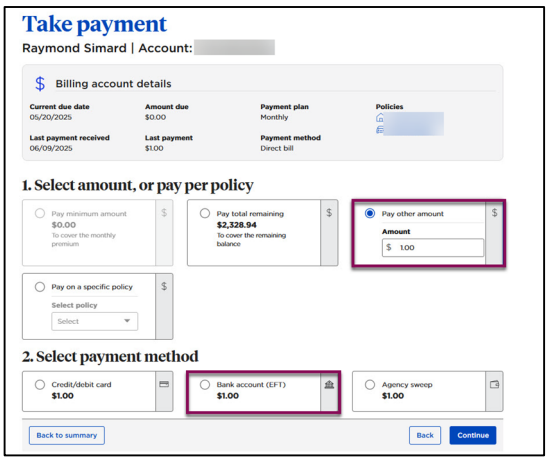
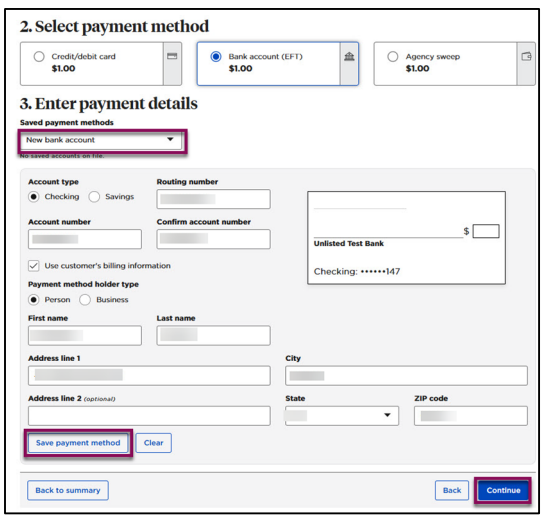
Manage Saved Payment Methods
Personal Lines | Job Aid

Add Saved Payment Method During Bill Pay – Download and Collect Signature

Step 1

Action	Screen
On the *Take Payment* screen, select whether to make an account or policy level payment. Then select how much to pay, payment type (credit/debit card or one-time bank account EFT), and select the **Continue** button.	

Step 2

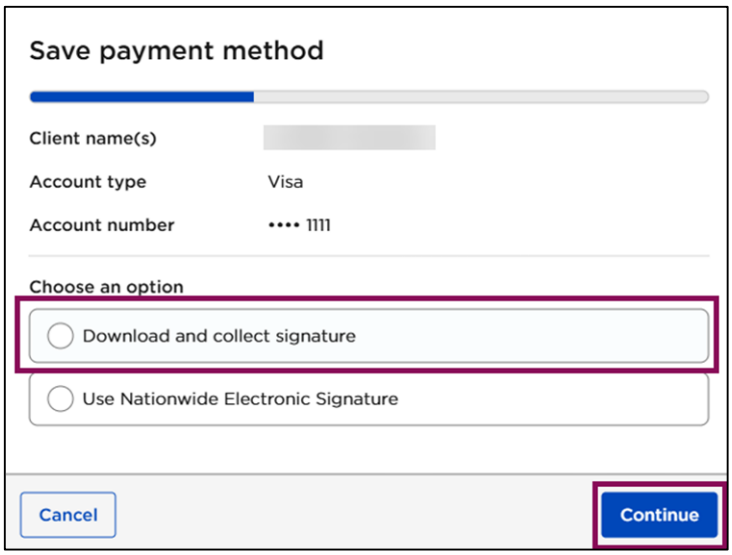
Action	Screen
Note: The following example is for EFT. To add a new payment method, select the new bank account option from the dropdown and enter the new bank or card information. Then enter the card or bank accountholder's name and address, or you can select the **Use the customer's billing information** checkbox to prefill the information. To save the method, select **Save payment method** and then **Continue** button.	

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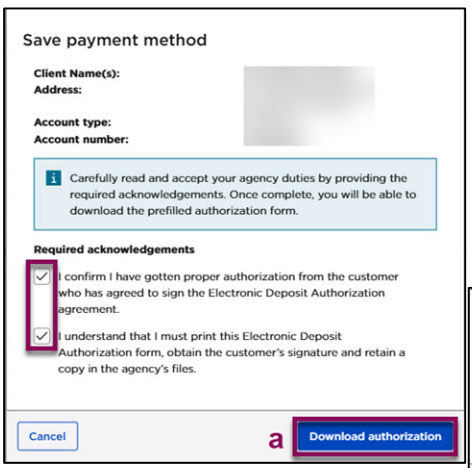
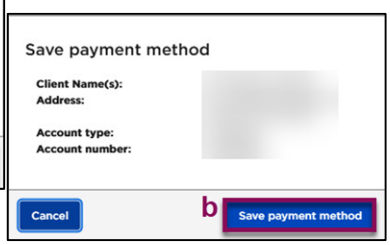
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Manage Saved Payment Methods
Personal Lines | Job Aid

Step 3

Action	Screen
Select **Download and collect signature** and then **Continue**.	

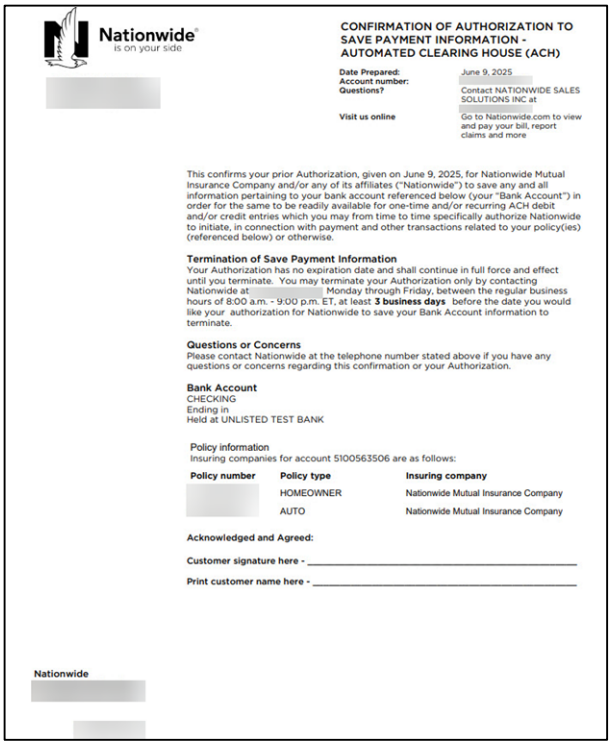
Step 4

Action	Screen
The Authorization Agreement appears. For authorization, select both required acknowledgement checkboxes. a. Select the **Download authorization** button. b. Then, select **Save payment method**.	 

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Manage Saved Payment Methods
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Step 5

Action	Screen
The form will either automatically download to the computer or open in a new browser tab, depending on the settings on the computer. Once the form opens or downloads, have the customer sign it and retain a copy in the agency office.	

Nationwide
is on your side

CONFIRMATION OF AUTHORIZATION TO SAVE PAYMENT INFORMATION - AUTOMATED CLEARING HOUSE (ACH)

Date Prepared: June 9, 2025
Account number:
Questions? Contact NATIONWIDE SALES SOLUTIONS INC at
Visit us online Go to Nationwide.com to view and pay your bill, report claims and more

This confirms your prior Authorization, given on June 9, 2025, for Nationwide Mutual Insurance Company and/or any of its affiliates ("Nationwide") to save any and all information pertaining to your bank account referenced below (your "Bank Account") in order for the same to be readily available for one-time and/or recurring ACH debit and/or credit entries which you may from time to time specifically authorize Nationwide to initiate, in connection with payment and other transactions related to your policy(ies) (referenced below) or otherwise.

Termination of Save Payment Information
Your Authorization has no expiration date and shall continue in full force and effect until you terminate. You may terminate your Authorization only by contacting Nationwide at Monday through Friday, between the regular business hours of 8:00 a.m. - 9:00 p.m. ET, at least **3 business days** before the date you would like your authorization for Nationwide to save your Bank Account information to terminate.

Questions or Concerns
Please contact Nationwide at the telephone number stated above if you have any questions or concerns regarding this confirmation or your Authorization.

Bank Account
CHECKING
Ending in
Held at UNLISTED TEST BANK

Policy information
Insuring companies for account 5100563506 are as follows:

Policy number	Policy type	Insuring company
	HOMEOWNER	Nationwide Mutual Insurance Company
	AUTO	Nationwide Mutual Insurance Company

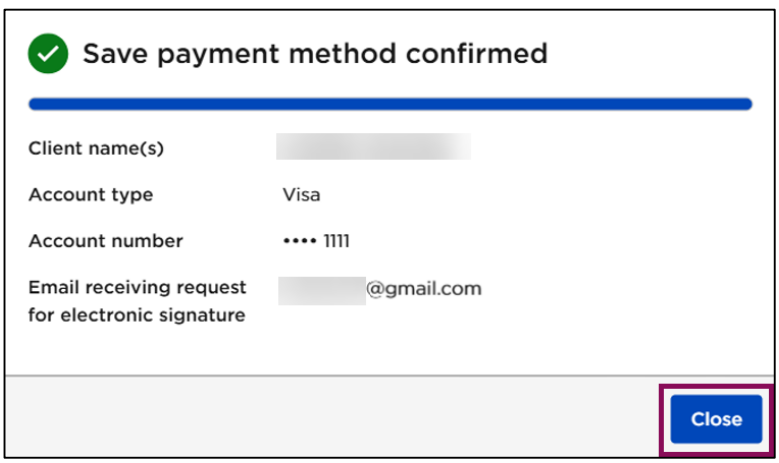
Acknowledged and Agreed:

Customer signature here - _____

Print customer name here - _____

Nationwide

Step 6

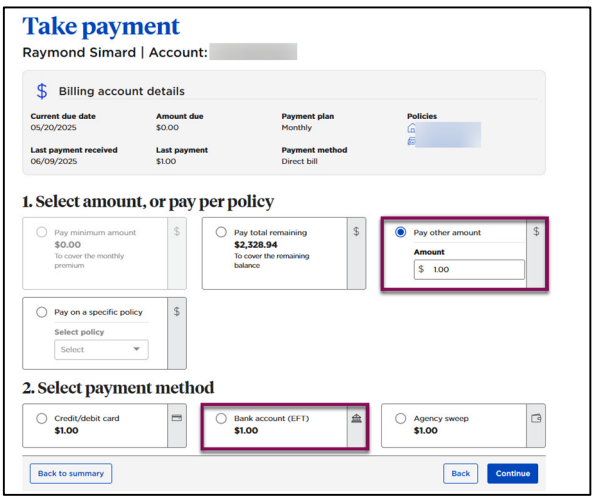
Action	Screen
A successful confirmation message will display. Select the **Close** button. The saved method will now be available from the payment screen bank account or credit/debit card dropdown the next time the account is accessed for payment.	

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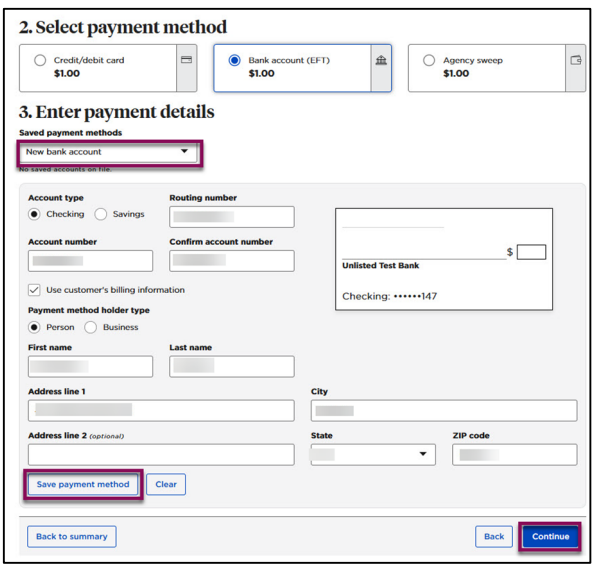
Manage Saved Payment Methods
Personal Lines | Job Aid

Add Saved Payment Method During Bill Pay – Use Nationwide Electronic Signature

Step 1

Action	Screen
On the *Take Payment* screen, select whether to make an account or policy level payment. Then select how much to pay, payment type (credit/debit card or one-time bank account EFT), and select the **Continue** button.	

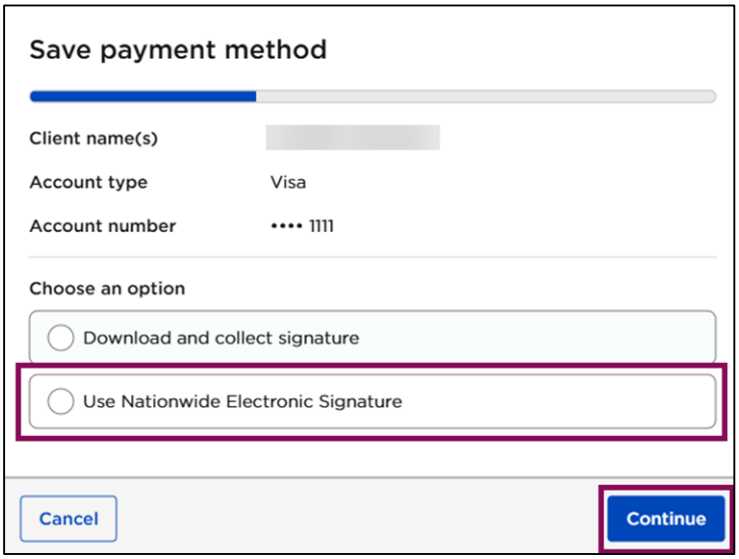
Step 2

Action	Screen
Note: The following example is for EFT. To add a new payment method, select the new bank account option from the dropdown and enter the new bank or card information. Then enter the card or bank accountholder's name and address, or you can select the **Use the customer's billing information** checkbox to prefill the information. To save the method, select **Save payment method** and then **Continue** button.	

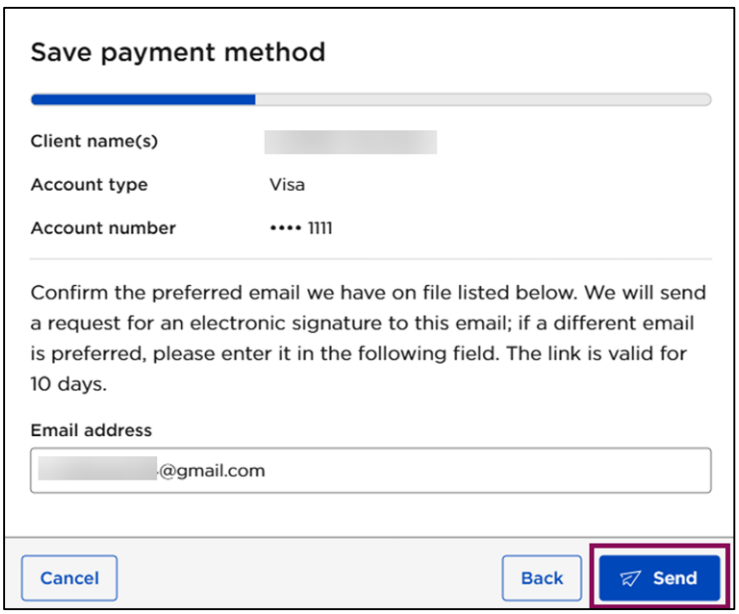
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Manage Saved Payment Methods
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Step 3

Action	Screen
Select **Use Nationwide Electronic Signature** and then **Continue**.	

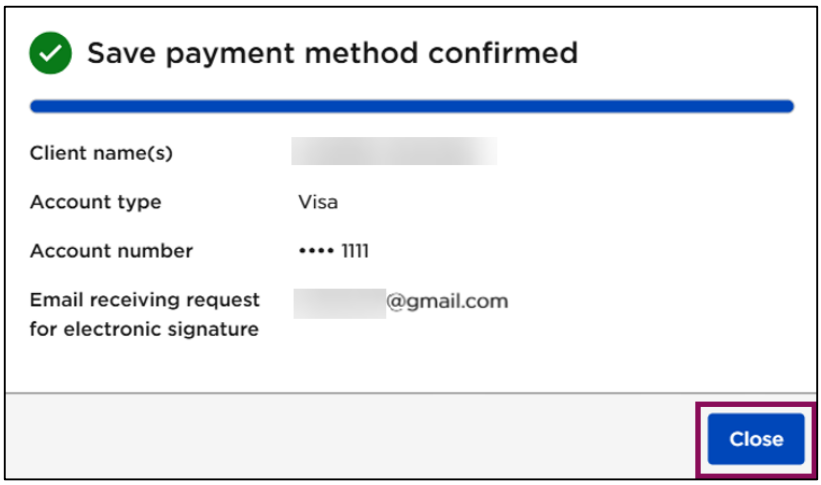
Step 4

Action	Screen
Confirm or enter the customer's email address and select the **Send** button. The customer will receive an email with the Docusign document to sign. ***IMPORTANT NOTE: If the customer doesn't sign the Docusign document within 10 days, the saved payment method will be removed.*** ***For additional information on the customer eSignature process, refer to the eSignature Process for Signers (DocuSign) job aid.***	

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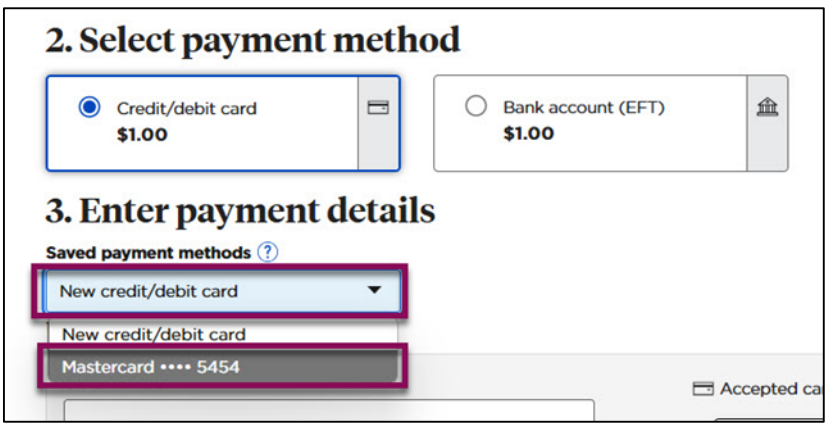
Manage Saved Payment Methods
Personal Lines | Job Aid

Step 5

Action	Screen
A successful confirmation message will display. Select the **Close** button. The saved method will now be available from the payment screen bank account or credit/debit card dropdown the next time the account is accessed for payment.	

Retrieve and Select Existing Saved Payment Methods

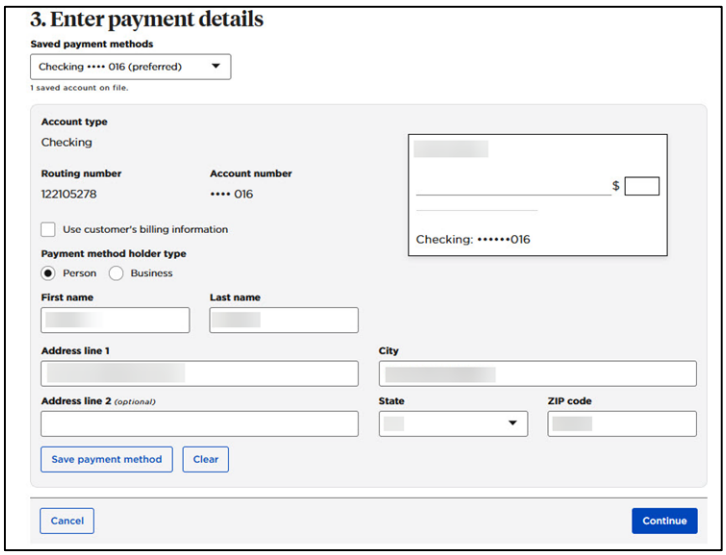
Step 1

Action	Screen
On the *Take Payment* screen, select to make an account or policy level payment. Select how much to pay, the payment type and select **Continue** button. On the payment screen, select an existing saved pay method from the dropdown and the fields will prefill with the saved data.	

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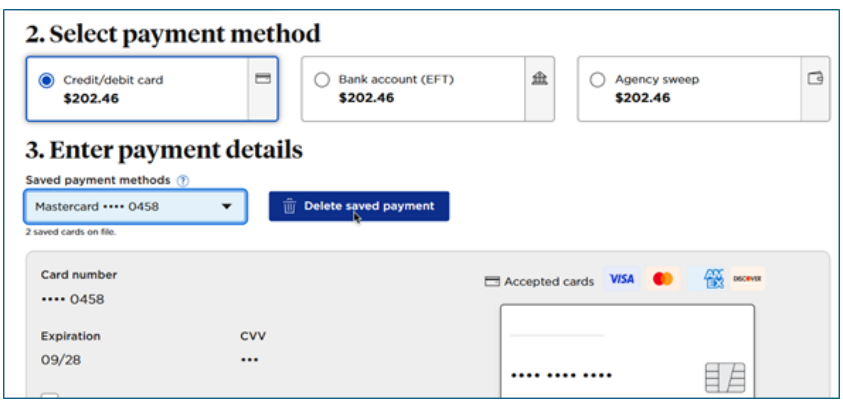
Manage Saved Payment Methods
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Step 2

Action	Screen
Review the card or bank account data for accuracy. For credit cards or bank accounts, only the cardholder or bank accountholder's name and address can be updated. If the credit card expiration date needs to be updated, add the new card with new expiration date and then remove the prior expiring saved card.	

Delete a Saved Payment Method – Credit Card

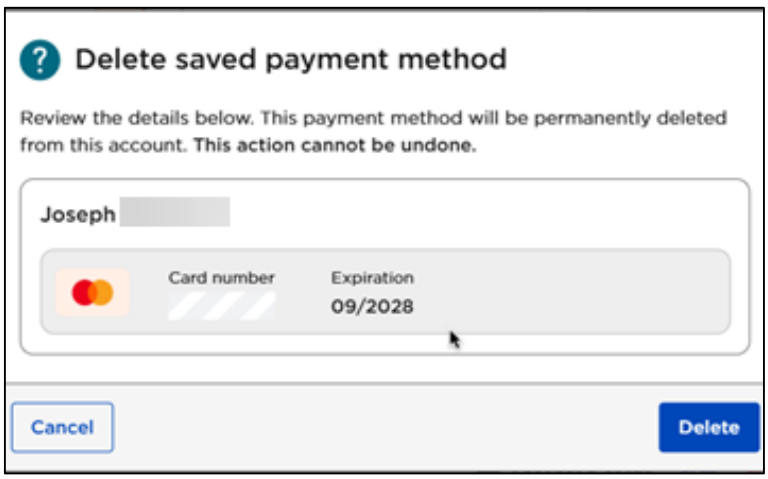
Step 1

Action	Screen
Access the payment screen and choose an existing saved pay method for a credit card. You can now see a new **Delete saved payment** button.	

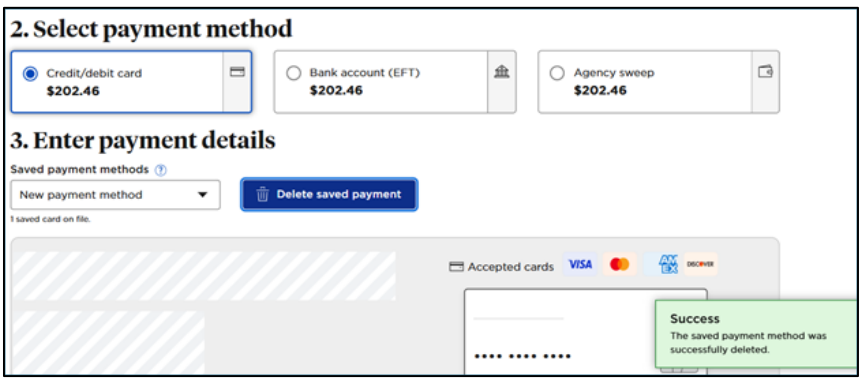
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Manage Saved Payment Methods
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Step 2

Action	Screen
If you select the **Delete saved payment** button, a menu displays that saved pay method and offers the opportunity to continue with deletion.	

Step 3

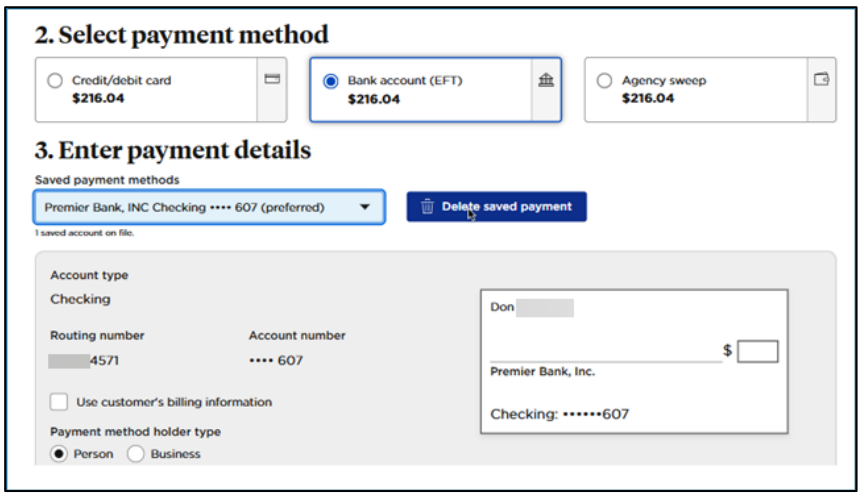
Action	Screen
After **Delete** is selected, a success message will display in the lower right corner. That specific method will no longer display in the **Saved payment method** dropdown.	

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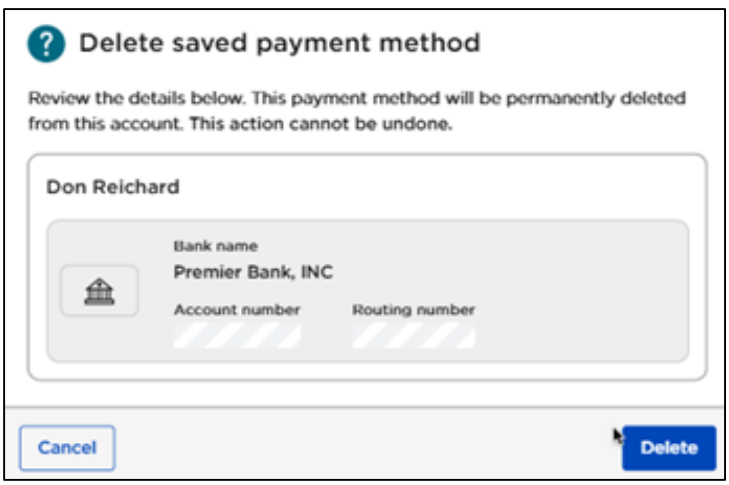
Manage Saved Payment Methods
Personal Lines | Job Aid

Delete a Saved Payment Method – Bank Account

Step 1

Action	Screen
Access the payment screen and choose an existing saved pay method for a credit card. You can now see a new **Delete saved payment** button.	

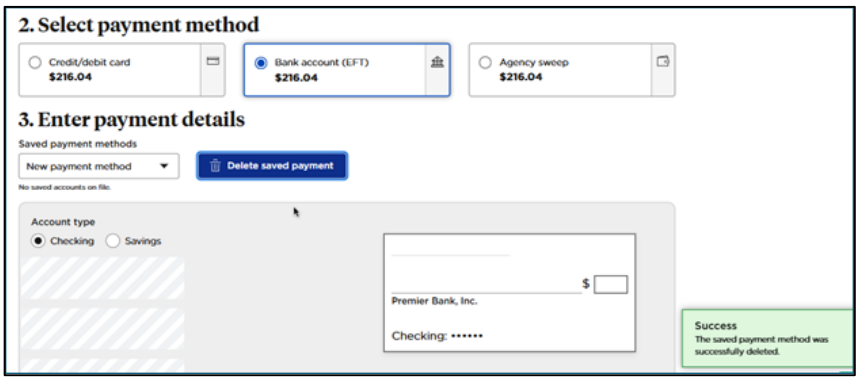
Step 2

Action	Screen
If you select the **Delete saved payment** button, a pop-up displays that saved pay method and offers the opportunity to continue with deletion.	

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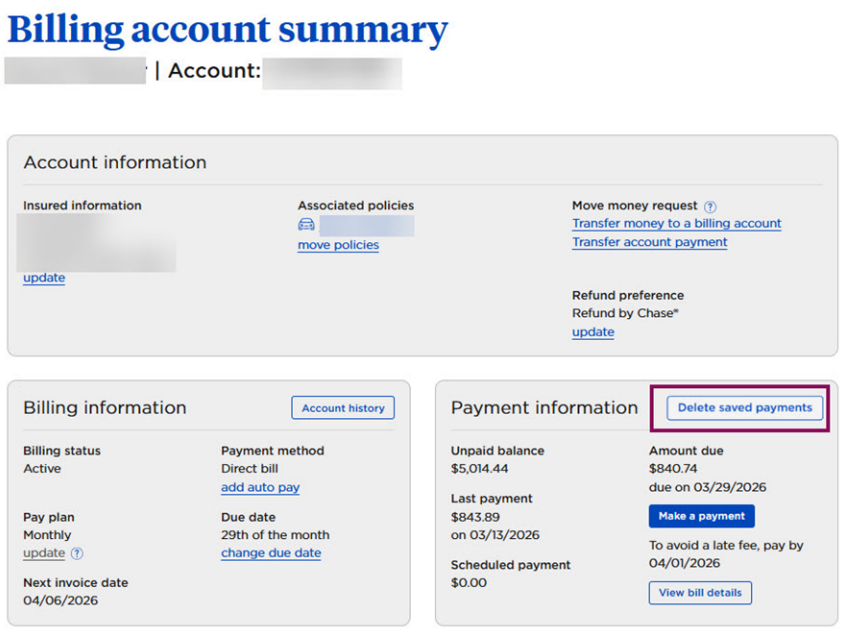
Manage Saved Payment Methods
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Step 3

Action	Screen
After **Delete** is selected, a success message will display in the lower right corner; that specific method will no longer display in the Saved payment method dropdown.	

Delete a Saved Payment Method – Billing Account Summary

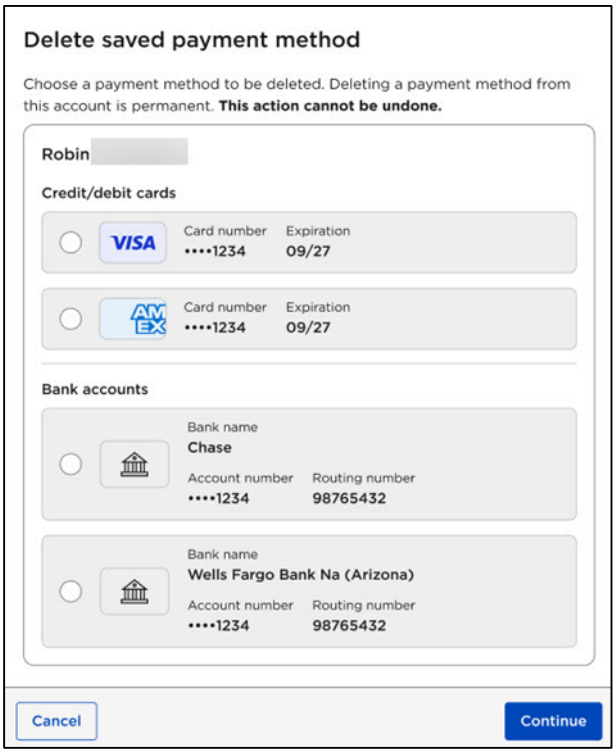
Step 1

Action	Screen
Note: This applies to both Credit Card and Bank Accounts, as they will display in the same modal for selection. Access the billing summary page for the account and select the **Delete saved payment** button in the *Payment information* section.	

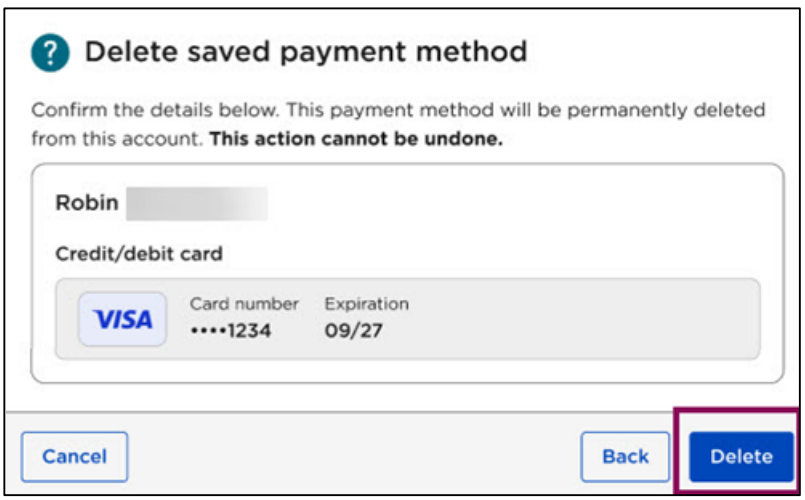
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Step 2

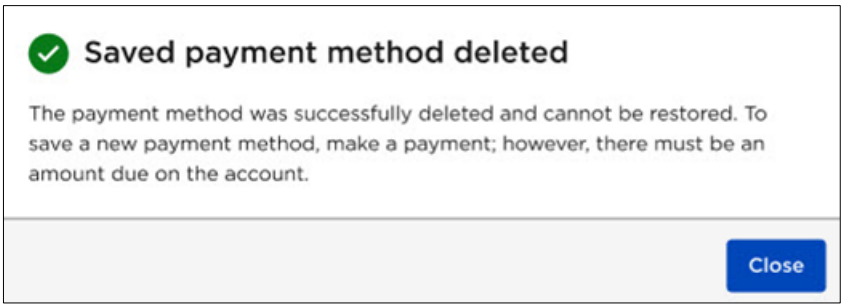
Action	Screen
When the *Delete saved payment method* pop-up displays, select the radio button for the payment method needing to be deleted and select **Continue**.	

Step 3

Action	Screen
Confirm the details of the payment method chosen to be deleted and if correct, choose **Delete**. The payment method will be permanently deleted from the account. ***Note: This action cannot be undone.***	

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Step 4	
Action	**Screen**
The success message will display indicating the saved payment method has been deleted from the account. Select the **Close** button to return to the billing account summary page.	

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