

On the Phone

It's easy to access your account

To get started with account information after enrollment, you will access INQUIRE, our toll-free telephone account tool. You can get information about your account on the telephone, 24 hours a day, seven days a week.

Follow these six easy steps:

- 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 call, you will be prompted to enter a confidential four-digit PIN for future access.
- 6** Make your selection!

For Account Information, press 1 then:

Press 1 to hear your 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 your 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

Once your account access is established, you can check your account balance, review funds available in your plan, change your investment direction for current or future assets, and more!

NFS Trading Guidelines Information:

Nationwide Financial will monitor electronic trades for individual plan participants and apply the following guidelines to limit abusive trading practices. Upon completing eleven (11) trades within two consecutive quarters of a calendar year or upon completing twenty (20) trades within a calendar year, a Participant will be restricted from requesting additional electronic trades for the remainder of the calendar year. Participants who become restricted from additional electronic trading may continue to request trades via U.S. mail. The restriction will be effective until the next calendar year at which time the restriction will be lifted. In addition to the Nationwide Financial monitoring policy, trading policies may be in effect on some of the mutual fund options in your plan. These policies can vary from fund to fund and may also result in a trade restriction or a redemption fee. Please consult the prospectus of each fund that you are invested in to determine what, if any, trading policy is in place for that fund.