

A 60-day policy hold is available for personal lines customers impacted medically or financially by Coronavirus.



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As customers navigate the impacts of the Coronavirus (COVID-19), we know they count on you for assistance during these unprecedented times, and Nationwide is here to help.

If a customer or their immediate family member has been impacted medically or financially by COVID-19 and they are unable to pay their bill on time, we will be able to place the impacted billing account on a 60-day hold. To have an impacted account placed on hold, please email [PLService@nationwide.com](mailto:PLService@nationwide.com).

Customers will continue to receive billing statements during the 60-day hold period; however, they will not receive cancellation notices during this time. The hold will expire after 60 days and all billing activity will resume. The outstanding billed amount will be due and payment in full is required to maintain an active policy.

If you have questions about the 60-day policy hold, please contact [PLService@nationwide.com](mailto:PLService@nationwide.com). For all other inquiries, please call the service center at 1-877-669-6877.

We'd love to hear from you. [Share your feedback with us.](#)

This email was sent to: [lacey.oneil@renaissanceins.com](mailto:lacey.oneil@renaissanceins.com)

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