

HOW TO ACCESS YOUR ACCOUNT




On Your Side[®]

CONGRATULATIONS! YOU'RE ALL SIGNED UP. NOW WHAT?

Use this step-by-step guide to learn how to get access to your new retirement plan account at nationwide.com.

Your retirement plan account gives you an opportunity to review your investment selections, manage your allocations and get important news about your plan — all online!

If you're confused by all these terms, not to worry. There's plenty of time to learn it all. But first, let's set up your account! 

STEPS:

- 1 Go to: nationwide.com/login.
- 2 Under the login boxes in the middle of the page, select **Sign up**

The screenshot shows the Nationwide website's login page. At the top, there is a search bar and navigation links for 'Home' and 'Contact Us'. Below this are tabs for 'For Individuals', 'For My Business', and 'Access My Account'. The main heading is 'INSURANCE & INVESTMENTS Login for Insurance & Investments'. The login form includes fields for 'Username' and 'Password', with links for 'Forgot username?' and 'Forgot password?'. A 'Log in' button is present. Below the form is a link for 'Log in to Other Services' and a 'Sign up' link. A red line from step 2 of the instructions points to the 'Sign up' link. The page also features three promotional boxes: 'We value your privacy and security', 'Ready for Retirement? Use our RetriAbility Check® to find out how financially prepared you are. Get your R-Score', and 'Go Green, Go Paperless. Log in and go to your profile to switch to email today.' A 'Contact Us' sidebar on the right provides contact information for Insurance, Life Insurance, Annuities, and Retirement Plans. The footer contains a navigation menu, copyright information for 2009, and logos for Nationwide, Equal Housing Opportunity, and TRUSTe.

On the “Sign up for Online Access” screen you will need to indicate if you are registering as an individual or manager of a trust, estate or corporation.

Then fill out your first name, last name, suffix, date of birth, zip code and Social Security or Tax ID number.

STEP:

4 Verify your information

5 Enter: account/policy number(s).
(You find this number in your enrollment book.)

The screenshot shows the 'Sign Up for Online Access' page for Nationwide. The page is titled 'Sign Up for Online Access' and has a progress bar with four steps: 1. Verify Identity (current step), 2. Username and Password, 3. Security Questions, and 4. Email Preferences. Below the progress bar, there is a message: 'It's easy to sign up for online access to your Nationwide products. Start here. It takes just a few minutes.' and a note: 'Asterisk (*) indicates required field'. The 'Verify Identity' section is highlighted in green and contains the following fields: 'I'm registering as:' with radio buttons for 'An individual' (selected) and 'A manager of a trust, estate or corporation'; 'First name:' with a text input field; '* Last name:' with a text input field; 'Suffix:' with a text input field; '* Date of birth:' with three separate text input fields for month, day, and year, followed by '(mm/dd/yyyy)'; '* Zip code:' with a text input field and the instruction 'Use your mailing address zip code.'; and '* Social Security or Tax ID number:' with a text input field and the format 'XXX-XX-XXXX or XX-XXXXXXX'. Below the 'Verify Identity' section is the 'Enter Account/Policy number(s)' section, also highlighted in green, with the instruction 'Enter information for one of your accounts and we'll find all the others.' and a field for '* Account/policy number:' with a text input field and a link 'Where do I find this number?'. At the bottom of the form, there is a lock icon and the text 'We value your privacy & security' and a 'Continue >' button.

HELPFUL TIP

Make sure you add the dash in your account/policy number. It should read XXX-XXXX rather than XXXXXXX.

6 Click: continue

The next screen allows you to create your **Username** and **Password**.

Please review the instructions when creating them. Note: both username and password must be at least six characters long and must be a combination of both alpha and numeric characters (e.g., abcd1234).

Once you've created your own customized username and confirmed your password, please click the **Continue** button.

STEPS:

7 Create: username and password

The screenshot shows the Nationwide 'Sign up for Online Access' form. The Nationwide logo is at the top left. The page title is 'Sign up for Online Access'. A progress bar shows four steps: 1. Verify Identity, 2. Username and Password (current step), 3. Security Questions, and 4. Email Preferences. A 'Contact Us' button is in the top right, with contact information: 'Questions? 1-877-304-1966, M-F: 9 a.m.-9 p.m. ET, Sat: 8:30 a.m.-5 p.m. ET'. Below the progress bar, it says 'Choose a username then check to make sure it's available.' and 'Asterisk (*) indicates required field'. The form has three main sections: 'Username and Password', 'Password', and 'Re-type password'. The 'Username and Password' section has a text input for 'Username' with 'daverod123' entered, a 'Check availability' button, and instructions: 'Username must be at least 6 characters. Username can't contain spaces or these special characters: *, &, * (, <, >, ", %,) and can't be all numbers. Username is not case-sensitive.' The 'Password' section has a text input with '*****' and instructions: 'Your password must be at least 6 characters. Password must contain a number OR special character (other than *, &, * (, <, >, ", %,) and can't be all numbers. Password cannot contain spaces. Passwords are case-sensitive.' The 'Re-type password' section has a text input with '*****'. At the bottom right, there is a 'Continue' button. A lock icon and the text 'We value your privacy & security' are also present.

8 Click: continue

The next screen allows you to create your security questions. These are only used if you forget your username and/or password and need to reset them online. You'll complete these three steps

- A Choose one question from the drop down list of questions and answer it.
- B Choose one question from the next set of drop down questions and answer it.
- C Choose one question from the final set of drop down questions and answer it.

STEPS:

9 Create your security questions

Nationwide
On Your Side

Sign up for Online Access

1. Verify Identity 2. Username and Password 3. Security Questions 4. Email Preferences

Next, choose your security questions. If you forget your password, these questions will be used to confirm your identity.

Asterisk (*) indicates required field

Security Questions

Question 1

* Select a security question: What was the name of your first childhood pet? ▾

* Type the answer to your question: Jerry

Question 2

* Select a security question: In what city (full name) did you meet your spouse for the first time? ▾

* Type the answer to your question: Jerry

Question 3

* Select a security question: What is the first name of the best man at your wedding? ▾

* Type the answer to your question: Jerry

We value your privacy & security

[← Back](#) [Continue >](#)

10 Click continue

STEPS:

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On this screen, you will need to verify your information and select your email preferences.

The screenshot shows a web form titled "Sign up for Online Access" with a progress bar at the top indicating four steps: 1. Verify Identity, 2. Username and Password, 3. Security Questions, and 4. Email Preferences. The form contains the following sections:

- Email Address:** Two input fields labeled "* Email:" and "* Re-type email:". A note states "Don't worry! We will not share or sell your email address to other companies."
- Preferences:** A question "Would you like to receive any of the following?" with radio buttons for "Yes" and "No". A note says "We'll send you only the types of email you request." Below this is a list of preferences: "* Useful information from the Nationwide family such as money-saving ideas and ways you can protect what matters to you:".
- Electronic Services Agreement:** A section with the text "This is your agreement to abide by the rules governing internet server access with Nationwide®". It includes a checkbox labeled "* I have read and accept the Electronic Services Agreement" and a note: "You are required to read and accept the ESA by checking the box."
- Footer:** A lock icon and the text "We value your privacy & security".
- Navigation:** A "< Back" button on the left and a "Send" button on the right.

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Read and accept the Electronic Service Agreement.

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Click send

Congratulations!

You now have online access

Now that you have access to your online account, a world of possibilities is open to you.

You can use this site to:

- Check your balance and personal rate of return
- Reallocate your balance
- Get a summary of your retirement balance

And much more!

Check it out today!

• Not a deposit • Not FDIC or NCUSIF insured • Not guaranteed by the institution • Not insured by any federal government agency • May lose value



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The Nationwide Group Retirement Series includes unregistered group fixed and variable annuities and trust programs. The unregistered group fixed and variable annuities are issued by Nationwide Life Insurance Company. Trust programs and trust services are offered by Nationwide Trust Company, FSB, a division of Nationwide Bank. Nationwide Investment Services Corporation, member FINRA. In MI only: Nationwide Investment Svcs. Corporation. Nationwide Mutual Insurance Company and Affiliated Companies, Home Office: Columbus, OH 43215-2220. Nationwide, the Nationwide framemark and On Your Side are service marks of Nationwide Mutual Insurance Company.

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