



Providing tailored protection for your home and belongings

Your home survey consultation guide

As part of your new homeowners policy with Nationwide Private Client, we may conduct a complimentary home survey consultation. This guide outlines what to expect from the home consultation process, including ways the consultation will help optimize the safety of your home and belongings.

During a home survey consultation, your Nationwide Private Client consultant will offer guidance on making your home safer for yourself and your family members, potentially qualifying you for additional discounts and credits.

Because homes such as yours often feature high-end materials and custom details, the replacement value could be substantially more than its market value. During the consultation, we will provide an estimate on what it may cost to restore your home to its current condition if anything were to ever happen.¹

Through the home survey consultation process, our Risk Solutions Consultants will work with you on innovative insurance services and loss management recommendations, allowing you to secure the protection that's right for you.

The home survey consultation process

- 1** Welcome to Nationwide Private Client.
- 2** If your home requires a consultation, a Risk Solutions Consultant **will be in touch** so you can select a time that works best for your schedule.
- 3** The consultation can be conducted **one of three ways**: phone call, guided video call or in person. Our Risk Solutions Consultant will discuss which type will work best for your home and property.
- 4** **After the consultation**, a detailed report will be sent to your insurance agent so they can review it with you.

¹The replacement cost analysis is based on the condition of your home on the date of the consultation.

Details about the consultation options

Phone call: Includes basic questions about your property and a review to ensure you have all available discounts and safety tips

Guided video call: Includes a virtual walk-through of your home, a review to ensure you have all available discounts and loss prevention advice

In person: Includes an interior and exterior walk-through of your home, an infrared scan of the property, a review to ensure you have all available discounts and loss prevention advice.

Reminders

- » **Before the consultation,** please confirm your phone number or email address with your agent or our Private Client Solutions Center so we have your current contact information.
- » Feel free to provide us with architectural plans, home appraisals, prior inspection reports or alarm documentation to ensure you have all the credits available on your policy.

What to expect during a home survey consultation

- » **Plan for 45 to 60 minutes, depending on the size of your home and property**
- » **During the consultation, we will:**
 - Review the interior and exterior of your home, including renovations and assets
 - Capture photos of construction and design features that make your home special
 - Evaluate collections for security and management
 - Conduct catastrophe evaluations for wildfire, hurricane or earthquake preparation
 - Take infrared home scans to detect water leaks (in-person consultations only)
 - Verify alarms or security features to ensure that all eligible policy credits and discounts have been identified
 - Provide tips and resources on home safety, security and ways to help prevent losses
 - Offer service provider recommendations, including discounts for being a Nationwide Private Client policyholder
 - Answer any questions you have

Feel free to contact your Risk Solutions Consultant with any questions you may have before or after the survey takes place. If you'd like more information about Nationwide Private Client services, **please contact your agent or the Private Client Solutions Center at 1-855-473-6410.**

