

How to File a Claim

Where to Call: 1-800-421-3535

Hours of Availability: 24 hours / 7 days a week / including holidays

What you need in order to file a claim:

- **Required:** two of the following items for identification and privacy purposes:
 - Policyholder's name
 - Policy number
 - Address of the Policyholder
 - Insured property or vehicle involved
- **Plus** good contact information for the Insured – cell phone, email address
- **Optional** at time of the initial call, but may be needed later:
 - Date and time of the loss
 - Details/Cause of the accident/loss
 - Any other persons/vehicles involved
 - Where repairs should be done
 - License plate number
 - Names and addresses of other involved parties
 - Any witnesses or police who were contacted

How to File Electronically:

- Complete an appropriate ACORD form if available (preferred, but not required)
- Attach the completed form to an email to 'enewloss@nationwide.com'
- **OR** Fax the completed form to **1-800-554-2899**

What you can expect:

- **Phone:** A 3-way call to the Call Center is available to maintain the personal touch.
- **Electronic:** Commercial – response within 1 hour
Personal Lines – response within 2 hours.

Filed by either phone or an electronic method:

- The process begins in the Claims Call Center which handles claims for all regional offices.
- Associates in the Claims Call Center are authorized to offer certain services, including referral to a Blue Ribbon Shop, authorization for towing or temporary repairs, rental car arrangements.
- Files are assigned to the appropriate claims representative according to location, severity and type of claim.
- Electronic: The assigned claims representative will make contact with the insured within one business day following the initial intake if at all possible.