

How Do I Access My Nationwide Account?

ON THE WEB

You can get information about your account on the Web, 24 hours a day, seven days a week. To get started immediately, just follow the six easy steps below.

- 1** Go to <http://www.nationwide.com>
- 2** Look on the right side of the home page for “Access My Account”, and select 401(k) from the dropdown.
- 3** Click on the “**Ready to setup access?**” under Help and Options.
- 4** Enter your **Social Security Number** (SSN) with no dashes at the top of the page. On the left side of the page, enter the account number, which is: **19680104** then click go to continue.
- 5** Create a password. It must be at least eight and no more than 20 characters, and must include at least one letter and one number. You will be asked several verification questions so that you may reset your own password should you forget it. As long as you can answer the questions in the same manner as you do on the day you set up your profile, you can reset your password from the log in page.
- 6** Click to continue, log in, and you're ready to go!

ON THE PHONE

You can get information about your account on the telephone, 24 hours a day, seven days a week. Just follow the six easy steps below to access INQUIRE, our toll-free telephone account tool.

- 1** Dial 1-800-772-2182
- 2** Press 1 for English or 2 for Spanish
- 3** Enter your Social Security Number (SSN). If you have more than one plan, you will be prompted to select the plan.
- 4** Enter your Personal Identification Number (PIN). For the initial call, use “1234” as your PIN.
- 5** During the initial call, you will be prompted to enter a confidential 4-digit PIN for future access.
- 6** Make your selection!

For Account Information, **Press 1** then:

Press 1 to hear you account balance

Press 2 to hear Nationwide Fixed Fund Interest Rates

Press 3 to hear how your current contributions are being directed

Press 4 to hear your transaction history

To process transactions, make changes to your account, or to change your Personal Identification Number (PIN), **Press 2** then:

Press 1 to exchange funds

Press 2 to change how your future contributions will be directed

Press 4 to change you PIN

For a full tutorial on the INQUIRE system, **Press 5**

From any menu, you may also:

Press * 6 to return to a previous menu

Press * 0 to speak to a Customer Service Representative

Press * 9 to end the call