

Nationwide scores higher than the industry average in all 3 Group Retirement Plan segments studied by J.D. Power in 2020.

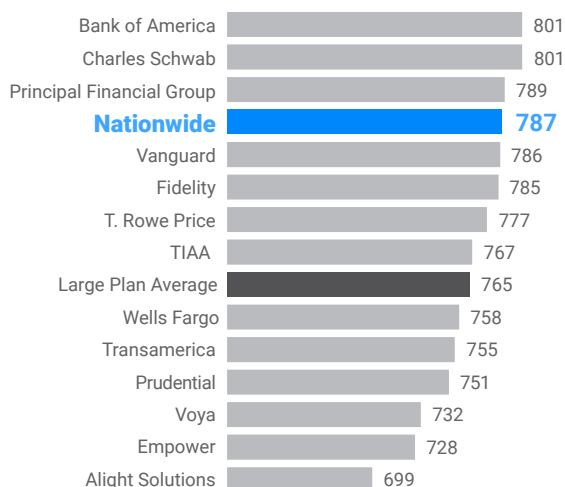


NATIONWIDE OUTPERFORMS THE INDUSTRY AVERAGE FOR OVERALL SATISFACTION WITH SMALL, MEDIUM AND LARGE PLAN PROVIDERS.

According to the *J.D. Power 2020 U.S. Retirement Plan Participant Satisfaction Study*SM Nationwide demonstrates strong performance in satisfying group retirement plan participants.

About the Study: The U.S. Retirement Plan Participant Satisfaction Study, now in its third year, evaluates participant satisfaction with providers of group retirement plans, such as 401(k)s, based on six factors: interaction across live and digital channels; investment and service offerings; fees and expenses; plan features; information resources; and communications. Plan providers are ranked in up to three categories based on their market share across different plan sizes. The study is based on responses of 10,159 retirement plan participants and was fielded in February-March 2020.

2020 U.S. RETIREMENT PLAN PARTICIPANT SATISFACTION STUDY LARGE PLAN OVERALL SATISFACTION INDEX SCORE RANKING



In the Large Plan segment, Nationwide achieves an overall score of 787 (on a 1,000-point scale) and exceeds the segment average (765) by 22 points.

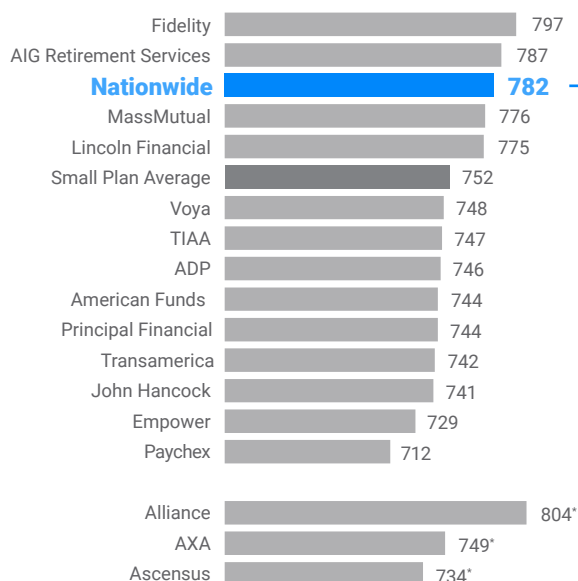
Source: J.D. Power 2020 U.S. Retirement Plan Participant Satisfaction StudySM

“At Nationwide, we pride ourselves on going above and beyond to do the right thing at the right time to give participants better experiences. We’re grateful to our participants for giving us such high marks, and we will continue to invest to deliver the best possible service.”

Eric Stevenson

President of Nationwide Retirement Plans at Nationwide.

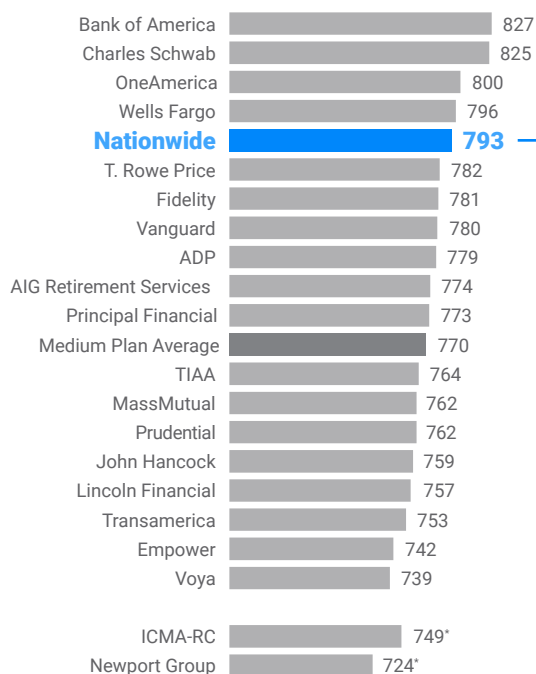
2020 U.S. RETIREMENT PLAN PARTICIPANT SATISFACTION STUDY SMALL PLAN OVERALL SATISFACTION INDEX SCORE RANKING



In the Small Plan segment, Nationwide achieves an overall score of 782 and outperforms the segment average (752) by 30 points.

Source: J.D. Power 2020 U.S. Retirement Plan Participant Satisfaction StudySM

2020 U.S. RETIREMENT PLAN PARTICIPANT SATISFACTION STUDY MEDIUM PLAN OVERALL SATISFACTION INDEX SCORE RANKING



In the Medium Plan segment, Nationwide achieves an overall score of 793 and exceeds the segment average (770) by 23 points.

Source: J.D. Power 2020 U.S. Retirement Plan Participant Satisfaction StudySM

About J.D. Power: J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, Asia Pacific and Europe.