



Empower customers. Grow your business.

Talk to customers about self-service.

Give customers and yourself more time to focus on what matters. Online self-service allows personal lines policyholders to perform simple account transactions anytime, anywhere—so you can get back to building your business.

Take advantage of our online capabilities and encourage customers to set up an online account, download the Nationwide Mobile app and sign up for text notifications.

The benefits



For customers

Convenient bill-pay options,
including recurring EFT

24/7 account access with the new
Nationwide Mobile app

Policy documents and ID cards
at their fingertips

More security and less clutter
with paperless



For you

More time to focus on your business

Increased customer loyalty
and retention

Reduced agency spending on
service calls

Opportunity to serve as a
trusted guide



Customers can sign up for online account access at:

Nationwide.com

Discuss setting up **online account access** with personal lines policyholders using the new point-of-sale pieces on Marketing Central.

SELF-SERVICE CAPABILITY	ONLINE	MOBILE APP	TEXT	AUTO PHONE SYSTEM
Billing				
Pay a bill	X	X	X*	X
No-login payments	X			
Apple Pay (iOS only)		X		
View current billing (amt. due date)	X	X	X	X
Billing alerts/notifications	X		X	
Payment confirmations	X	X	X	X
Get a copy of a bill	X	X		X
Change bill due date			Y	X
Enroll in EFT/recurring bank card payments or request form	X	X		X
Suspend REFT/bank card payments	X	X	Y	X
Get payment address	X			X
Policy				
ID card access	X	X	X	X
Declarations page access	X	X**		X
View policy information	X	X (auto only)		
Auto – add/delete driver**	X	X		
Auto – add/delete vehicle**	X	X		
Reinstate policy	X			X
Cancellation confirmation			X	X
Get a quote	X			
Claims				
Start a claim	X	X (auto or glass)		
Claim tracking	X	X (auto only)	X	
Request a tow truck		X		
Material Damage Photo Capability		X		
General account maintenance				
Paperless policy preferences	X			
Add multiple account users	X			
Get agent contact information	X	X		
Sign up for recurring texts	X		X	X

*Customer must have an online account and have a payment method, such as a bank account or credit card, under "Payment Preferences."

** Online services and capabilities may not be available for all products or in all states.

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Y= coming soon