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Good news

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.

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

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

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

Producer Group Solutions Center: 1-844-867-8159

World Financial Group Solutions Center 1-855-455-4139

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