



Dear distribution partners,

**We have some good news for you ...**

**Nationwide is resuming CareMatters® II sales in Washington state effective Feb. 4, 2022.**

The WA Cares Fund led to significant increases in our application volumes and caused delays in underwriting and policy issuance. Particularly challenging were the significant number of paper applications received that required manual processing. This compelled us to temporarily suspend sales in Washington. We are pleased to announce that we are resuming Nationwide CareMatters® II sales beginning Feb. 4, 2022. Please note that backdating is not available for this product.

We have eliminated our backlog of pending CareMatters applications from Washington and are operating within our expected timelines. The digital processes we use for our CareMatters business provide a quicker and more streamlined experience, one that is separate from our traditional life insurance pending business. For this reason, we are now able to accept new applications for CareMatters II only.

This update applies to only the Nationwide CareMatters II product.

**What about our other products?**

While we are not accepting other life insurance applications in Washington at this time, we are continually evaluating our capacity so that we can re-enter in a deliberate and purposeful fashion.

We will provide further guidance in the near future for when we will begin to accept additional product types in Washington.

**Use our digital resources for faster turnaround.**

- Use electronic applications whenever possible.
- Encourage your clients to use the Online Interview. [Watch this video](#) to learn more.
- You can check on the status of applications and submit outstanding requirements using our [Life Pending Business Tracker](#). Watch this video to learn how to use the [Life Pending Business Tracker](#).
- NOTE: When selling through an intermediary, identifying them in the electronic application will help expedite processing.

**We are committed to managing our new business to best serve our partners.**

We apologize for these service challenges, and we recognize the difficult position they may have put you in with your clients. We continue to add staff as quickly as possible to ensure we are providing the extraordinary service you expect from Nationwide.

We pride ourselves on the experience that we create and have been working hard to restore the service levels you have historically received and should expect from us.

We thank you for your patience.

<b>Life Insurance Solutions Center</b>	<b>1-800-321-6064</b>
<b>Brokerage General Agents Solutions Center</b>	<b>1-888-767-7373</b>
<b>Nationwide Financial Network® Solutions Center</b>	<b>1-877-223-0795</b>
<b>Producer Group Solutions Center</b>	<b>1-844-867-8159</b>
<b>World Financial Group Solutions Center</b>	<b>1-855-455-4139</b>

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



**Nationwide®**

This material is not a recommendation to buy or sell a financial product or to adopt an investment strategy. Investors should work with their financial professional to discuss their specific situation.

All guarantees and benefits of the insurance policy are backed by the issuing insurer. 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.

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

Nationwide, the Nationwide N and Eagle and Nationwide is on your side are service marks of Nationwide Mutual Insurance Company. © 2021 Nationwide

FOR FINANCIAL PROFESSIONAL USE — NOT FOR DISTRIBUTION TO THE PUBLIC

LAE-1898AO (02/22)

FOR FINANCIAL PROFESSIONAL USE — NOT FOR DISTRIBUTION WITH THE PUBLIC