

We offer better participant experiences that deliver meaningful outcomes through:

- **Experienced teams** assigned to the plan, including Relationship Managers and Retirement Specialists committed to building relationships and proactive outreach.
- **100% U.S.-based** Solution Center Representatives providing one of the highest support availability rates for participants in the industry.
- Industry-leading¹ digital tools and technologies that help participants plan for and live in retirement while also protecting data and assets with features like Nationwide Account Lock.
- Participant Engagement Program that delivers personalized education and nudges, motivating more participants to engage with their plan and take action.
- Comprehensive financial planning provided by professionals who have earned and maintain the CFP® designation at no cost to the participant, regardless of account size.

Extensive access and assistance to help participants feel confident and at ease.



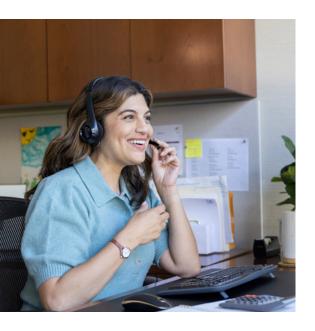
You can expect:

- No talk time limits
- No pressure
- No cross-selling
- No hidden agendas



We're available when you need us most:

- More than 200 registered representatives
- Average speed to answer is 17 seconds*
- Six-day availability
 - Mon Fri: 8 am 11 pm ET
 - Sat: 9 am 6 pm ET



We offer administrative simplicity that relieves your burdens and improves efficiency.

- Dedicated administration that gives you **direct access** to the plan's assigned Account Manager
- Same-day request response from our 100% U.S.-based team
- Proprietary recordkeeping system allowing us to customize and tailor to plan needs
- Integration with any payroll provider, platform, or software
- Same-day processing requests²
- One-day blackout period and a tenured transition resource team with experience transitioning plans of all sizes from all providers

Our core values translate into extraordinary care and service.

- As a mutual, we serve your long-term interests not Wall Street's.
- Our associates are committed to providing the highest level of care and service.
- We're on Fortune's Best Companies to Work For³ and People's Top Companies that Care⁴ lists.
- As your trusted partner, we will collaborate to deliver solutions, technologies, and enhanced experiences that fit your needs.
- We give our time and talents to better the communities in which we live and work, with over 1.3 million volunteer hours since 2000.



Our Values:

- We value people
- We are customer-focused
- We act with honesty, integrity, trust, and respect
- · We work together to deliver exceptional results



- Approaching 100 years old
- ---• Fortune 100 company
 - 100% U.S.-based Retirement Solutions Call Centers and plan servicing





- Founded in 1926, we are a mutual company that answers to our members.
- Our mission is to protect people, businesses, and futures with extraordinary care.
- We serve all types of plans: 401(k), 457(b), 403(b), 401(a)

- 1. DALBAR Web Communications Excellence Seal 2014-2023
- 2. Assumes requests are received in good order
- 3. https://fortune.com/ranking/best-companies/
- 4. https://people.com/human-interest-people-100companies-that-care-7749999
- 5. Nationwide Financial (Dec. 31, 2023)

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