



# Self-Service Capabilities for Businesses

## When you need help, we're here.

As a Nationwide® member, we want to ensure that you have the information you need to manage your account in one convenient place. Check out the directory below for details on how to get convenient, secure access to any of your business account needs, including billing, policy information and claims.

When you need to:	Online self-service	Call us directly <sup>1</sup>	Receive a text <sup>1</sup>
	Create an account at <a href="https://nwsignup.com">nwsignup.com</a> . View your account using the <b>Log in</b> button at <a href="https://nationwide.com/business">nationwide.com/business</a> .	<b>1-888-508-8622</b> (Service) <b>1-800-421-3535</b> (Claims)	Set up automated text options by logging in to your account at <a href="https://nationwide.com/business">nationwide.com/business</a> .
<b>BILLING</b>			
Pay a bill	<b>x</b>	<b>x</b>	
Quick Pay (without logging in)	<b>x</b>		<b>x<sup>2</sup></b>
View current bill (amount due, due date)	<b>x</b>	<b>x</b>	
Enroll in automatic bill payments	<b>x</b>		
Suspend automatic bill payments	<b>x</b>		
Get billing alerts/notifications		<b>x</b>	<b>x</b>
Confirm a payment was made	<b>x</b>	<b>x</b>	<b>x</b>
Get a copy of your bill	<b>x</b>	<b>x</b>	
Change your bill due date		<b>x</b>	
Update your payment address		<b>x</b>	
Get an annual payment for tax purposes		<b>x</b>	
<b>POLICY</b>			
Access Certificate of Insurance	<b>x</b>		
Access ID card and proof of insurance	<b>x</b>	<b>x<sup>3</sup></b>	
Get a copy of a declarations page	<b>x</b>	<b>x</b>	
View policy information	<b>x</b>		
<b>CLAIMS</b>			
Start a claim	<b>x</b>		
Get updates on a claim	<b>x</b>		
<b>GENERAL ACCOUNT MAINTENANCE</b>			
Paperless policy preferences	<b>x</b>		
Get agent contact information	<b>x</b>		

<sup>1</sup> Within the automated phone system, customers can choose to receive a one-time text with information they heard over the phone.

<sup>2</sup> The member will receive a text that links them directly to the Quick Pay function on Nationwide.com.

<sup>3</sup> The items will be mailed to the member.

# Frequently used self-service capabilities

In the future, you may have one of the following needs. These instructions will help you navigate all of your business's self-service needs.

## Sign up for an online account:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > Click **Sign up for an online account**.

## Pay a bill:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **Bills & Payments**.
3. Click **Make a Payment** > Choose **Payment Amount** > Select **Payment Method**.

## Make a payment without logging in:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Pay a bill**.
3. Click **Pay without logging in** under the **Commercial Insurance** or **Farm and Ranch** sections.

Note: To use this option, customers will need the business billing account number, business ZIP code and the minimum or full amount due.

## Enroll in automatic payments:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **Bills & Payments**.
3. Click **Automatic Payments** > **Set Up Automatic Payments**.

## Suspend or change automatic payments:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **Bills & Payments**.
3. Click **Automatic Payments** > **Edit Automatic Payments** or **Cancel Automatic Payments**.

## Access current billing information:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **Bills & Payments**.
3. Click **View Bill** > Click **View Bill (PDF)** to download or print a copy of the entire bill.

## Access ID Card, Policy Declaration Pages, or Certificate of Insurance:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **View Policies in Package (PAK)**.
3. Click **View Policy Documents** > Select the document you would like to print or download.

## File a new claim:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log In** > From **Your Business Accounts**, select **View Policies in Package (PAK)**.
3. Click **File & View Claims** > Click **Start a Claim**.

## Enroll in or update paperless policy document preferences:

1. Go to [nationwide.com/business](https://nationwide.com/business).
2. Click **Log in** > From the **Profile** drop-down menu, select **Preferences**.
3. Select **Go Paperless** or **Edit**.

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**You can count on Nationwide®.**

We appreciate your business and look forward to providing you with extraordinary care for years to come.

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