

Nationwide Digital Transformation

April 2021



Nationwide[®]
is on your side



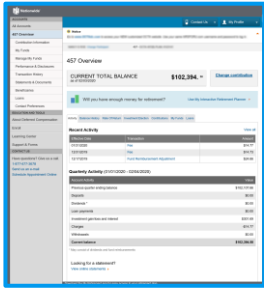


Digital Transformation & Self-Service

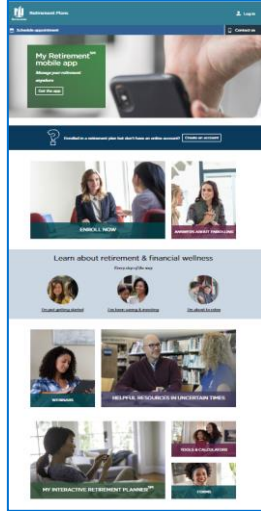
Web Experience

Participant Website Redesign & Self-Service Enhancements 2020-2021

Current

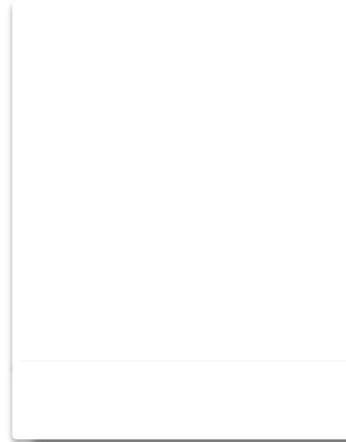


Pre-Login



Post-Login >>

Acct Summary



✓ ID: 23569871 Withdrawal request ▶ Payment sent

02/1/2020

Withdrawal type	Retirement	Gross amount	\$1,000.00
Withdrawal option	Partial lumpsum	Federal Tax withheld	-\$200.00
Payment method	Direct deposit to	State Tax withheld	-\$20.00
	Chase Bank Account xxxxxxx234	Net amount	\$780.00

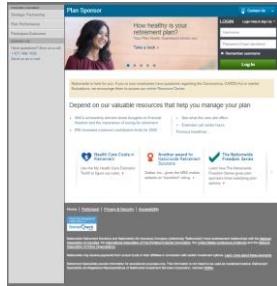
1 Our records show your financial institution has received your withdrawal. The date these funds will be deposited in your account is based on your financial institution's deposit rules.

Request received → Processing → **Payment sent** → Complete

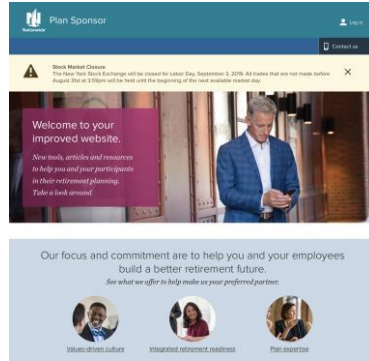


Plan Sponsor Website Redesign & Self-Service Enhancements 2020-2021

Current

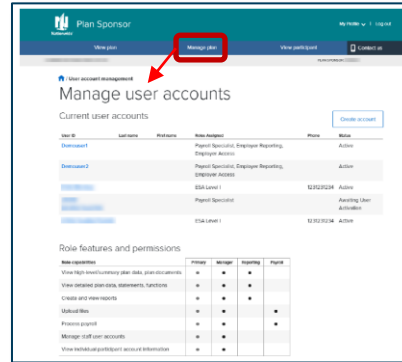


Pre-Login

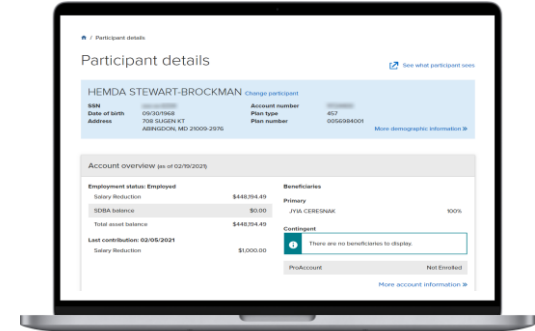


Post-Login >>

User Account Management



Participant List & Details Enhanced Search



Live on 4/26!



Advancing Participant and Plan Sponsor Experiences – What's Next in 2021?

PARTICIPANT Experience Enhancements

- Website redesign continued enabling new self-service options
 - Additional Participant Alerts (slide 5)
 - Online Withdrawals initiation of Unforeseeable Emergencies, Financial Hardships & Rollovers
 - On-Demand Statements
- My Retirement Mobile App enhancements
- Statement Redesign (slide 6)

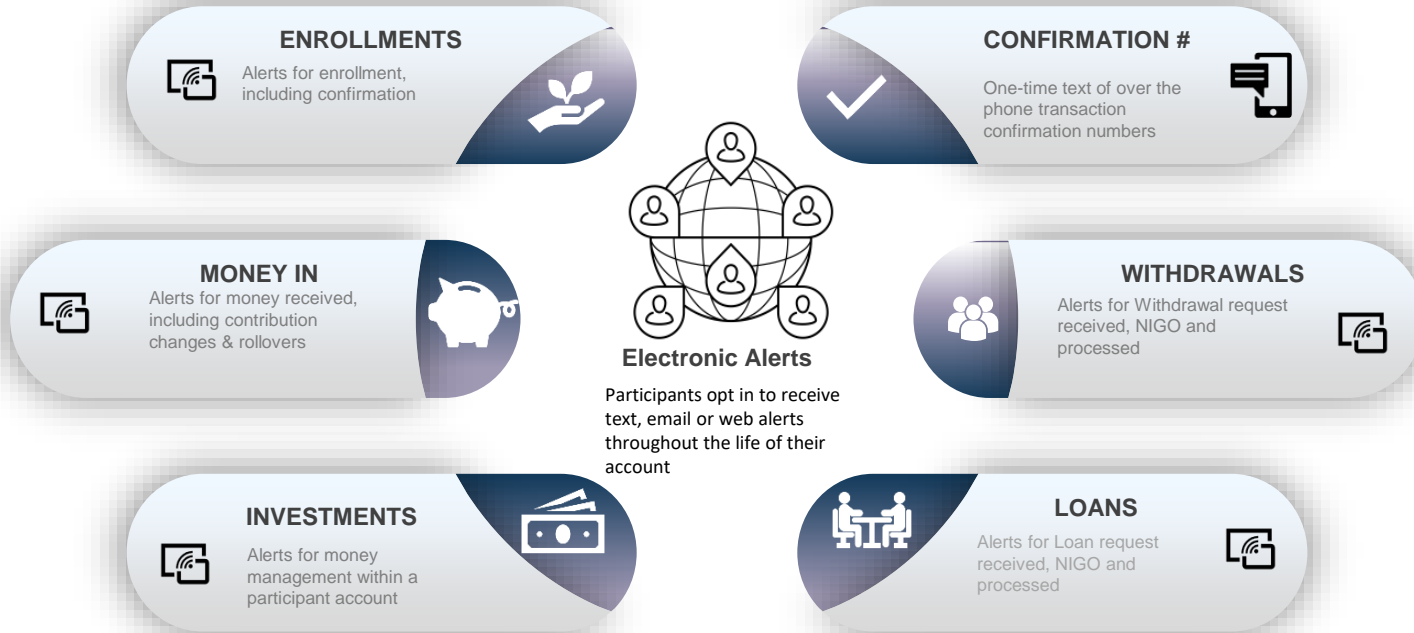
PLAN SPONSOR Experience Enhancements

- Plan sponsor website redesign enabling more self-service options
 - Participant List & Details Search (slide 7)
 - Task Center
 - Resource Center



**2021 targets only*

Participant Alerts Roadmap

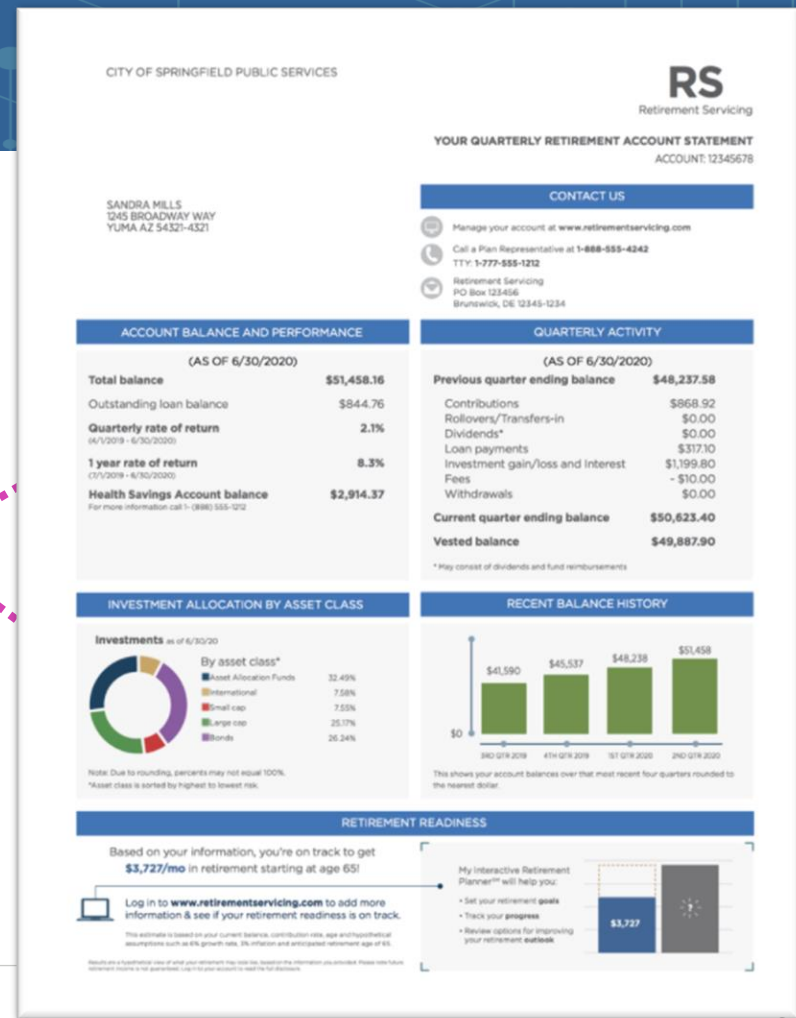
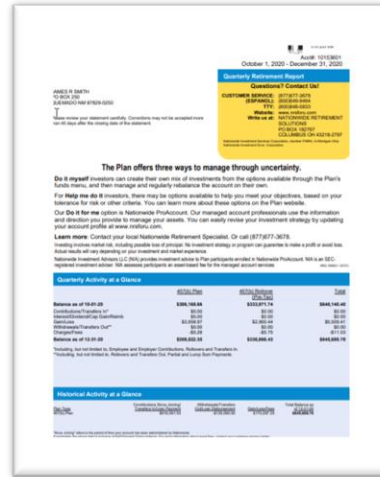


**targets only*

Participant Statement Redesign

Summary of Changes

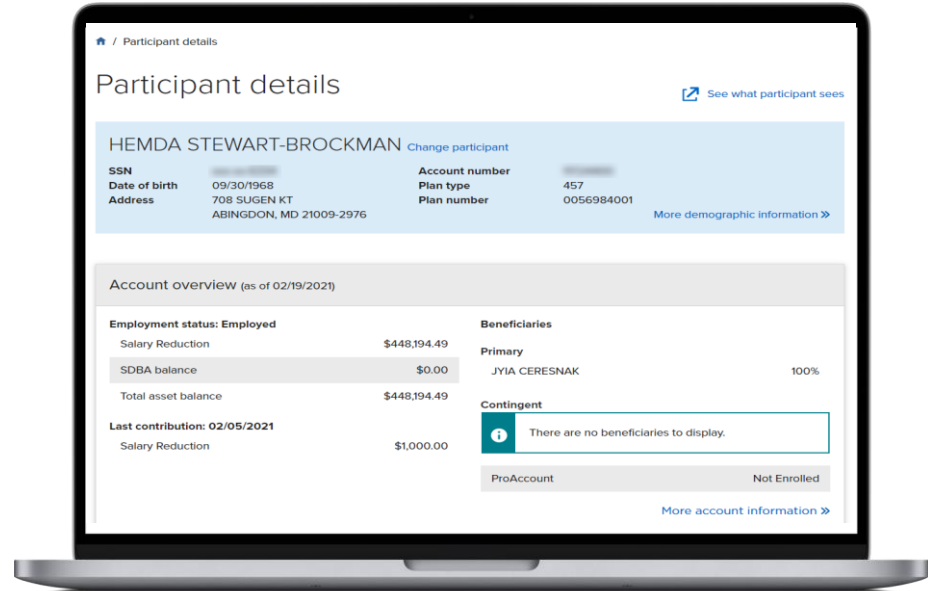
- A redesigned participant statement that quickly and easily answers the questions:
 - How is my account performing?
 - Am I on track for retirement?
- New data visualizations utilizing full color graphics
- Plan customization that provides the ability to turn sections on and off and utilize custom labeling
- Greater self-service for the participant that allows for on-demand statements on the website



Plan Sponsor Participant List & Detail Search – Live on 4/26!

Quick access to help you manage important participant account details

- A full participant list with employment status filter
- Provides an enhanced search feature and additional view to see and edit in depth details on participants
- Can be restricted for secondary users
- Users can continue to “see what participant sees”



Thank you!



Nationwide[®]
is on your side

