



# Commercial claims services:

A team dedicated to helping you.

## Who we are.

When you trust us with protecting your business, you put a great responsibility in our hands — one we take seriously. It's why our commercial claims team is committed to providing members with prompt and fair resolutions, at a level of service they deserve, backed by a strong company.



## What we offer.

Business insurance claims can be disruptive, costly, and take up your valuable time. That's why Nationwide® Claims surrounds you with the qualified people and comprehensive resources you need. Whether that's taking care of employee injuries, dealing with damaged property or equipment, resolving lawsuits, or the various other things that can happen, you can expect our claims service to be:

### Qualified.

We're a Fortune 100 A+ rated carrier that insures more than 500,000 businesses. That ensures that we will be there for you in the event of a claim. Having served businesses for over 85 years, we bring a wealth of experience toward helping you manage your claims.

### Responsive.

We provide you with the responsive service you need to resolve claims fairly and efficiently. Nationwide has 8,000 Claims associates spread nationally as well as support centers that are open 24/7 to provide you with prompt claims resolution.

### Resourceful.

We have a wealth of resources that can help your business get to a fair claims resolution. (See "Our core consultative services" on the next page.)

### Specialized.

Each commercial claims team member has a specialty area, whether it be in general liability, workers' compensation, material damage, commercial auto or property.

*"My claims specialist was very professional, and friendly. He explained the process and answered all our questions. Keep hiring people like him." — Robert, West Islip, NY*



## Our core consultative services.

Here's a coverage-focused overview of the services available to you as a Nationwide member:

### COMMERCIAL PROPERTY

- Dedicated commercial property specialists, including large loss associates
- Field claims associates trained to perform on-site inspections and scope damages at your business
- A National Catastrophe team with 100 dedicated claim associates and 12 managers that work within Cat response 365 days a year, prepared for deployment in the event of a natural disaster
- Our Commercial Property Repair Network<sup>1</sup> includes professional contractors who provide a limited service guarantee on their workmanship for up to five years (terms and conditions apply)

<sup>1</sup> Guarantee only applies to work completed by Commercial Property Repair Network contractors. For informational purposes only. Program terms and conditions are controlling.

### GENERAL LIABILITY

- Liability claims team trained to investigate and resolve business exposures
- Trial Division with more than 60 offices across the U.S. to help protect client assets
- Special Investigative Unit to combat fraud to control your insurance costs

### BUSINESS AUTO

- Highly skilled claims associates trained to handle large and complex bodily injury claims
- Specialized claims handling for medium and heavy-duty trucks, trailers and mobile equipment
- Large loss field team dedicated to handling total vehicle losses
- Seamless claims handling process through our Commercial Vehicle Repair Network (where available)

### WORKERS' COMPENSATION

- Return-to-work programs to help employees return to gainful employment after an injury or illness
- National team of nurse case managers
- Pharmacy, physical therapy and diagnostic partnerships focused on medical cost control
- Experienced claims associates who are knowledgeable in the region where you do business

You can count on us to provide superior service.

Contact your local underwriter for more information.



For more than 85 years, Nationwide has put our members first. As a Fortune 100 company and top 10 commercial insurance carrier, we work tirelessly to provide our commercial customers the insurance solutions they need to build secure financial futures.