

Agent's Guide to the 'Repapering' of Harleysville Mutual to Nationwide Mutual Personal Auto Policies in Pennsylvania

Due to the May 1, 2012, change in company name from Harleysville Mutual Insurance Company to Nationwide Mutual Insurance Company, Pennsylvania law requires that we ask each of our insureds to reselect their current coverages—or make different selections—and sign the appropriate forms to reflect their choices.

The 'repapering' process at a glance

- We have nearly 20,000 Nationwide Mutual personal auto policies in Pa.; our goal is to "repaper" all of them as they renew in the coming year.
- The repapering process will begin **July 2, 2012**, for policies with a renewal effective date of **Oct. 29, 2012**, and continue through mid-year 2013.
- Prior to renewal, we will mail each policyholder a set of three Harleysville selection forms—with each form **prefilled to reflect previous selections**.
- On the forms, the "Carrier" field will be prefilled with Nationwide Mutual, and the "NAIC Code" field will show the **Nationwide Mutual code—23787**.
- If a policyholder's current coverage selections are below the coverage level we are required to offer under Pennsylvania law, **their failure to sign and return the coverage selection forms or make different selections through Harleysville or your agency will require us to increase their coverages to the levels we are legally required to offer**.
- In addition to forms we receive by mail, we will accept scanned and emailed copies of signed selection forms, as well. However, we will not accept faxed copies.
- We have created a repapering timetable that will be followed for each policyholder. **(See inside.)**
- **We've established a new customer contact center phone line—toll-free: 855.868.1083**—for the sole purpose of answering questions from insureds and their agents about repapering (including inquiries about whether their completed forms have been received). That number is prominently displayed on the letter and instructions being mailed to our Pa. policyholders.



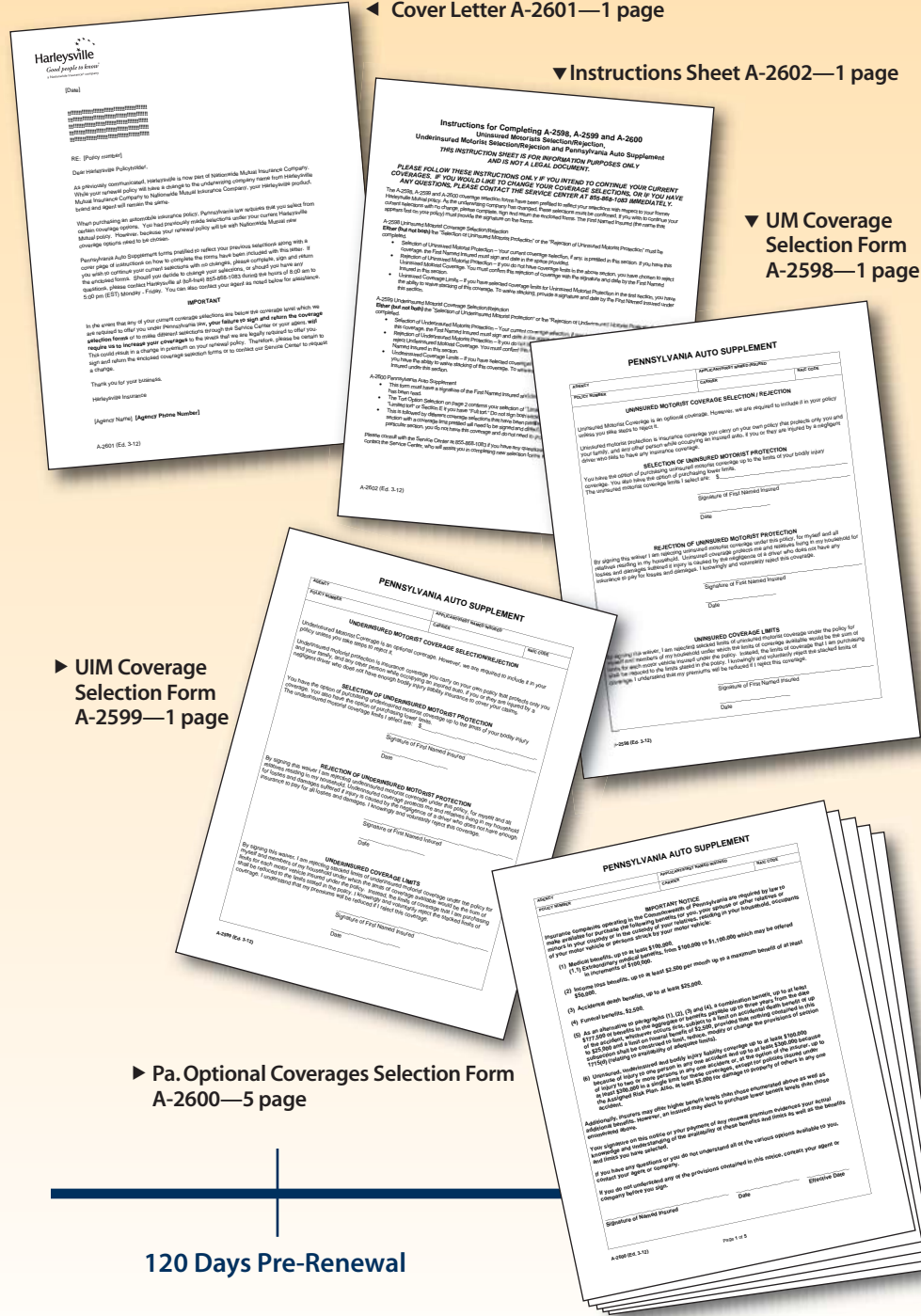
We appreciate your assistance!

We've attempted to make the policyholder communications materials clear and easy to follow, but we realize that some insureds will have questions, and we appreciate whatever assistance you are able to provide. As always, our Pennsylvania personal lines team (see page 4) will be a resource to you as we work through this process.

Repapering Timeline for Pennsylvania's Nationwide Mutual Personal Auto Policies

Initial letter and forms mailed to policyholder

Explains what is happening and why. The packet contains a postage-paid return envelope for the customer's convenience.



Follow-up letter mailed to policyholder

Sent only if completed selection forms have not been received by Harleyville, this letter reminds the policyholder that the forms are due.

120 Days Pre-Renewal

90 Days Pre-Renewal



Insureds who have not responded identified for agents

We will make available to you a list of those policyholders whose signed forms have yet to be received by this time.

Renewal change processed in our system

Still no signed forms from policyholder? We will process a renewal change to increase coverages, if necessary.

▼ Renewal Change Processed



Renewal policy mailed to customer

Harleysville mails renewal policy materials to customer, including an inserted notice alerting them to any increase in coverage required by Pennsylvania law.

▼ Notice A-2604 Accompanies Policy



Renewal policy takes effect

70 Days Pre-Renewal

60 Days Pre-Renewal

50 Days Pre-Renewal

Policy Renewal Date

Have questions or need assistance?

Contact:

Justina Kubat, *personal lines territory manager*, 215.859.8467

Kevin McGowan, *personal lines territory manager*, 724.492.1544

Jennifer Payne, *personal lines territory manager*, 800.433.6262, ext. 3366

Ed Tallman, *personal lines territory manager*, 610.987.0045

Stacey Fox, *personal lines underwriter*, 800.433.6262, ext. 5143

Torry Gift, *senior personal lines underwriter*, 800.433.6262, ext. 8486

Melissa Haas, *personal lines underwriter*, 800.433.6262, ext. 5634

Ken Meyers, *senior personal lines underwriter*, 800.433.6262, ext. 5650

Sandy Roth, *senior personal lines underwriter*, 800.433.6262, ext. 5635

Kyle Shearer, *personal lines underwriter*, 800.433.6262, ext. 8652

Tracy Wilson, *associate personal lines underwriter*, 800.433.6262, ext. 8528

Dave Hofmann, *assistant VP of marketing*, 800.433.6262, ext. 5237

Hank Narvaez, *assistant VP of underwriting*, 800.433.6262, ext. 5640



Harleysville Insurance
355 Maple Avenue
Harleysville, PA 19438-2297
www.harleysvillegroup.com