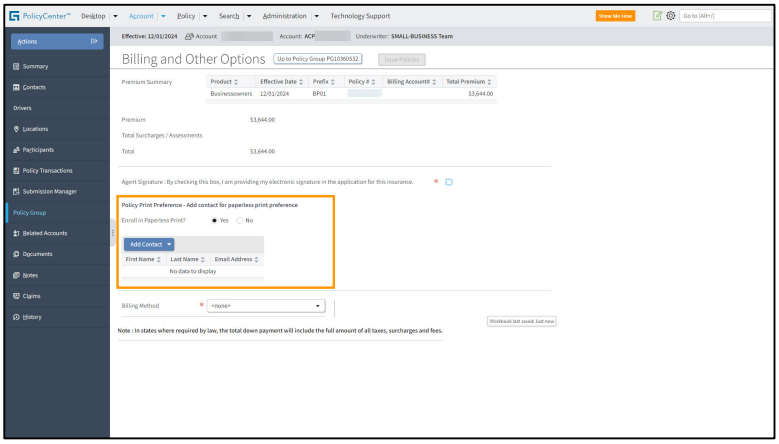
Paperless Preference – Point of Sale

Paperless Selection

Commercial Clients can choose Paperless Policy Preferences at Point of Sale.

Paperless Preference at Point of Sale

Step 1

Action	Screen
In PolicyCenter, during the new business process, on the Billing and Other Options screen, you will complete the Policy Print Preference. Here the system will ask you to add a contact for paperless print. Note the preference is preset to **Yes.** This is the preferred option. **Select 'Add Contact'** to update the required contact information. When the Agent chooses Paperless at POS, the customer receives a confirmation email with temporary password and instructions to complete set up of their account. This expires after 30 days. At that time, a customer would need to navigate to Nationwide.com to create an account. If the customer declines paperless, you can select 'No'.	

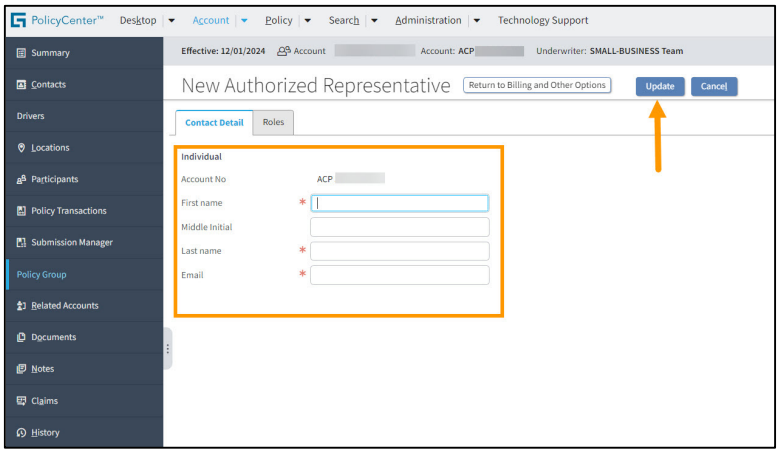
By accepting a copy of these materials:
(1) I agree that I am either: (a) an employee or Contractor working for Nationwide Mutual Insurance Company or one of its affiliates or subsidiaries ("Nationwide"); or (b) an Independent Sales Agent who has a contract and valid appointment with Nationwide; or (c) 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.

Copyright © 2026 Nationwide Mutual Insurance Company. Proprietary & Confidential.

Paperless Preference – Point of Sale

Paperless Preference at Point of Sale:

Step 2

Action	Screen
Once Add Contact is selected, the New Authorized Representative screen will appear. Here you will **enter the required information.** • First Name • Last Name • Email Address Once the required information is entered, **select update** in the upper right-hand corner of the screen. This will take you back to the Billing and Other Options screen to continue to the next step of binding the policy. Once complete, the Account/Policy Successfully Issued screen will display.	

Copyright © 2024 Nationwide Mutual Insurance Company. Proprietary & Confidential.

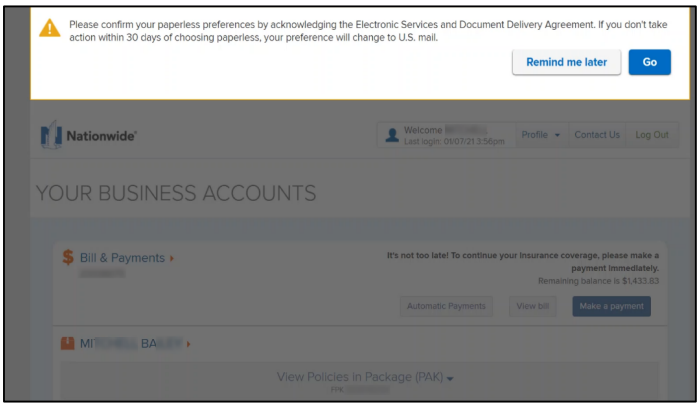
Paperless Preference – Point of Sale

Customer Process

Customers without an existing account

Action	Screen
The email will provide a temporary password, allowing the customer to log in and complete their online account. **Select the 'Get Started' button** will take the customer directly to the Nationwide website. To begin, the customer will enter the email address they provided, and the temporary password received from Nationwide.	

Customers with an existing account

Action	Screen
If the customer already has a Nationwide.com account, they will only receive an email advising their paperless preference has changed as they do not need a temporary account. When they log in to their account, a pop up will appear to acknowledge Electronic Services and Document Deliver (ESSDA). As stated, this is required to remain on paperless.	

Copyright © 2024 Nationwide Mutual Insurance Company. Proprietary & Confidential.

Paperless Policy Preference

Setting Expectations with the Customer

Action	
The customer will then **follow the prompts to complete the registration.** To prepare them, the customer is required to enter the following personal information. • First and Last Name • DOB • Zip Code • Phone or Email for contact • Policy number **Selecting continue** at this point will direct them **to create their user id and new password** to replace the temporary password provided. Use of their email as the user ID is recommended, to simplify the process. Once they have selected account details, the system will confirm contact information for security. During this process, **the customer must agree to the Electronic Services and Document Delivery Agreement** (otherwise known as ESDDA) consent. This electronic document agreement is required to continue paperless. Note: In addition to the account setup email the customer will receive a second email notifying them their paperless preference has changed. This email does not require response. **Account Setup Reminder Messages** If the customer does not respond to the request to set up their account, they will receive a reminder at the 15-day mark. If they have not set up their account at 30 days, the system will default them to paper prints.	

Copyright © 2024 Nationwide Mutual Insurance Company. Proprietary & Confidential.