

Self-Service Capabilities

While the past few days have brought challenges and uncertainty, we want you and your customers to know where you can turn when you need us. For the fastest service 24/7, encourage your customers to sign up for online account access.

- **Personal lines customers can visit www.nationwide.com to log in or create an account.**
- **Commercial lines customers can visit www.NWsignup.com.**

With online account access, your customers can take care of simple account transactions anytime such as:

- View or pay a bill
- Print ID cards
- Enroll in paperless documents
- Make auto policy changes
- Start or check on a claim
- Set up automatic payments

Mobile app options:

- Make free payments through the app or Apple pay
- Access ID cards
- Start a claim

Text Options:

- Get recurring billing reminders (text ENROLL to 245569)
- Make a payment with your stored payment method (text PAY to 245569)

Self-service resources for agents

- [PL self-service flyer](#)
- [PL self-service agent guide](#)
- [PL self-service how-to guide](#)
- [CL agent reference guide](#)
- [CL customer reference guide](#)
- [Nationwide bill pay flyer](#)

Self-service resources for members

- [Online account access](#)
- [Nationwide member resource guide](#)