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Update from Nationwide on CareMatters® underwriting

We appreciate your interest in doing business with Nationwide®, and we are excited about the opportunity to provide your clients with protection for their future. With the recent launch of our new CareMatters TogetherSM product, the price improvement to our existing CareMatters® II product and the regular influx of year-end business, we are experiencing an increase in applications. We recognize you may be wondering what this means for your submitted cases as we approach year-end. To help reassure you and answer any questions you have, we will be providing regular status updates through the end of the year.

Where we are now:

- With the increase in our incoming CareMatters applications, it may be taking longer than usual to receive an underwriting decision or offer.
- We want to make sure you are aware that all incoming CareMatters business goes to a dedicated underwriting team that is separate from all other life insurance business.
- This means that any slight delay you are experiencing with submitted CareMatters cases will not affect your other cases with Nationwide.

What we are doing to improve:

- We have hired additional underwriting and case management personnel and are in the process of onboarding them right now.
- This additional capacity will help us gain momentum in this space as we head into year end.
- Throughout the month of October, we saw decreases in APS ordering and decisions to decline and an increase in placement rate.
- We expect this positive progress to continue over the coming weeks, and you can expect to see improvements in your experience.

What we expect heading into year-end:

- With the additional team members coming on board and the focus we are putting on this business internally, we expect to be able to resolve any backlog of CareMatters cases waiting on a decision before year-end.
- At this time, we remain committed to the following dates to get your business placed with Nationwide in 2023:
 - **December 15:** Deadline for us to receive applications
 - **December 27:** Deadline for us to receive premium
 - Please note: Applications must be in good order for these deadlines to apply.



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