Nationwide CareMatters® II

Personal History Online Interview

Your clients applying for CareMatters® II have the option to complete their personal history interview online, giving them the convenience of being able to complete it within their schedule.

The online interview covers the same content as the telephonic interview but with an interactive interface to help the client provide the necessary information. For clients 60 and over, a telephonic cognitive screening is required.

Online Interview

+ New for CareMatters II
+ Easy to use
+ Secure
+ Mobile-friendly

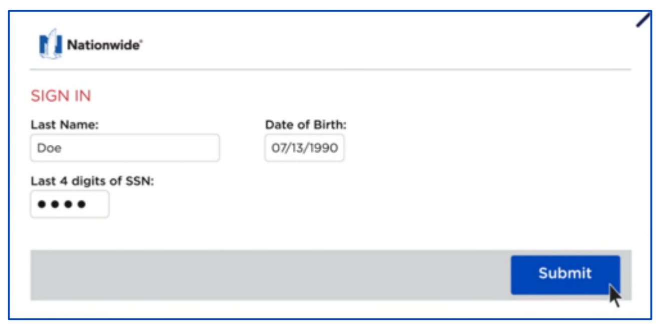
What are the advantages of the online interview?

- ✓ It's available 24/7 and your clients won't have to schedule a specific time to complete it.
- ✓ If they exit the interview, it will remember where they left off when the log back in.
- ✓ A help number is available (available M-F 8 a.m. to 8 p.m. ET at 1-877-202-4819) and they can switch to the telephonic interview if they are having difficulties.

How does it work?

When the initial application is received, a welcome email will be sent to you and the proposed insured. Shortly after, an email with the link to access the interview will be sent and the applicant can get started.

After using the link to access the interview, the applicant will need to enter their last name, date of birth and the last 4 digits of their Social Security number.[1]



The interview link is active for 10 days, and reminders are sent on days 3, 6 and 9 prior to expiration on day 10.

Both you and your client will receive an email confirmation when they have completed their interview.

Supporting materials

- Watch this video to see how the Online Interview technology works.
- For clients: "How to prepare for your personal history interview". This guide can help them assemble everything they'll need ahead of time.
- For financial professionals: CareMatters II Underwriting Process Guide. Consult this guide to review the application and underwriting process. It also includes information on pre-screening applicants.

To learn more about the benefits of Nationwide CareMatters® II, please visit NationwideFinancial.com/CareMatters or call us at:

Life Insurance National Solutions Center 1-800-321-6064

Nationwide Financial Network® Solutions Center 1-877-223-0795

Brokerage General Agents Solutions Center 1-888-767-7373

[1] Login credentials must be identical to what was provided on the client application. Entries are case sensitive. If a correction to the client's information is needed, reach out to your Nationwide case manager.

Nationwide® is on your side

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

Nationwide CareMatters II is a cash indemnity product that pays LTC benefits when the insured person is certified to have a qualifying condition and a need for LTC services. Bills and receipts showing actual expenses do not have to be submitted for payment of benefits once a claim has been approved. Each year, the policyowner can receive, tax free, the greater of the HIPAA per diem amount or actual LTC costs incurred. However, benefits may be taxable under certain circumstances. Taxpayers should consult with their tax and legal advisors about their specific situation.

All guarantees and benefits of the insurance policy are backed by the claims-paying ability of the issuing insurance company. Policy guarantees and benefits are not backed by the broker/dealer and/or insurance agency selling the policy, nor by any of their affiliates, and none of them make any representations or guarantees regarding the claims-paying ability of the issuing insurance company.

Nationwide CareMatters II may not be available in some states. Please contact Nationwide to determine product availability in your state.

Products are issued by Nationwide Life and Annuity Insurance Company, Columbus, Ohio.

FOR FINANCIAL PROFESSIONAL USE— NOT FOR DISTRIBUTION TO THE PUBLIC

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