CHARTER OF THE SPONSOR AND CUSTOMER COMMITTEE

NATIONWIDE MUTUAL INSURANCE COMPANY
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY
NATIONWIDE CORPORATION

ESTABLISHMENT

The Sponsor and Customer Committees are committees of the Boards of Directors of Nationwide Mutual Insurance Company, Nationwide Mutual Fire Insurance Company and Nationwide Corporation (collectively, the “Companies”). The Sponsor and Customer Committees are collectively referred to below as the Committee. For purposes of this charter, “Customer” includes both partners and members.

MEMBERSHIP

The Committee shall be comprised of three or more directors as determined by the Boards. Members of the Committee shall have a basic understanding of agriculture and cooperative organizations. Members of the Committee and its chair shall be elected by the Boards of Directors based on the recommendation of the Governance Committees, and may be removed at any time by a majority vote of the relevant Board of Directors.

MEETINGS

The Committee shall meet at least three times per year, or more frequently as circumstances require, and maintain minutes of its meetings. Meetings may be called by two or more members of the Committee and may be held telephonically. Meetings may be attended by any non-management member of the Boards, although Directors who are not members of the Committee are not entitled to vote on issues considered by the Committee. The Committee may invite or exclude any person it deems appropriate to carry out its responsibilities. The chair elected by the Boards will chair all meetings of the Committee and may cast the tie-breaking vote on any issue brought to a vote by the Committee. In the absence of the chair elected by the Boards, another member of the Committee, selected by the members in attendance, shall chair the meeting.

The Committee may establish subcommittees from time to time for purposes of considering issues described below, provided that no decision concerning the evaluation of the Committee shall be delegated to a subcommittee. The Committee shall report to the Boards after each committee meeting. The report may take the form of a written report or an oral report by the chair of the Committee or any other member of the Committee designated by the Committee to make such a report.

RESPONSIBILITIES

The Committee’s primary function is to assist the Board in fulfilling its oversight responsibilities by 1) monitoring the Company’s involvement with agricultural and cooperatively-oriented organizations, as well as association-based affinity business partners, and 2) providing oversight and direction to ensure the Company’s delivery of Customer value in line with our mutual mission.
The Committee shall have the power to research any matters within the Committee’s scope of responsibilities.

In meeting its responsibilities, the Committee is expected to:

1. Oversee the Companies’ involvement with agricultural and cooperatively-oriented organizations, and monitor affinity relationships.
2. Review and, if necessary, update the charter of the Committee, and submit the updated charter to the Boards of Directors of the Companies for approval.
3. Strengthen relationships with the Companies’ sponsors and members of the Board Council.
4. Build new relationships among agricultural and cooperatively-oriented organizations.
5. Serve as the conduit to the Boards of Directors of the Companies on agricultural and cooperative thinking and views on business ideas.
6. Review and evaluate the mutual commitments and benefits of each agricultural and cooperatively-oriented organization relationship.
7. Monitor and report to the Boards of Directors of the Companies on business development with sponsors and other affinity business partners.
8. Recommend selected agricultural and cooperatively-oriented organizations to the Boards of Directors of the Companies as potential sponsors or Board Council members.
9. As part of our mutual mission, oversee the Companies’ successful delivery of customer value, including monitoring key performance indicators (i.e., Customer satisfaction, retention, customer and policy count, measures of relationship breadth and depth, and other indicators of member and partner value).
10. Review and provide oversight of Nationwide’s Customer experience initiatives.
11. Coordinate activities, as required, with other Nationwide committees or boards (e.g., Human Resources Committee, Finance Committee, etc.).

The above list represents examples of actions the Committee may take in fulfilling its responsibilities.

The duties and responsibilities of a member of the Committee are in addition to those duties set out for a member of the Board of Directors

**INVESTIGATIONS/POWER TO RETAIN COUNSEL AND ADVISORS**

The Committee shall be empowered to retain independent counsel, auditors or others to assist in the conduct of a research study.

Approved June 6, 2018