



# Change Mailing Address

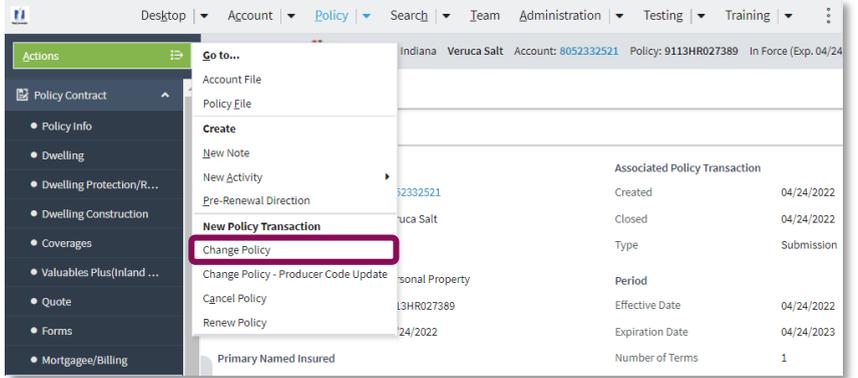
## Description

This job aid reviews how to change the mailing address on a policy. Changes to a policyholder's mailing address can include corrections to the street address and/or apartment/unit number, entering a new street address, corrections to the policyholder's city/municipality/entity, or additions/corrections to a zip code.

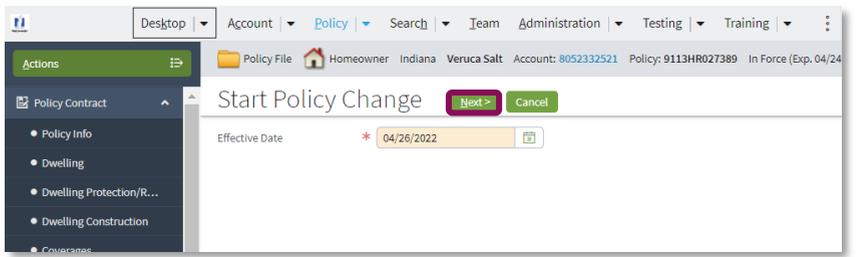
**Note:** This change updates only the mailing address of the policy; it does not update the location exposure address.

Any changes to an existing policy require a new policy transaction, re-quoting the policy, and binding the changes.

## Step 1

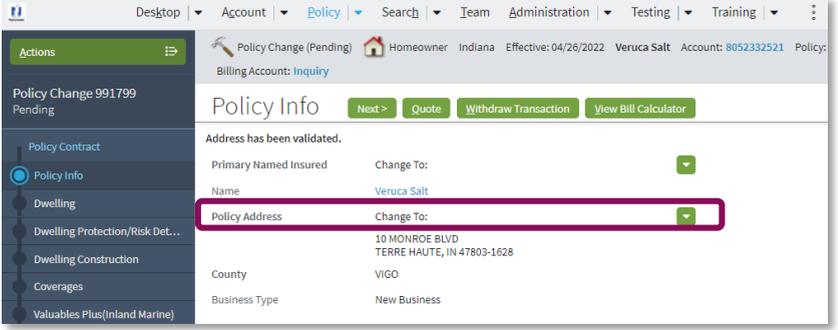
Action	Screen
<p>On the <i>Summary</i> screen:</p> <ul style="list-style-type: none"> <li>Click the <b>Actions</b> button.</li> <li>Select <b>Change Policy</b> from the drop-down menu.</li> </ul>	

## Step 2

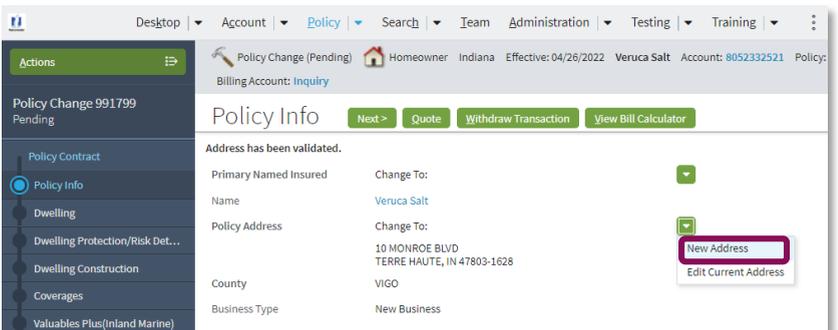
Action	Screen
<p>On the <i>Start Policy Change</i> screen:</p> <ul style="list-style-type: none"> <li>Enter the <b>Effective Date</b>. The <b>Effective Date</b> defaults to today's date but may be changed.</li> <li>Click the <b>Next</b> button.</li> </ul>	

# Change Mailing Address

## Step 3

Action	Screen
<p>On the <i>Policy Info</i> screen:</p> <ul style="list-style-type: none"> <li>Click the arrow button to the right of the <b>Change To:</b> field.</li> </ul>	 <p>The screenshot shows the 'Policy Info' screen for a policy change. The 'Policy Address' field is highlighted with a red box, and a dropdown arrow is visible to its right. The address details shown are: 10 MONROE BLVD, TERRE HAUTE, IN 47803-1628, VIGO County, New Business.</p>

## Step 4

Action	Screen
<p>There are two ways to change a mailing address: Create a new address or edit the current address.</p> <p><b>New Address:</b></p> <ul style="list-style-type: none"> <li>Selecting the <b>New Address</b> option adds a new address for the Primary Named Insured.</li> <li>If a new address is added, then the new address, as well as any prior addresses, displays in the address drop-down list (possibly appearing in other areas such as contacts, policies, location exposures, etc.).</li> </ul> <p><b>Edit Current Address:</b></p> <ul style="list-style-type: none"> <li>Selecting the <b>Edit Current Address</b> option edits the current address on this policy, as well as any other linked policies at the same time.</li> <li>The prior address (the address before editing) does not display in any address drop-down lists.</li> </ul> <p>In this example, <b>New Address</b> has been selected from the drop-down.</p>	 <p>The screenshot shows the 'Policy Info' screen with the 'Policy Address' dropdown menu open. The 'New Address' option is highlighted with a red box. The address details shown are: 10 MONROE BLVD, TERRE HAUTE, IN 47803-1628, VIGO County, New Business.</p>

# Change Mailing Address



## Step 5

Action	Screen
<p>On the <i>Address Details</i> screen:</p> <ul style="list-style-type: none"> <li>Enter the necessary information into the required address fields:</li> <li>Click <b>OK</b>.</li> </ul>	

## Step 6

Action	Screen
<p>Any change to a policy requires the policy to be re-quoted.</p> <ul style="list-style-type: none"> <li>Click the <b>Quote</b> button.</li> </ul>	

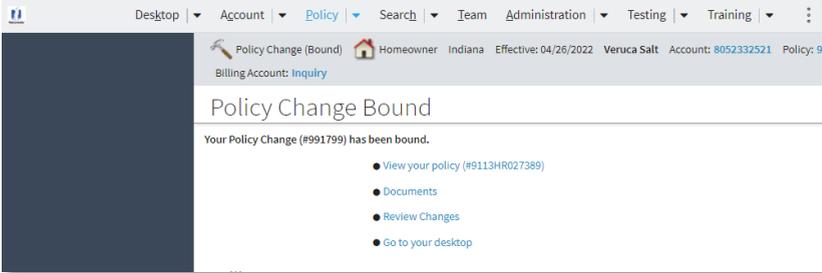
## Step 7

Action	Screen
<p>On the <i>Quote</i> screen:</p> <ul style="list-style-type: none"> <li>Click the <b>Issue Change</b> button.</li> <li>Click the <b>OK</b> button on the confirmation pop-up message.</li> </ul>	

# Change Mailing Address



## Step 8

Action	Screen
<p>You have successfully changed the policy mailing address.</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.