



## Key Messages

### Recap of Member Connections Meetings

#### Members talk, we listen

We asked members to give us one word to describe Nationwide. Here's what they said:

- "Flexible"
- "Affordable"
- "Customer-focused"
- "Friendly"
- "Personal"
- "Professional"
- "Secure"
- "Reliable"
- "Efficient"
- "Understanding"

Members discussed what they wanted from Nationwide on these topics:

- **Vanishing Deductible**
  - How does it work – many questions around pricing, impacts from various claims situations and understanding billing
  - Interest around the product and what it is
  - Desire to understand its effect on premium, rate
- **Positive claims experiences**
  - Members used words such as "fair, responsive, quick and trouble-free" when speaking about their claims experience
  - Majority of members had a claims experience with Nationwide, and the overall feedback was very positive
  - Members stated their agents were immediately responsive, and resolved their claims quickly and efficiently
- **Insurance Education**
  - Our policyholders enjoy information about insurance products and services
  - Members have a lot of questions around their policies and types of coverages such as:
    - what does each coverage offer me?
    - how should I determine the best coverages for my individual situation?
    - how can I better understand my policies?

#### Members want solutions

Nationwide currently offers these problem-solving solutions for our members:

- Speak to your local agent
- [Access educational articles and videos](#) about auto and home insurance, and finances
- Call us at **1-877-669-6877**
- [Sign up for online account access](#)
- [Ask questions or see what other members are asking](#)