**Quick reference**

*Keep this information at your fingertips and save time for your most valuable activities.*

| **Contacting our underwriting team** | **Phone**: 1-866-678-LIFE (5433)  
**Fax**: 1-888-677-7393  
**Email**: lifeapps@nationwide.com  
For underwriting questions regarding CareMatters®, please contact an underwriter at 1-855-381-5729 or send an email to CMScreen@nationwide.com. |
|---|---|
| **Completing your life insurance application** | **iPipeline**  
Your applications are always accurate and in good order with our easy-to-use e-Application, powered by iPipeline. All Nationwide® individual fixed product forms are currently available, and you can get started at nationwidefinancial.com.  
Using iPipeline can help you get your life cases processed and commissions paid faster. iPipeline eliminates mail time and improves service time by about seven days.  
**Remember these must-haves on your application:**  
**Insured and owner information**  
Note: If the owner is not the proposed insured, please complete all questions for the owner and obtain his or her signature. We also need spouse and child information and signatures if you’re including riders for them.  
• First and last name  
• Social Security number¹  
• Complete address  
• Sex  
• Date of birth  
• State of birth  
• Phone number  
• Driver’s license number/state of issue  
**Beneficiary information**  
• First and last name  
• Relationship to the insured  
• Designated death benefit percentage for each beneficiary  
**Life insurance plan information**  
• Product name  
• Specified amount  
**In-force and applied-for insurance information**  
**Names and signatures²**  
• Insured and owner  
  - Include acknowledgment  
  - Include location and date  
• Insurance professional  
**Foreign national applicants**  
In addition to other must-haves, please include:  
• Foreign questionnaire  
• Copy of valid documentation, such as:  
  - Green card  
  - Visa  
  - Passport  
  - Consular ID  
| **Confirming the paperwork to send with your application** | • Illustration or signed No Illustration Acknowledgment Form (an illustration may be required by some states)  
• All required forms, including Long-Term Care Rider Supplement, if applied for  
• HIV consent form  
• Life Financial Supplement, if required  
• Producer’s certificate  
Note: We’ll need additional forms in certain situations, so check the instructions in your application packet to see what your specific case may require. Also, be sure to review the Temporary Insurance Agreement to verify that the proposed insured qualifies for temporary insurance before submitting any premium with the application. |

¹ Entering an invalid number (e.g., 111-11-1111) as a placeholder may delay the underwriting process.  
² Applications are usable for six months from the date signed.
<table>
<thead>
<tr>
<th>Ordering medical requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All medical requirements have a usable life of 12 months from the signature date through age 69 and six months from the signature date for ages 70+; after that, we’ll need new medical requirements.</td>
</tr>
<tr>
<td>• Let us order these for you so you can move on to something else; simply note on your producer’s certificate that you want us to handle on your behalf.</td>
</tr>
<tr>
<td>- If you’re using Intelligent Underwriting, Nationwide will order all the medical requirements.</td>
</tr>
<tr>
<td>• If you’d rather do it yourself, please use one of our authorized paramedical providers listed below or you can order the exam online at <a href="http://www.appslive.com">www.appslive.com</a>:</td>
</tr>
</tbody>
</table>

**Attending physician statements (APS)**

- ExamOne: 1-888-521-2004
- Express Imaging Services (EIS): 1-888-846-8804

Do not order APS(s) related to FAA, DOT or military.

If you have any questions about which APS(s) to order, reach out to our underwriters.

**Params**

- APPS: 1-800-727-2101
- ExamOne: 1-800-768-2058
- IMS Paramed: 1-877-808-5533

**Labs**

- Clinical Reference Lab (CRL): 1-800-882-1922
- LabOne: 1-800-768-2058

<table>
<thead>
<tr>
<th>Submitting your case</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow any suitability or case flow process that your back office requires, and make sure all forms have the appropriate signatures. For anything you send directly to Nationwide, mark it &quot;Attn: New Business&quot; or &quot;Attn: Life Underwriting.&quot; Please let us know if you’re submitting companion applications simultaneously, such as for family members or business partners, so they can be assigned to the same underwriter and case manager.</td>
</tr>
</tbody>
</table>

**Email:** lifeapps@nationwide.com  
**Fax:** 1-888-677-7393  
**Regular mail:**  
Nationwide Life Insurance  
P.O. Box 182835  
Columbus, OH 43218-2835  
**Express mail — fixed life applications:**  
Nationwide Life Insurance  
3400 Southpark Place, Suite A  
DSPF-D4  
Grove City, OH 43123-4856  
**All variable universal life applications — send overnight to:**  
Nationwide Life Insurance  
1050 Yard Street, GI-1-NSL2  
Grandview Heights, OH 43212

If you fax or electronically submit your application, please do not mail all of the originals; usually we do not need them upfront. For applications with external 1035 exchanges, please work with your case manager to determine the best time to submit the original 1035 form(s). Additional materials may be required; we will be sure to let you know.

Note: The producer is responsible for having any requirements received in any language other than English translated into English at his/her own expense. This should be interpreted by a disinterested third party.

<table>
<thead>
<tr>
<th>Requesting an APS reimbursement (On formal cases only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>For cases that undergo formal review, send an invoice and your proof of payment or receipt to us as we’ve noted below. For any request over $120, the underwriter reviewing the case will need to approve it.</td>
</tr>
</tbody>
</table>

**Email:** lifeapps@nationwide.com  
**Fax:** 1-888-677-7393  
Be sure to include the policy number.

**Regular or overnight mail:**  
Nationwide  
Attn: Vendor Relations  
3400 Southpark Place, Suite A  
DSPF-D4  
Grove City, OH 43123-4856

Note: APS reimbursement is available only for formal cases within 12 months of the application date. There is no APS reimbursement for trial cases.

If you order an APS and have submitted the application to multiple carriers, we ask that you send in reimbursement request only if you place the case with Nationwide.

<table>
<thead>
<tr>
<th>Checking on your case</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can check your current pending new business anytime with the Life Pending Business Tracker. Here’s how:</td>
</tr>
</tbody>
</table>
| • Log in at NationwideFinancial.com  
| • Under the Servicing tab, select Business Management  
| • From the left-hand menu, select Life Insurance, then Pending Business |

Should you need anything else, please contact your dedicated life new business team or call us at 1-866-678-LIFE (5433) from 8 a.m. to 8 p.m. ET Monday through Thursday and 8 a.m. to 6 p.m. ET Friday.

- 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. Nationwide, the Nationwide N and Eagle, Nationwide is on your side, Nationwide YourLife and Nationwide CareMatters are service marks of Nationwide Mutual Insurance Company. © 2011 – 2021 Nationwide

FOR INSURANCE PROFESSIONAL USE — NOT FOR DISTRIBUTION TO THE PUBLIC

NFM-8839AO.11 (02/21)