

## COVID-19 Service Update: Nationwide® Life Insurance Business FAQs

Nationwide® continues to monitor the evolving landscape related to COVID-19. It's during times like these that our mission – to protect people, businesses and futures with extraordinary care – comes to life. As a valued partner, we are fully committed to supporting you and our members.

We want to assure you that Nationwide is strong, stable and committed to keeping our promises, as we have for almost 100 years. We have a long history of disciplined investing and prudent decision-making and have navigated similar market challenges. Our consistently high ratings by A.M. Best, Moody's and Standard & Poor's demonstrate our ability to withstand changes in the market and remain financially strong.

In an effort to answer questions about Nationwide's response and our Life Insurance business, we want to share commonly asked questions that we continue to receive from our partners.

### **Are Nationwide associates working from home?**

- To help flatten the curve of coronavirus cases, Nationwide successfully completed its transition to 100% work from home, except for a small fraction of associates who are in mission-critical roles and need to be in the office. Such critical in-office business functions include policy mailing, which is not as conducive to a WFH environment.
- Several governors have issued Executive Orders around "sheltering in place/staying at home." While each is drafted differently, all include language that supports mission-critical Nationwide associates continuing to have access to facilities as required. As an insurance and financial services company, Nationwide is considered an essential business and will continue to operate as we have over the past few weeks.
- Nationwide continues to engage with federal, state and local policymakers to ensure the continuity of operations needed to fulfill our mission.

### **How are you handling situations in which there are exam requirements, but the paramedical company is not able to meet with applicants?**

- This scenario continues to evolve and is changing rapidly as some states or areas have mandated people to stay at home, preventing our examiners from performing the exam.
- We are modifying our Intelligent Underwriting process to allow for acceleration (waiving labs, exams and collection of medical records) for those that qualify in the standard risk class.
- We are rapidly implementing solutions that will provide alternate sources of underwriting data in lieu of labs, exams and medical records.
- If acceleration is not possible and alternative sources of data are insufficient, we will also consider client-provided personal health records, and exam results that have been completed within the past 12 months.
- We will work with you individually as we become aware of any exam that has been put on hold.

## **How are you handling situations in which a medical office or vendor may not be able to provide you an Attending Physician Statement?**

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## **What about delivery requirements such as Amendments, Delivery Receipts, and Illustrations? Can they be sent and returned electronically?**

- Nationwide has been successfully using DocuSign for several months, and it has proved to be an effective solution for getting documents signed between multiple parties in different locations. If you need support or want to know more about using DocuSign for delivery requirements, please contact your case management team for support.
- Please let us know if your office closes so we do not mail contract packages to that location. Nationwide would support mailing the physical policy directly to the policyowner or the agent of record.
- Don't forget that Nationwide has a real-time Life Pending Business Tracker tool accessible to all appointed agents and firm staff via the sales and service support website. You just need to log into [NationwideFinancial.com](https://NationwideFinancial.com) and navigate to the Servicing tab and select Business Management, then on the left-hand menu, select Life Insurance, then Pending Business to view the tool.
- You can use it to track the status of outstanding requirements without a phone call, 24/7. Please reach out to your case manager if you have any questions about accessing or using this powerful tool.

## **Where should I send my application or other documents if I want to submit electronically?**

- Nationwide uses iPipeline iGO as our e-application platform.
- iPipeline iGO is available for use by all appointed advisors on the Nationwide sales and service support website at [NationwideFinancial.com](https://NationwideFinancial.com). Electronic submission is not available for some partners, but electronic signature and creation of an in-good-order electronic PDF application filing is supported. We encourage you to use this process in lieu of face-to-face paper applications.
- Signed PDF applications from iGO can be submitted to us via email at [lifeapps@nationwide.com](mailto:lifeapps@nationwide.com)
- If you would like more information about how to access iGO, please reach out to your case manager.

## **What is the expected impact on binding policies? Will you accept checks and process them to place coverage in force? Will you accept a copy of a check to bind coverage?**

- We continue to receive checks, and we have associates who will be working in the office to accept and apply those as usual. If we get to the point where we're unable to accept paper copies, we will provide additional instructions to you on how we will bind coverage.

## Are you making any underwriting changes as a result of COVID-19?

- This continues to be a fluid process. Our Life Underwriting team is closely monitoring new customers who apply for life insurance, especially those who may have traveled where the risk of COVID-19 is highest. We may delay those applications for 30 days or request additional testing of those applicants.
- Though not a direct response to COVID-19, as of March 20, the limitations on maximum age and face amount in Intelligent Underwriting applications have been lifted. Clients are now eligible for an IU application at any age and face amount, within product guidelines with the exclusion of Survivorship IUL and CareMatters from the IU process. Previously, the maximum age and face amount were 70 years and \$5 million. We are excited to be able to expand the capabilities of our Intelligent Underwriting platform for our advisors and customers.

## Does the removal of limitations in Intelligent Underwriting affect acceleration limits?

No, there are no changes to the age and face amount requirements for acceleration. They remain:

- Ages 18-50, \$100,000 to \$2 million
- Ages 51-60, up to \$1 million

## How can members with existing life insurance policies submit transaction requests?

- Members can log in to our secure website at Nationwide.com to perform the following:
  - Process certain transaction requests
  - Access electronic forms, DocuSign forms, electronically submit certain transaction types
  - Gain access to commonly used forms to complete and upload most transaction requests through our document upload feature
- Members can call our Solutions Center at 1-800-848-6331 to request forms they can submit through electronic submission or paper completion.
- Members can still submit paper requests via mail, fax at 1-888-677-7393 or email at [lifedocs@nationwide.com](mailto:lifedocs@nationwide.com). This email address is unable to accept secure email or password-protected documents. Our operations teams are available to process all these transaction requests.

Lastly, we would also like to hear from you. If you have questions or suggestions on how we can better support you, reach out to your individual underwriting contacts.

We appreciate your business and want to do all we can to support you during these challenging times.

## Our commitment to you holds strong.

Contact us today with any questions.

Nationwide  
Solutions Center:  
1-800-321-6064

For Brokerage General Agents  
(BGAs):  
1-888-767-7373

For Nationwide Financial Network®  
(NFN):  
1-877-223-0795



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