It's easy to get account information

ON THE PHONE

You can get information about your account on the telephone, 24 hours a day, seven days a week. Just follow the six easy steps below to access INQUIRE, our toll-free telephone account tool.

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 initial call, you will be prompted to enter a confidential 4-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

ON THE WEB

You can get information about your account on the Web, 24 hours a day, seven days a week. To get started immediately, just follow the six easy steps below.

1. Go to www.nationwide.com.
2. Under "Access My Account", select "Sign Up".
3. Select "401k" from the Account dropdown list, and Go!
4. Enter your Social Security Number (SSN) with no dashes and under "Customer Account Number", enter your case number with no dashes. Please refer to the Welcome Page of your book to get your case number. Then click "next".
5. Create a user name and password. The requirements are listed at the bottom of the web page. You will be asked to enter your email address and two security questions. If you forget your user name or password in the future, you can reset them from the log in page by answering these questions exactly as you enter them here.
6. Click "Continue" twice. Log in by selecting "Personal Account", and you're ready to go! For technical or navigational support only, please call 888-867-5175 Option 1.

Trading Guidelines:

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.

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