



Great news—you can keep your Nationwide® pet insurance policy!

Even when pet insurance is no longer available through your employer through payroll deductions, you can still keep your furry family members healthy and happy. Simply give Nationwide a call to update your payment method and keep the peace of mind that comes with knowing your pet is always protected.

It's as easy as 1 - 2 - 3 to update your Nationwide pet insurance policy:

1

Select a payment type

Set up automatic payments from a checking/savings account or credit card.

2

Select a pay schedule

Select whether to make payments monthly or upfront for the remainder of the year.

3

Pay the balance due

The policy must be current before switching to direct bill.

Our Customer Care team is here to help you continue coverage for your pets
800-540-2016 • Mon-Fri 5:00 a.m. to 7:00 p.m. / Sat 7:00 a.m. to 3:30 p.m. Pacific time.

Frequently Asked Questions

Q: What is the difference between payroll deduction and direct bill?

A: Payroll deduction means being billed in arrears from your paycheck whereas direct bill pays for the entire month in advance from your checking, savings or credit card account. With direct pay, there is up to a \$3.25 monthly processing fee per pet. Please note: this processing fee applies only if you choose to make monthly payments and doesn't apply if you pay in full up front.

Q: What does it mean to bring my policy current?

A: Bringing your policy current means adjusting the account to the new billing schedule. It will change from paying in arrears to paying a month in advance. All policies must be current before switching to direct bill. To bring your policy current, the unpaid, current and next month's balances must be paid.

Q: Do I get to keep my preferred pricing?

A: Your premium will not change.

Q: What happens if my employer's premiums have not yet been applied to my account at the time of the switch?

A: There is often a transitional period when premiums sent from an employer have not yet been posted to employee policies, even though deductions may have already come out of your paycheck. When you switch to direct bill, any money received from your employer after the switch will be applied to your future monthly payments.

If you are paying for the remainder of the year in full, any money received from your employer will be refunded directly to you.

Q: Who do I contact if I have questions?

A: You can call Customer Care at 800-540-2016.

