



**Nationwide**<sup>®</sup>  
is on your side



# How to access your account



# Congratulations!

You've taken a big step in protecting what matters by choosing Nationwide®, and we're grateful for your business. Let's get you set up to access your annuity contract **anytime, anywhere.**

Use this step-by-step guide to set up access to your new online account at [nationwide.com](https://nationwide.com).

With online access to your account, you can:

- View contract details
- Access contract documents, including statements and tax forms
- View/update beneficiaries<sup>1</sup>
- View/update your address

**Let's set up your account.**

<sup>1</sup> This feature is not available with Income Promise Select.

# Steps:

- 1 **Go to** nationwide.com/login and select “Sign Up for Account Access” on the first screen that appears.

The screenshot shows the Nationwide login page. At the top left is the Nationwide logo, and at the top right is a "Contact Us" button. Below the logo is a breadcrumb trail: "Home > Login". The main heading is "LOGIN FOR INSURANCE & INVESTMENTS". Below this heading is the text: "Log in to manage your Annuity, Insurance or Retirement (401k/403b) account." and "Have another product? Log in to other accounts." There are two input fields: "Username" and "Password". Below the "Username" field is a checkbox labeled "Remember username" with a help icon. A blue "Log In" button is positioned below the "Remember username" checkbox. Below the "Log In" button are two links: "Forgot username/password?" and "Sign Up for Account Access". At the bottom of the page, there are three promotional boxes: "Privacy & Security" (We value your privacy and security.), "Are you prepared for Retirement?" (Find out with the My Interactive Retirement Planner), and "Go Green, Go Paperless" (Log in and go to your preferences to switch to email today.). A breadcrumb trail "Home > Login" is also visible at the bottom left of the page.

# Find your account:

## 2 Verify your information.

On the next screen that appears, please select “Personal/Individual insurance and financial products” as the type of account you have with Nationwide, as indicated.

The screenshot shows the Nationwide website interface for signing up for online access. At the top left is the Nationwide logo, and at the top right is a 'Contact Us' button. Below the header is the title 'Sign up for online access'. A progress bar labeled 'Find account' is partially filled. The main content area is titled 'Please select the type of account you have with Nationwide.' and includes a sub-header 'Which type of account do you have?'. There are three radio button options: 'Personal/Individual Insurance and financial products' (which is selected), 'Commercial/Business', and 'Trust/Estate/Corp Asset'. Below these options is a link 'Need help choosing?'. At the bottom of the form are 'Cancel' and 'Continue' buttons.

## 3 Click “Continue.”

## 4 Next, enter your personal information.

The screenshot shows the same Nationwide website interface, but now the 'Find account' section is titled 'Enter your personal information.' and includes a sub-header 'Your information'. There are three input fields: 'First name', 'Last name', and 'ZIP code'. Below the 'Last name' field is a note: 'Enter your name exactly as it appears on Nationwide documents.' At the bottom of the form are 'Cancel', 'Back', and 'Find account' buttons.

## 5 Click “Find account.”

# Verification:

- 6 In the event** we can't narrow the results down to just your account(s) with the information provided, we will ask for more information.

You might be asked to enter your date of birth, phone number, email address or account/policy/contract/Social Security number. Please complete whichever screen(s) come up to complete the verification process.

**7 Click** "Find account."

# Code verification:

**8** **Once we have located** your information in our system, we'll send you a code to verify your identity. Please select how you'd like to receive the code — by text or email — and we'll send it to you.<sup>2</sup> You will have the option to enter a new mobile phone number, if you'd like.

Once you've received and entered your code, you can begin to create your personal profile.

The image displays three overlapping screenshots of the Nationwide sign-up process, illustrating the code verification steps:

- Top Screenshot:** Shows the "Sign up for online access" page with a "Verify Identity" progress bar. Below the progress bar, it states: "We need to send you a code to verify your identity. We can send your code by email or text message, which typically takes less than 15 minutes. Enter this code on the next screen. Message and data rates may apply. You also have the option of receiving an activation key by U.S. mail, which takes a few days. If the information below is incorrect, please call 1-877-304-1065." It asks "Where would you like the code sent?" with radio button options: "Text to number on file (\*\*\*)-555-5555)", "Text to new number" (selected), "Email to email address on file (m)", and "Mail to address on file (3rd S High)". A "Mobile number" input field contains "555-555-5555". A "Cancel" button is at the bottom left.
- Middle Screenshot:** Shows the "Sign up for online access" page with a "Verify Identity" progress bar. It states: "We've sent you a verification code. It can take up to fifteen minutes for this code to arrive. This code will be valid for 15 minutes. Please keep this screen open. You will have to request a new code if you close it. Please enter the code below so we can verify your identity." Below this is a "Six-digit code" input field with dashes. A note says: "Open the text or email to find the six-digit code." A "Cancel" button is at the bottom left, and a "Where's my code?" button is at the bottom center.
- Bottom Screenshot:** Shows the "Sign up for online access" page with a "Confirmation" progress bar. It displays a green success message: "Success! Thank you for verifying your identity." Below this is a section titled "Remember this computer or device" with the text: "By having us remember a secure computer or device, you will minimize the number of security challenges you encounter at login. We are able to remember multiple computers and devices." It asks "Would you like us to remember this device?" with a radio button option: "Yes. This is a private or secure device for accessing my Nationwide account." A "Continue" button is at the bottom right.

**9** **Click** "Continue."

<sup>2</sup> You will see your phone number or email address listed only if we have them on file.

# Complete registration:

- 10 You're almost there!** Complete the registration process by entering a username, password and confirmation; mobile number is optional. Then enter your email address.

The screenshot shows the Nationwide registration page. At the top left is the Nationwide logo and a 'Contact Us' button. The main heading is 'Sign up for online access'. Below this is a progress bar for 'Create login' which is partially filled. The 'Create username and password' section includes fields for 'Username' (with a placeholder 'Username or email address' and a note 'To make your username easy to remember, use your email address.'), 'Password', and 'Confirm password', each with a visibility toggle. There is an optional 'Mobile number' field with a placeholder '555-555-5555' and a note: 'This mobile phone number will be used to text you a security code when we need to confirm your identity when you're logging in to your account. Message and data rates may apply.' Below that is an 'Email address' field with a placeholder 'name@domain.com'. There is also an optional 'Create six-digit account PIN' field with a placeholder '999999' and a note: 'Account PIN is an optional security measure used to verify sensitive information on an Amazon Alexa. Not applicable to Life, Annuities, and Retirement Plans.' A section titled 'Electronic Services & Document Delivery Agreement' with a 'View full agreement' link contains a scrollable text area with the following text: 'At Nationwide Mutual Insurance Company, its subsidiaries and affiliates, including, without limitation, Allied Group, Inc. and Harleysville Group, Inc. (collectively, "Nationwide," "we" or "us"), we give you the ability to transact business with us electronically. This includes, but is not limited to, transacting business online at [www.Nationwide.com](http://www.Nationwide.com), on the Web sites of our affiliates, and through our mobile applications (collectively "Nationwide Website(s)" or "Site"). Your use of Nationwide Websites is governed by this Agreement, the [Nationwide.com Terms and Conditions](#), and any other terms and conditions referenced on the applicable website or mobile application (incorporated herein by reference). This Electronic Services and Document Delivery Agreement (the "Agreement") is a legally binding agreement between you and Nationwide. You may print or electronically save a copy of this Agreement to retain for your records. If you wish to transact business with Nationwide electronically, please carefully review and consent to the terms listed below.' Below the text area is a checkbox: 'By checking this box, I confirm that I have read and accept the terms and conditions in the Electronic Services and Document Delivery Agreement.' At the bottom of the form are 'Cancel' and 'Submit' buttons.

- 11 Click** "Submit" after checking the box to confirm that you have accepted the Electronic Services and Document Delivery Agreement. Your registration process is complete and you will now be taken to the Preference Center, where you can choose to go paperless (when available) or continue to your account.

# Register for paperless notifications:

12 **Click** on your annuity policy and choose from text or email delivery to go paperless.

**Sign up for online access**

Set preferences

**Set your communication preferences**

Consider going paperless!

- Offers immediate access 24/7
- Reduces waste
- Increases security and convenience
- Streamlines your recordkeeping

We'll send you an email or text message with a link to view your bills, documents and other important notices as soon as they're available online in your policy's Document Center.

**Note:** Even if you do not elect to receive mail, regulations require that certain documents be mailed to you.

**Insurance billing & documents**

Choose how you receive your bills, documents and account updates.

**Annuities documents**

You can choose to be notified when your statements and documents are available online.

ANNUITIES  
ANNUITY 00000000

Edit your text and email preferences for documents, statements and more.

**Electronic Services & Document Delivery Agreement**

Read the [Electronic Services & Document Delivery Agreement](#)

**Annuity**

00000000

NON-QUALIFIED

**Go paperless.** Do business electronically. We'll send you an email or text message when your documents and other important notices are available 24/7 in your personal Document Center.

**Document notification delivery**

Customize your document notification preferences.

**Confirmations**

- Email me when available online (paperless)
- Text me when available online (paperless)
- Mail me a paper document

**General communications**

- Email me when available online (paperless)
- Text me when available online (paperless)
- Mail me a paper document

**Statements**

- Email me when available online (paperless)
- Text me when available online (paperless)
- Mail me a paper document

**Note:** For certain documents, Nationwide may be required to use U.S. mail as the delivery preference regardless of your selection.

**Your communications will be sent to the following:**

Email: janedoe@gmail.com [Edit](#)

Mobile phone number: 000-000-0000 [Edit](#)

Cancel Save



13 Once you've updated your preferences, click "Save."

**Annuity**  
00000000  
NON-QUALIFIED

Go **paperless**. Do business electronically. We'll send you an email or text message when your documents and other important notices are available 24/7 in your personal Document Center.

**Document notification delivery**  
Customize your document notification preferences.

**Confirmations** ⓘ  
 Email me when available online (paperless)  
 Text me when available online (paperless)  
 Mail me a paper document

**General communications** ⓘ  
 Email me when available online (paperless)  
 Text me when available online (paperless)  
 Mail me a paper document

**Statements** ⓘ  
 Email me when available online (paperless)  
 Text me when available online (paperless)  
 Mail me a paper document

**Note:** For certain documents, Nationwide may be required to use U.S. mail as the delivery preference regardless of your selection.

Your communications will be sent to the following:  
Email: janedoe@gmail.com [Edit](#)  
Mobile phone number: 000-000-0000 [Edit](#)

[Cancel](#) [Save](#)

14 Click "Continue" to complete your registration.

✓ Your changes have been saved

**Insurance billing & documents**  
Choose how you receive your bills, documents and account updates. [Go paperless!](#) [Edit](#)

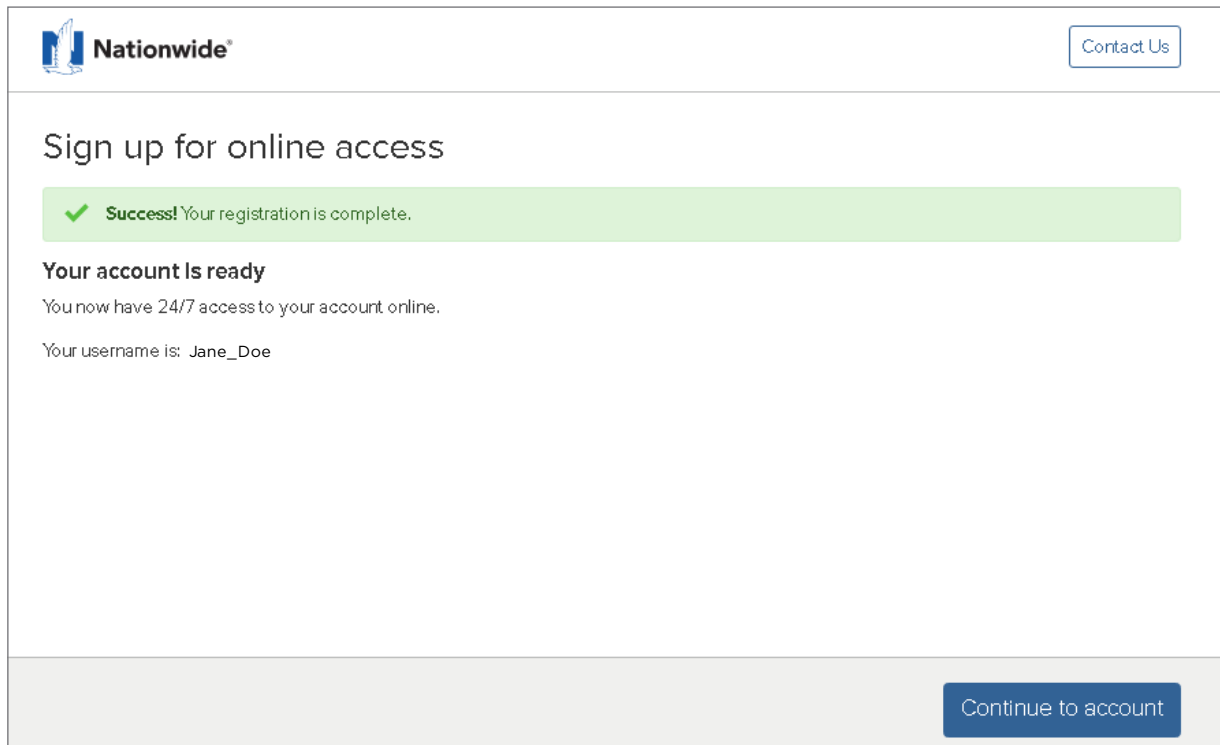
**Annuities documents**  
You can choose to be notified when your statements and documents are available online.

ANNUITIES  
ANNUITY 00000000 [>](#)  
Edit your text and email preferences for documents, statements and more

**Electronic Services & Document Delivery Agreement**  
Read the [Electronic Services & Document Delivery Agreement](#)

[Continue](#)

- 15 **Success!** Your registration is now complete and you can click “Continue to account” to access your online account.



The screenshot shows a web page for Nationwide. At the top left is the Nationwide logo. At the top right is a "Contact Us" button. The main heading is "Sign up for online access". Below this is a green success message: "Success! Your registration is complete." Underneath, it says "Your account is ready" and "You now have 24/7 access to your account online." It also displays "Your username is: Jane\_Doe". At the bottom right, there is a blue button labeled "Continue to account".

# Congratulations!

## You now have online access to your contract.

Now that you have online access to your account, many more options are open to you.

You can use this site to:

- View contract details
- Access contract documents, including statements and tax forms
- Update your beneficiaries<sup>1</sup>

And much more!

## Check it out today.

<sup>1</sup>This feature is not available with Income Promise Select.

Having problems navigating the site?



**Call us at 1-800-848-6331.**



• Not a deposit • Not FDIC or NCUSIF insured • Not guaranteed by the institution • Not insured by any federal government agency • May lose value

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