



Nationwide[®]
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.

With online access to your account, you can:

- View contract details
- Access contract documents, including statements and tax forms
- View/update beneficiaries¹
- View/update your address

Let's set up your account.

¹ 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 for Insurance & Investments. 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 input fields. Below the button are links for "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 present 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.

Nationwide® Contact Us

Sign up for online access

Find account

Please select the type of account you have with Nationwide.
Nationwide provides different account types depending on your specific needs. In order to retrieve your account, we need different information for each account type. This is part of our effort to protect your privacy and security.

Which type of account do you have?

- Personal/Individual Insurance and financial products
- Commercial/Business
- Trust/Estate/Corp Asset

Need help choosing?

Cancel Continue

3 Click “Continue.”

4 Next, enter your personal information.

Nationwide® Contact Us

Sign up for online access

Find account

Enter your personal information.
To protect your privacy and security, we'll need to look you up in our records to verify your identity. If we're unable to find your details, you'll be able to enter the account, policy or contract number listed on your statement.

Your information

First name

Last name

Enter your name exactly as it appears on Nationwide documents.

ZIP code

Cancel Back Find account

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.

The image displays four overlapping screenshots of the Nationwide 'Sign up for online access' verification process. Each screen features the Nationwide logo, a 'Contact Us' button, and a progress bar for 'Find account'. The first screen prompts for 'Date of birth' (mm/dd/yyyy). The second screen prompts for 'Phone number' (555-555-5555). The third screen prompts for 'Email address' (name@domain.com). The fourth screen prompts for 'Account/Policy/Contract/Social Security number' and includes a note: 'Note: Retirement plan case numbers are not accepted.' A blue arrow points from step 7 to the 'Find account' button in the fourth screen.

- 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.² 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 online sign-up process, illustrating the code verification steps:

- Top Screenshot:** Shows the 'Sign up for online access' page. Under 'Verify Identity', it explains that a code will be sent via email or text. It asks 'Where would you like the code sent?' with radio button options: 'Text to number on file', 'Text to new number' (selected), 'Email to email address on file', and 'Mail to address on file'. A 'Mobile number' input field is visible.
- Middle Screenshot:** Shows the 'Verify Identity' page after a code has been sent. It states 'We've sent you a verification code. It can take up to fifteen minutes for this code to arrive.' It includes a 'Six-digit code' input field and a note to 'Open the text or email to find the six-digit code.'
- Bottom Screenshot:** Shows the 'Confirmation' page. It displays a green success message: 'Success! Thank you for verifying your identity.' Below this, 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.'

9 **Click** "Continue."

² 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.

Nationwide Contact Us

Sign up for online access

Create login

Create username and password

Username

To make your username easy to remember, use your email address.

Password

Confirm password

Mobile number (optional)

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.

Email address

Create six-digit account PIN (optional)

Account PIN is an optional security measure used to verify sensitive information on Amazon Alexa. Not applicable to Life, Annuities, and Retirement Plans.

Electronic Services & Document Delivery Agreement [View full agreement](#)

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, 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.

By checking this box, I confirm that I have read and accept the terms and conditions in the Electronic Services and Document Delivery Agreement.

Cancel Submit

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.

The image shows a two-step process for setting communication preferences. The first step is a 'Sign up for online access' page with a progress bar for 'Set preferences'. The second step is a detailed 'Annuity' policy page where users can configure 'Document notification delivery' preferences.

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

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."

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](#)

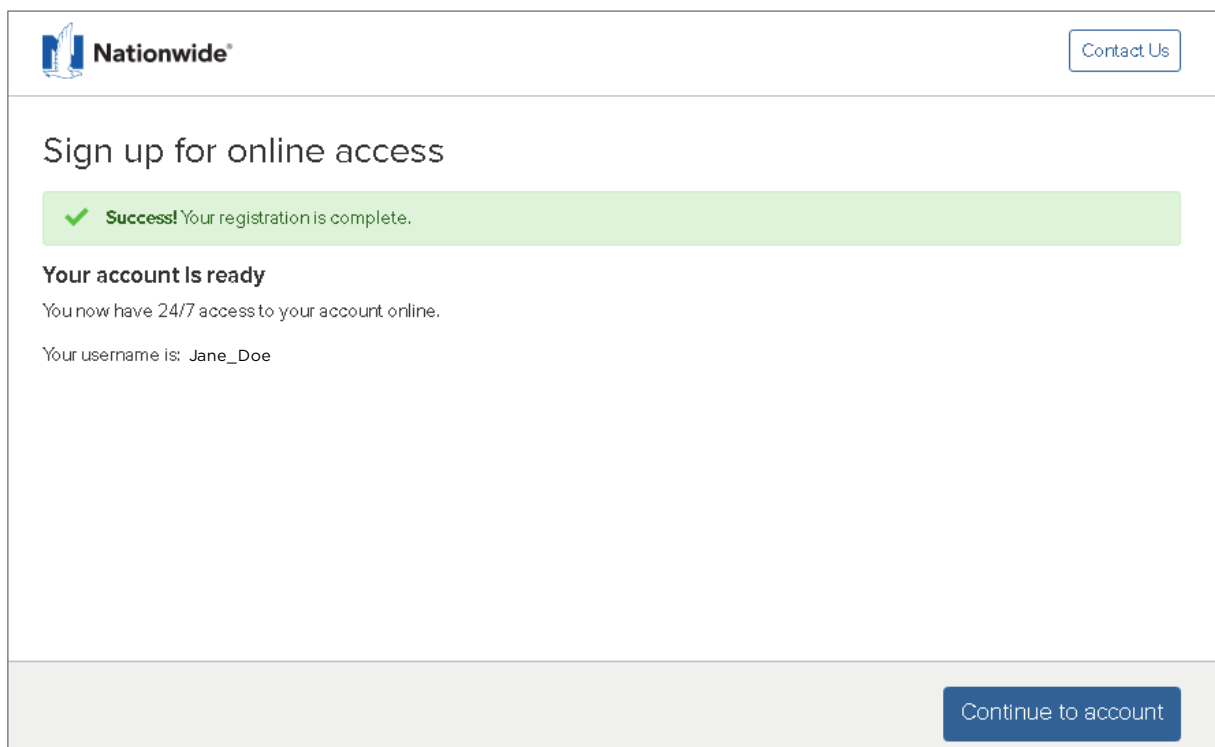
Annuities documents
You can choose to be notified when your statements and documents are available online.

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 beneficiaries¹

And much more!

Check it out today.

¹This 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

Products are issued by Nationwide Life Insurance Company or Nationwide Life and Annuity Insurance Company, Columbus, Ohio. The general distributor for variable products is Nationwide Investment Services Corporation, member FINRA, Columbus, Ohio.

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