <table><tr><th>State</th><th>Underwriting Company (New)</th><th>New Business Effective Date</th><th>Renewal Effective Date</th></tr><tr><td>South Dakota</td><td>NICOA</td><td>05/05/2024</td><td>07/05/2024</td></tr></table>					State	Underwriting Company (New)	New Business Effective Date	Renewal Effective Date	South Dakota	NICOA	05/05/2024
State	Underwriting Company (New)	New Business Effective Date	Renewal Effective Date								
South Dakota	NICOA	05/05/2024	07/05/2024								



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South Dakota Property Precision Plus Rating Plan (cont.)	Line(s) of Business	Image
<p>Home Characteristics and Roof Condition:</p> <p>New Home Characteristic fields have been added to the <i>Dwelling Construction</i> screen in PolicyCenter and will be returned from RCT Express (MSB).</p> <p>For both Homeowner and Condo policies, launch to RCT Express (MSB), verify information returned and/or complete all fields, then retrieve the construction information.</p> <p>Step 1: Click the Launch MSB button. Step 2: Verify/Complete all fields in RCT Express (MSB). Step 3: Return to PolicyCenter and click the Retrieve from MSB button.</p> <p>NOTE: If using a Comp Rater, it is especially important to ensure home characteristic and roof condition fields are filled correctly before quoting to receive an accurate rate.</p> <p>For existing policies, these new Home Characteristic fields will be updated based on data provided from the RCT Express tool upon renewal. If the RCT Express tool does not provide information for any of these rating characteristics PolicyCenter will retain current information, if applicable, or assign a default for use in rating.</p> <p><u>For Homeowner policies:</u> Wall Siding, Foundation Type, Square Footage*, Number of Stories, and Roof Shape will now be required.</p> <p>*RCT Express returns the Finished Living area as the Square Footage. Finished Living Area is defined as the total finished floor area of the main home. This does not include any built-in garage area, any finished basement area, or bi-level unfinished lower-level area.</p>	<p>Homeowners and Condo</p> <p>State(s): SD</p>	<p>Homeowners:</p>  <p>The screenshot shows the 'Dwelling Construction' screen in PolicyCenter. A red box highlights the 'Foundation Type' field, which is set to 'Below Grade Basement'. Other visible fields include 'Estimate #', 'Year Built', 'Construction Type', 'Percent of Finished Basement', 'Square Footage', 'Number of stories', 'Rated Number Of Bathrooms', 'Garage Type', 'Parking Structure Capacity', 'Roof Type', 'Flat Roof', 'Roof Shape', 'Roof Thickness', 'Roof UL Type', 'Roof Condition', 'Thermostatically Controlled Central Heating?', 'Supplemental Heat', 'Electric', and 'Number of Amps'.</p> <p>Note: In accordance with the change that implemented in September 2023, be sure to also review the Roof Year field with your customer before you leave this screen. Once you leave this screen, you will no longer be able to edit this field.</p>



What's Changing in April 2024

Roof Condition will now be based on third-party vendor(s) provided data and/or information and will not be editable in PolicyCenter. Roof Condition applies to Homeowners policies only.

For Condo policies: Foundation Type and Square Footage will now be required. Though these fields are required, the rate will not vary based on entry at this time. Please note, it will be important for the information in these fields to be verified/completed accurately as we work to further enhance the product in the future.

Percent of Finished Basement will be required for *Homeowners* and *Condo* policies if **Foundation Type** is equal to Below Grade, Walkout or Daylight Basement. 0% is a valid value indicating an unfinished basement.

Condo:

The screenshot displays the PolicyCenter interface for a Condo policy. The left sidebar shows a navigation menu with 'Dwelling Construction' highlighted. The main content area shows the 'Dwelling Construction' section with various fields and values.

Field	Value
Estimate #	00-000001005160
Year Built	1954
Construction Type	Brick, Stone or Masonry Veneer
Foundation Type	Below Grade Basement
Percent of Finished Basement	
Square Footage	2000
Rated Number Of Bathrooms	2
Garage Type	Attached
Parking Structure Capacity	1
Roof Condition	Excellent
Thermostatically Controlled Central Heating?	Yes
Supplemental Heat	None
Electric	Circuit Breaker



What's Changing in April 2024

South Dakota Property Precision Plus Rating Plan (cont.)	Line of Business	Image
<p>Billing Payment Method (applies to all companies):</p> <p>The Billing Payment Method field and drop-down is now editable in the <i>Discounts</i> section of the <i>Policy Info</i> screen on Property policies for Missouri.</p> <p>A discount applies to Property policies enrolled in a Full Pay Plan billed to the insured. Third Party Billed (i.e. Mortgagee) is not eligible.</p> <p>Select the desired method from the field's drop-down list.</p> <p>Once the discount is applied, ensure the billing account has the accurate information. (ex. Recurring EFT will need to have bank account information input on the billing account if not already present.)</p> <p>Good Payer Discount (applies to all companies):</p> <p>Based upon Nationwide payment history, a Good Payer discount will be applied if there are no late fees or payments with non-sufficient funds in the previous 24 months. This discount will be applied on all quotes and validated with Billing at new business. If there is no existing billing history, the policy will be considered a good payer.</p>	<p>Property</p> <p>State(s): SD</p>	<div><div><div><div>Policy Info</div><div><div>< Back</div><div>Next ></div></div></div><div><div>Address has been validated.</div><div><div><div>Primary Named Insured</div><div><div>Name</div><div></div></div><div><div>Policy Address</div><div>KANSAS CITY, MO 64157-2106</div></div><div><div>County</div><div>CLAY</div></div><div><div>Business Type</div><div>New Business</div></div><div><div>Book Transfer Policy</div><div>No</div></div><div><div>Prior Harleysville</div><div>No</div></div></div><div><div>Secondary Named Insured</div><div></div></div><div><div>Additional Named Insured</div><div><div><div>Name</div><div>Description of Interest</div></div><div>No data to display</div></div></div><div><div><div>Have you previously been insured with Nationwide on a Homeowners, Tenant, or Condo Policy?</div><div>No</div></div><div><div>Give Privacy, Credit Report and Insurance Score Notice?</div><div>Yes</div></div><div><div>Notice Acceptance Timestamp</div><div>09/26/2023 10:19 AM</div></div><div><div>Adverse Action Notification</div><div></div></div></div></div><div><div><div>Policy Details</div><div><div>Term Type</div><div>Annual</div></div><div><div>Number of Terms</div><div>1</div></div><div><div>Policy Type</div><div>Homeowner</div></div><div><div>Effective Date</div><div>12/04/2023</div></div><div><div>Expiration Date</div><div>12/04/2024</div></div><div><div>Original Inception Date</div><div>12/04/2023</div></div><div><div>Rate State</div><div>Missouri</div></div><div><div>Original Policy Year</div><div>2023</div></div><div><div>Years With Prior Carrier</div><div>5</div></div><div><div>Has your property insurance been cancelled or non-renewed for any reason other than non-payment of premium in the past 5 years?</div><div>No</div></div></div><div><div>Discounts</div><div><div><div>Intra Agency Transfer</div><div>No</div></div><div><div>Home Financial</div><div>No</div></div><div><div>Billing Payment Method</div><div>Paid in Full</div></div><div><div>Home and Car</div><div>NW Auto</div></div><div><div>Multi-Product</div><div></div></div></div></div></div><div><div><div>Underwriting</div><div><div>< Back</div><div>Next ></div></div></div><div><div><div>UW Issues</div><div>Claims</div><div>Prior Losses</div><div>Credit Bureau Report</div><div>Aerial Characteristics</div><div>Inspection / Underwriting Data</div><div>Household Information</div><div>CAT Underwriting</div></div><div><div><div>Good Payer Discount</div><div><div>Count of NSF/Late Pay</div><div>0</div></div><div><div>Months Since Last NSF/Late Pay</div><div>99</div></div></div></div></div></div></div></div></div>



What's Changing in April 2024

Introducing a Redesigned Nationwide Umbrella (PUL) Product				Line(s) of Business
To help stay competitive with product offerings, a redesigned Nationwide Umbrella (PUL) Product will begin rolling out to the following states:				Umbrella State(s): UT AR SD
State	Production Date	New Business Effective Date	Renewal Business Effective Date	
AR	04/05/2024	05/05/2024	05/26/2024	
UT	04/05/2024	05/05/2024	05/26/2024	
SD	04/05/2024	05/05/2024	05/26/2024	
What's changing? The updated Umbrella product will offer flexibility for new and existing policies by: <ul style="list-style-type: none">• Moving from a hybrid contract to an ISO based, true umbrella contract• Offering vehicle and designated premises exclusions• Allowing non-Nationwide underliers with restrictions and surcharge and Underwriting approval (See FAQ for additional information)• Making it easier for agents and underwriting as the system will stop bind if underlying policies do not meet underlying limits PLEASE NOTE: After the updated Umbrella product rolls out in the state, this will be the only Umbrella option available for New Business.				



What's Changing in April 2024

Minimum deductible and required Limited Roof Surfaces Settlement Windstorm or Hail Losses Endorsement Changes				Line(s) of Business																				
<p>Minimum deductibles and the Limited Roof Surfaces Settlement Windstorm or Hail Losses (Limited Roof) endorsement are changing for Homeowner policies in the states and effective dates shown below:</p> <table><tr><th>State</th><th>Production Date</th><th>New Business Effective Date</th><th>Renewal Business Effective Date</th></tr><tr><td>IA</td><td rowspan="4">04/05/2024</td><td rowspan="4">05/05/2024</td><td rowspan="4">05/26/2024</td></tr><tr><td>IL</td></tr><tr><td>MO</td></tr><tr><td>OH</td></tr></table> <p>What's changing?</p> <p>The industrywide pressures related to inflation and increased weather activity, especially convective storms, are also being felt at Nationwide. As a result, we will be increasing minimum deductibles and requiring a Wind/Hail Roof Payment Schedule in some instances to combat these pressures and help keep premiums affordable.</p> <p>These changes materially alter the loss settlement provisions under the Homeowner policy, so it is very important that you clearly explain to your customers the policy provisions and how it impacts their premiums and potential claims settlement in the event of a loss. A customer notice will be included in the renewal documents sent to the insured.</p> <p>A high-level summary of the changes in the deductibles and Limited Roof strategy are outlined in the chart below:</p> <table><tr><th></th><th>Summary of Change</th><th>Detail</th></tr><tr><td>All Peril Deductible</td><td><ul style="list-style-type: none">Minimum increasingApplies to NEW major homeowner policies</td><td><ul style="list-style-type: none">\$2,500 for Dwelling Coverage Amount \geq \$250,000\$1,000 for Dwelling Coverage Amount $<$ \$250,000</td></tr><tr><td>Wind/Hail Deductible</td><td><ul style="list-style-type: none">Minimum increasingApplies to NEW and EXISTING major homeowner policies</td><td><ul style="list-style-type: none">A separate wind/hail deductible must be selected on all major homeowner policies.Greater of 1% Dwelling Coverage Amount or \$1,500Must be $>$ or $=$ to All Peril deductibleExisting customers' Wind/Hail deductible will be systematically increased at their renewal effective date</td></tr></table>				State	Production Date	New Business Effective Date	Renewal Business Effective Date	IA	04/05/2024	05/05/2024	05/26/2024	IL	MO	OH		Summary of Change	Detail	All Peril Deductible	<ul style="list-style-type: none">Minimum increasingApplies to NEW major homeowner policies	<ul style="list-style-type: none">\$2,500 for Dwelling Coverage Amount \geq \$250,000\$1,000 for Dwelling Coverage Amount $<$ \$250,000	Wind/Hail Deductible	<ul style="list-style-type: none">Minimum increasingApplies to NEW and EXISTING major homeowner policies	<ul style="list-style-type: none">A separate wind/hail deductible must be selected on all major homeowner policies.Greater of 1% Dwelling Coverage Amount or \$1,500Must be $>$ or $=$ to All Peril deductibleExisting customers' Wind/Hail deductible will be systematically increased at their renewal effective date	Property State(s): IA IL MO OH
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Limited Roof Surfaces Settlement Windstorm or Hail Losses

- Introducing or expanding endorsement to all underwriting companies
- Applies to **NEW** and **EXISTING** major homeowner policies

- Required on roofs aged 11 years or more, except for roof type surfaces of Slate, Tile, Metal, and Wood/Shake
- Endorsement will be systematically applied for existing customers at their renewal if applicable
- Endorsement revises the homeowners policy settlement provisions for roof losses, resulting from windstorm or hail to a pre-determined schedule of replacement cost based on roof age and roof type as shown on the policy declarations

NOTE: The most recent version of the Limited Roof form can be found on **Reference Connect**. (Form Name: H 03 64 06 22 – Limited Roof Surface Settlement Windstorm or Hail Losses)

Roof Age updates:

It is important that any “roof surface” updates (replacement) made to a customer’s roof be reflected on the policy promptly, as the roof type and roof renovated year displayed on the Declarations Page will be used to determine the requirement of this endorsement, factor into premium calculations, and utilized to settle covered losses payable under this endorsement at time of loss. Accurate roof age and type are critical and depend on the agent/customer to keep the policy up-to-date. Please encourage customers to notify you immediately of any roof replacements so that you may update the policy to obtain accurate coverage.

As a one-time courtesy, Nationwide has partnered with a third-party company to identify homes that appear to have replaced their roof more recently than our records indicate. Roof year is defined as the most recent year the main dwelling structure’s roof was completely replaced. If your customer’s roof has been identified as being newer than our records indicate, we will systematically update their policy based on the information from the third-party company and a communication will be included in their renewal packet. The customer communication will inform the customer of this update and address commonly anticipated questions.



What's Changing in April 2024

ID Cards - Policy Change Events (to support Apple Wallet)	Line(s) of Business	Image
<p>To improve the Customer Experience, and to reduce calls into Agencies, a new Proof of Insurance ID Card functionality (iPhone only) for all states will begin on April 6, 2024. When a new insurance ID card is available for an auto policy, the latest policy information will automatically reflect on the Apple Wallet ID card, if they have enabled automatic updates on the back of the Apple Wallet ID Card. ID Card will be available for the following cases within the web self-service:</p> <ul style="list-style-type: none">• Policy Change confirmation page (visual IVR and authenticated changes)• Quick ID (unauthenticated ID card access)• Policy documents page (authenticated ID card access)• Billing – payment confirmation page <p>What's happening?</p> <p>For Auto policies only, Apple Wallet ID card will be upgraded to support automatic updates. When new policy information is available, the Apple Wallet POI will update to reflect the latest information.</p> <p>Have members complete the following steps to allow for this new functionality:</p> <ul style="list-style-type: none">• On the web self-service application as part of the ISP/IVR confirmation page, members have the option of immediately downloading a digital version of their Auto ID cards and/or adding it to their Apple Wallet. <p>Note: If the member has the original Apple Wallet ID card saved within their Apple Wallet, they need to add the new version of the Apple Wallet ID card to enable automatic updates. Members will have access to the functionality when using an iPhone.</p> <ul style="list-style-type: none">• After adding the new Auto ID card to their Apple Wallet and automatic updates are enabled, then the ID will be automatically updated, when new data is available.	Auto State(s): All	