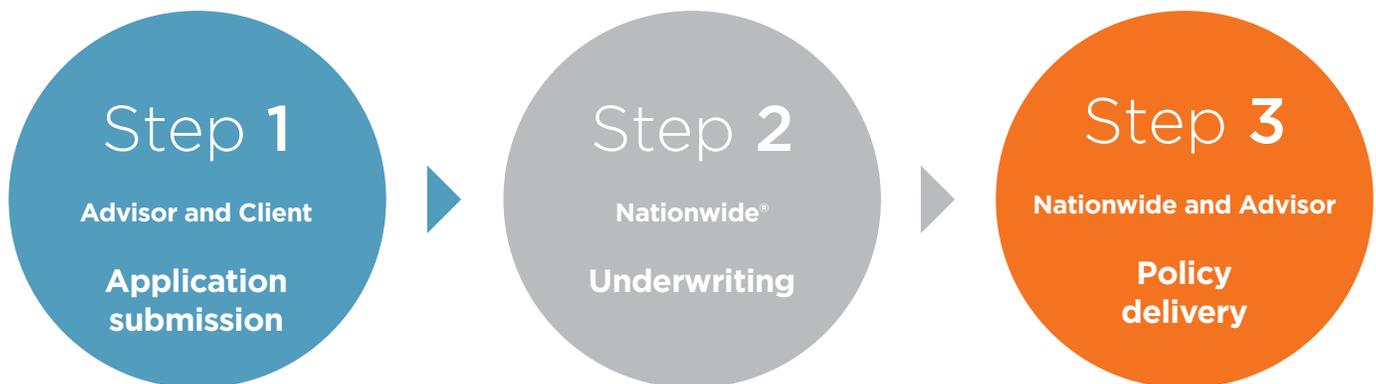




Nationwide®
is on your side

Simplified Underwriting process

Three easy steps from submission to commission



Pre-application:

- » Identify prospect
- » Pre-qualify prospect using the Pre-qualification guide and long-term care (LTC) personal worksheet
- » Verify licensing appointment with Nationwide

Complete forms:

- » Complete Part I of the application
- » Provide an outline of coverage
- » Complete LTC personal worksheet
- » Complete 1035 paperwork, if required
- » Prepare proposed insured for the tele-interview by providing the pre-interview guide
- » Complete other state-specific forms

Submission:

- » Fax, email or mail application and other required paperwork

Easy submission:

- » Producer provides all necessary paperwork at one time, upfront
- » No follow-up, additional client meetings or back and forth required

- » Confirm producer appointment and license
- » Conduct tele-interview with proposed insured
- » Underwrite and render decision; *inform producer and proposed insured of outcome*

Minimal requirements:

- » No attending physician statements
- » No paramedical exams

- » Place policy in force
- » Assemble and mail policy contract
- » Deliver to producer or proposed insured and schedule commission payment

Speedy turnaround time:

- » From submission to underwriting, the decision can take as little as six to eight days, leading to a timely policy issue

Provide the following during the application submission process:

To Nationwide

- Application Part I
- Projection of values
- LTC personal worksheet
- NAIC states — Replacement of Life Insurance or Annuities form, if applicable
- Temporary Insurance Agreement, if applicable
- 1035 Policy Exchange Agreement and documentation, if applicable
- Long-term Care Replacement Form, if applicable
- Other state-specific forms

To the proposed Insured

- Outline of coverage
- LTC insurance personal worksheet
- Things You Should Know Before You Buy Long-term Care Insurance
- A Shopper's Guide to Long-term Care (if required by state)
- Personal history phone interview instructions
- State-specific forms

Frequently asked questions

Question: **What will happen if I submit a case with missing or incomplete information?**

Answer: A Nationwide case manager will call you and solicit the missing information.
Note: The case will not proceed through the underwriting process, including the tele-interview, until it is "in good order."

Question: **What can cause delays in the underwriting process?**

Answer: The following are common reasons for delays in the underwriting process:

- Incomplete Application Part I
- Missing projection of values
- Missing or incomplete replacement forms
- Missing or incomplete state-specific forms
- Missing signatures
- Licensing or appointment issues

Question: **What are the options for the initial premium?**

Answer: The following options are available for paying the initial premium:

- Submit payment with the application
- Web remittance (where available)
- Authorized electronic draft
- Partially or completely funded by a 1035 exchange

Question: **How can I review the status of a case?**

Answer: View your status at Nationwide's Sales & Service website (nationwide.com/financial/advisors.jsp), or by calling the service line at 1-866-678-5433, Monday through Thursday between 8 a.m. and 8 p.m. ET, and Friday between 8 a.m. and 6 p.m. ET.

Frequently asked questions

Question: **What should the proposed insured expect during the phone history interview?**

Answer: Please refer to and provide the proposed insured with the pre-interview guide.

Question: **What is the protocol for phone attempts to reach the proposed insured if he or she cannot be reached for scheduling the phone history interview?**

Answer: Scheduling attempts are made according to the following protocol:

Once Nationwide's Underwriting Assessment Services receives the tele-interview request, they will make up to five calls within three to five business days of receipt of the request.

- The initial call to the proposed insured is placed within one business day of interview receipt by the Underwriting Assessment Services area
- If the proposed insured is not at home, and if applicable, a message is left on the first, second and fifth call attempts, leaving the toll-free number to schedule an interview
- If the proposed insured does not return the initial call to schedule an interview, four additional calls will be made to the proposed insured within two to four business days after the first call; if the proposed insured cannot be reached, no message will be left until the fifth call, when the toll-free number will be provided to schedule an interview

Tele-interviewers currently make outgoing phone calls between 8 a.m. and midnight ET Monday through Friday, and between 8 a.m. and 3 p.m. ET on Saturdays.

Calls are not currently completed on Sunday, before 8 a.m. or after 8:30 p.m. (local time in the applicant's time zone), unless requested specifically by the proposed insured or producer.

At least three of the five calls will be made during the proposed insured's best time to call, as indicated on the application.

Question: **Can a specific time be scheduled for the interview on the application?**

Answer: Since a good-order review needs to be completed at time of application submission, a specific time cannot be dictated on the application. However, you are encouraged to indicate a best time to call on your application. At least three of the five calls will be made during the proposed insured's best time to call as indicated on the application.

Question: **What will the underwriters review during the underwriting process?**

Answer: Underwriters will take the following into consideration in making a decision:

- Results for the Prescription Database (RX)
- Results of MIB
- Responses from the application Part I
- Responses from the phone history interview (application Part II)
- Results from the cognitive test conducted during the phone history interview, if applicable

Frequently asked questions

Question: **Can I have the interview done immediately after submitting an application? Can I schedule another specific time for the interview?**

Answer: At this time, all paperwork must be received and reviewed by Nationwide's case managers to make certain everything is in good order. Once everything is deemed to be in good order, the case will move to Nationwide's Underwriting Assessment Services area and the scheduling process will commence. However, during any contact made with the proposed insured on an outbound attempt, they will have the option of either scheduling the interview or having it completed at that point in time.

Question: **Can the proposed insured receive assistance or have other people on the phone with them during the phone history interview?**

Answer: The proposed insured must be the only one on the phone, without exception. Speaker phones are not allowed. To get a clear understanding of the proposed insured's responses, no third party should be guiding his or her answers in any way. Any signs of not meeting this requirement could result in an immediate decline.

Question: **What impairments or conditions will result in definite adverse decisions?**

Answer: We have created a pre-qualification guide for your reference. Specific impairments are listed where an adverse decision would be expected. In addition, a list of prescription medications that would indicate an uninsurable impairment or condition is provided. Using these tools will let you pre-qualify the proposed insured to see if this is the right product for them.

Note: These guides do not need to be submitted with the application.

Question: **My client already has a Nationwide policy. Can I do an internal exchange into this product?**

Answer: Internal exchanges are allowed, but full underwriting will be required.

Question: **I have gone through the pre-qualifying exercise with my client. They mentioned a condition and an accompanying prescription treatment that I do not see on the guide; however, this typically would be a rated case. Should I submit the application?**

Answer: Yes. Underwriting decisions are based on a combination of factors including the phone history interview, and MIB and RX results. Make certain that the proposed insured is prepared to provide as much detail as possible on his or her condition during the interview. Remember, a submitted case does not guarantee approval.

Question: **If a proposed insured is declined for coverage, when and how will he or she be notified?**

Answer: A letter will be sent to the proposed insured notifying him or her of the decision. In addition, you will be contacted via phone call, correspondence or both.



Keep in mind that as an acceleration of the death benefit, the long-term care rider payout will reduce both the death benefit and cash surrender values. Make sure life insurance needs will still be met, even if the rider pays out in full. Costs for long-term care vary by person, and there is no guarantee the rider will cover all long-term care costs.

Life insurance is issued by Nationwide Life and Annuity Insurance Company, Columbus, Ohio.

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