

2021 Annual Report

# rising above

to reach new heights  
in a changing world



Nationwide®

# Reaching new heights together



For more information, visit  
[nationwide.com/annualreport](https://nationwide.com/annualreport)

## 1926

Since our beginnings, we've grown from a small mutual auto insurance provider into one of the largest insurance and financial services companies in the world.

That momentum has sustained us and is why we're still here, stronger than ever, more than 95 years later. With our partners, we continue to evolve and thrive to help our members protect what's most important. We're a Fortune 100 company that offers a full range of insurance and financial services across the country. In protecting what you drive, where you live and how you plan for the future, we're proud to go above and beyond to keep you safe and to prepare future generations for a healthy and sustainable world.

## 2021



# For a brighter future



## Our roadmap prepares us to serve our members for decades to come

As a company that has served members for 95 years, we've been with our members as they have experienced severe weather, market fluctuations, economic ups and downs, and more. 2021 undoubtedly brought unique challenges for us all; however, Nationwide emerged strong and stable by leaning into a focused strategy and doing what we've done since 1926: providing protection and reassurance to our customers and partners.

Despite the uncertainties in 2021, we exceeded \$50 billion in total sales and premium for the first time in our company's history. This is evidence of a solid strategy at work. Combined with our associates working in new ways to reduce expenses, we're achieving significant growth. And as a mutual company, such sustained strength means stability and confidence not only for us but for our members and partners as well.

Taking a long-term view is essential. We're in the business of making and keeping promises. We're always adapting to ensure we fulfill our commitments to the millions of households, businesses, pets and retirement dreams we protect.

Our history and long-held values serve as a strong foundation on which to take bold, future-focused actions. In 2021, some of those proactive measures included increasing investments in technology across our business to enhance interactions in a digital-first world; expanding our venture capital funding to \$350M to invest in innovative startups aligned with our strategy; and increasing our

focus on delivering a differentiated customer experience. We also continued our commitment to help associates add new skills, with Nationwidens completing more than 180,000 hours of development last year to be ready for the roles of the future.

Our strong results have also allowed us to invest in a brighter future for those who need help in the communities where we live and work. Major investments of time, resources and funding are helping more of our neighbors across the country meet the basic needs of having access to food, shelter and health care. That includes more than \$588 million to nonprofits from the Nationwide Foundation since 2000 to help meet critical needs in our communities.

When we work together, we can create a brighter future for us all. There's so much to be excited about at Nationwide, and we're thrilled you're on this journey with us. Our accomplishments are possible only through close alignment with our partners, and we're proud to be reaching these new heights together.

We look forward to what we'll be able to achieve in 2022 and beyond.

A handwritten signature in dark blue ink that reads "Kirt A. Walker". The signature is fluid and cursive.

Kirt Walker  
Chief Executive Officer  
Nationwide

# Products that help protect and grow

We offer solutions for our members' ever-evolving needs.



## For your ride

- Private passenger vehicles
- Commercial vehicles
- Classic cars
- Sport vehicles



## For your home

- Homeowners
- Renters
- Condo
- Personal liability/umbrella



## For your financial future

- Annuities
- Life
- Long-term care
- Retirement plans
- Mutual funds
- Exchange-traded funds
- Securities-backed lending



## For your business

- Commercial lines
- Farm and ranch
- Commercial agribusiness
- Excess and surplus
- Retirement plans
- Pension risk transfer
- Corporate-owned life
- Medical stop loss
- Voluntary benefits



## For your family

- Life
- Auto
- Retirement plans
- Homeowners
- Long-term care
- Pets



## For your free time

- Recreational vehicles
- Boats
- Sport vehicles
- Motorcycles
- Snowmobiles
- Travel

# Our strong results are recognized

We're proud to continue to rank with the best.

**#1**

**in 457 retirement plans**

PLANSPONSOR, 2021  
Recordkeeping Survey  
Based on number of plans

**#1**

**writer of linked-benefit long-term care insurance**

LIMRA, 3Q 2021

**8th**

**largest auto insurer**

AM Best, 2020 DWP

**#1**

**writer of pet insurance**

North American Pet Health  
Insurance Assn, State of the  
Industry Report, 2021

**5th**

**largest U.S. domiciled excess and surplus insurer**

AM Best, 2020 DWP

**9th**

**largest commercial insurer**

AM Best, 2020 DWP

**#1**

**writer of universal life insurance**

LIMRA, 3Q 2021

**5th**

**largest writer of variable annuities**

LIMRA, Q3 2021 YTD  
Based on total flows

**9th**

**largest writer of fixed indexed annuities**

LIMRA, Q3 2021 YTD

**#1**

**writer of farms and ranches**

AM Best, 2020 DWP

**8th**

**largest homeowners insurer**

AM Best, 2020 DWP

**10th**

**largest provider of defined contribution retirement plans**

PLANSPONSOR, 2021 Recordkeeping Survey  
Based on number of plans



**Highest customer satisfaction for life insurance**

Money.com, 2021

**Most affordable renters insurance**

U.S. News & World Report, 2022



# Making an impact for good



Learn more about our corporate sustainability efforts at [nationwide.com](https://nationwide.com)



## More than a business®

From across the country to the local community, we pursue robust investments in corporate sustainability efforts that impact our communities; support diversity, equity and inclusion; and take care of the environment. 2021 highlights include:

### Communities and giving

Our involvement provided more than \$256 million in support of affordable housing, and we helped lead the Economic Empowerment Day event addressing the racial wealth gap.

### Diversity, equity and inclusion

Our strategic partnerships focus on increasing racial diversity, driving greater equity and strengthening our communities.

### Environmental sustainability

We invested \$173 million in renewable energy and \$375 million in green bonds. Since 2010, we've reduced our carbon footprint by 37.8% per square foot.

### Ethics and governance

Our Board of Directors and Corporate Sustainability Council are committed to the highest standards of practice.

## Going beyond

Our associates give back through campaigns that support blood donation, hunger relief and community giving. Since 2000, the Nationwide Foundation has contributed \$588 million to nonprofits to help meet critical needs.



**\$10 million**

from the Nationwide Foundation and \$6.2 million in fundraising efforts in 2021



**\$6.3 million**

from the Nationwide Foundation matching associate giving through our Community Giving campaign in 2021



**\$1.5 million**

from the Nationwide Foundation to Feeding America and other hunger relief agencies in 2021



**\$1.75 million**

from the Nationwide Foundation in 2021

# A culture that works for everyone

## Diversity, equity and inclusion

At Nationwide, we continue to lead with our values and believe that our differences make us better. We continually elevate our culture, in which all Nationwiders can develop their potential and bring their authentic selves to work each day. We're honored to be recognized for our diverse, equitable and inclusive culture.

FORTUNE  
**100 Best**  
Companies to Work For

Diversity Best Practices  
**Inclusion Index**

Latina Style  
**50 Best**  
Companies for Latinas to Work

Gallup  
**Exceptional Workplace Award**

People  
**Top 50**  
Companies that Care

Seramount  
**100 Best**  
for Working Moms and Dads

FORTUNE  
**Best Companies<sup>1</sup>**  
for Diversity

FORTUNE  
**Best Workplaces**  
for Millennials

Human Rights Campaign  
**Best Places**  
to Work for LGBTQ+ Equality

Seramount  
**100 Best**  
Companies for Multicultural Women

Secretary of Defense  
Employer Support  
**Freedom Award<sup>1</sup>**

Black Enterprise  
**Best Companies**  
for Diversity<sup>2</sup>

<sup>1</sup> 2019 recognition.  
<sup>2</sup> 2018 recognition.





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**We're putting the customer first by blending easy digital interactions with caring human assistance where it matters most.**

**Amy Shore**  
Chief Customer Officer  
Nationwide

## Providing extraordinary customer care, in times both ordinary and extraordinary

**Nationwide is creating enhanced services and products that make customer interactions effortless, personal and reassuring.**



To make it easier to access policy documents, update beneficiaries and pay premiums, we improved our mobile app experience for life insurance customers.



To offer financial professionals and their customers more investment and retirement security options, new Nationwide Financial annuity products incorporate popular features.



To support customers with more accurate information in a faster time frame, customer service representatives are using enhanced digital tools and technology, including artificial intelligence and machine learning.



Property and casualty members can more easily manage and track their policies and accounts, search claims filed, access billing information and share feedback through new self-service and digital enhancements.



Nationwide commercial products are now available through the Vertafore Commercial Submissions platform, allowing agents to more easily generate and compare commercial lines quotes for their clients.



A rich source of information, the Ag Insight Center can help members manage the changing agricultural landscape and maintain operational safety as they run a successful business.



Nationwide's digital pet product, *vethelpline*®, is now available to all consumers as a stand-alone subscription service offering on-demand veterinary advice 24/7.

# Strong, stable and positioned to win

For more information, visit [nationwide.com/annualreport](https://nationwide.com/annualreport)



Nationwide is a dynamic enterprise with talented associates who take great pride in competing effectively in the markets we serve while providing extraordinary care to our partners and members.

We strive to be world-class at risk management and underwriting and leverage our diversified portfolio of businesses and mutual heritage for consistent growth, returns and capital accretion. These core tenets helped us to maintain our capital strength during a challenging year in 2020 and accelerate our performance in 2021.

While several of the markets we serve experienced heightened uncertainty throughout the year, we identified opportunities for disciplined, above-industry growth while lessening exposure in pressured lines of businesses. That net growth drove record levels of profit and capital. Our businesses delivered competitive products, provided new and profitable solutions to our markets, and drove further alignment with the needs of our distribution partners and members.

Most importantly, we were there when our members needed us most, paying approximately \$18.4 billion in claims and other benefits.

Our diversified portfolio of businesses, disciplined and performance-focused culture and strong risk management practices are the underlying factors driving the strength of our results. While many peers in our industry were pressured by external stakeholders, we strengthened our resolve on these differentiating aspects of our company to achieve accelerated results.

Because of the dedication of associates, financial professionals and agents who represent Nationwide, we are exceptionally well-positioned to succeed across our portfolio. I'm looking forward to the future, confident that the combination of a sound strategy, disciplined planning and execution, and our experienced associates will drive continued success in 2022 and beyond.

**Tim Frommeyer**  
Chief Financial Officer  
Nationwide

## Nationwide by the numbers

Claims and benefits paid to members:  
**\$18.4 billion**

Total sales:  
**\$52.9 billion**

Net operating income:  
**\$2.8 billion**

Total investment portfolio:  
**\$130.8 billion**

Total assets:  
**\$295.7 billion**

Total adjusted capital:  
**\$21.9 billion**

We are a **FORTUNE 100** company



received: 10/17/02; affirmed: 12/22/21

The second highest of 16 ratings: Insurance companies assigned an A+ rating, in their opinion, have an excellent ability to meet their ongoing obligations to policyholders. The outlook for this rating is stable.



received: 3/10/09; affirmed: 5/27/20

The fifth highest of 21 ratings: Insurance companies rated A1 offer good financial security. However, elements may be present which suggest a susceptibility to impairment sometime in the future. The outlook for this rating is stable.



received: 12/22/08; affirmed: 5/7/21

The fifth highest of 21 ratings: An insurer rated A+ has strong financial security characteristics, but is somewhat more susceptible to be affected by adverse business conditions than are insurers with higher ratings. The outlook for this rating is stable.



# Leading the way



## Board of directors

**Jeffrey Zellers**  
Chair

**Craig Adams**

**Pamela Beall**

**Frank Burkett III**

**Stephen Hirsch**

**Marc Howze**

**M. Diane Koken**

**Terry McClure**

**Debora Plunkett**

**Brent Porteus**

**Julie Anna Potts**

**Suku Radia**

**Michael Toelle**

**Sara Martinez Tucker**

**Kirt Walker**

**Sparky Weilnau**

**Paul Wenger**

## Senior executive leadership

**Kirt Walker**  
Chief Executive Officer

**Mark Berven**  
President and Chief Operating Officer, Nationwide Property and Casualty

**John Carter**  
President and Chief Operating Officer, Nationwide Financial

**Vinita Clements**  
Chief Human Resources Officer

**James Fowler**  
Chief Technology Officer

**Timothy Frommeyer**  
Chief Financial Officer

**Mark Howard**  
Chief Legal Officer

**Ramon Jones**  
Chief Marketing Officer

**Michael Mahaffey**  
Chief Strategy and Corporate Development Officer

**Amy Shore**  
Chief Customer Officer





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**Major investments of time, resources and funding are helping more of our neighbors across the country. When we work together, we can create a brighter future for us all.**

**Kirt Walker**  
Chief Executive Officer  
Nationwide





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The Nationwide Foundation is a nonprofit, private foundation to which Nationwide companies are the donors. Founded in 1959, the Nationwide Foundation has contributed more than \$588 million since 2000 to help nonprofit organizations in communities where Nationwide associates and their families live and work.

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