



PROUD
PARTNER
OF
INDEPENDENTS™

100% claims **confidence**

You can count on Nationwide® to be there for your customers whether they choose to communicate with us in person, on the phone or via text. Our superior technology and compassionate people make the claims experience easy, fast and fair.

Our customer-centric experience is **effortless, personal and reassuring**

Customers feel **connected and cared for**

- Electronic First Notice of Loss
- Interactive Voice Response (IVR)
- Glass repair tracker
- Recurring text alerts
- Option to text with a claims associate
- **Claim tracker**

Claims are handled **fairly and quickly**

- Total loss valuation tools
- Electronic signature tools
- Property visual appraisal with exterior measuring and 3D modeling
- Digital payments
- **Video collaboration**
- **Virtual appraisal**

Customers are **guided by experts**

- Experienced virtual and field claims professionals
- National Catastrophe Team
- National Recovery Team
- Special Investigative Unit (SIU)

Automation **makes the process easier**

- Material damage autopay for On Your Side® estimates and payments
- Car rental prediction and automatic extension
- Simple auto claim liability automation
- Intelligent routing of claims



24/7 claim tracker

Customers can easily track their auto claim from start to finish online.



Virtual appraisal

Customers use guided image capture to submit auto damage, and AI technology helps claims professionals provide timely estimates.



Video collaboration

Claims professionals can connect with customers remotely using a video chat tool to inspect home damage.

Learn more at [Nationwide.com/claimsconfidence](https://www.nationwide.com/claimsconfidence).

Each claim is handled on its individual facts and circumstances. Individual experience may differ.

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