



Charles G. Cooper
Commissioner

TEXAS DEPARTMENT OF BANKING

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PRESS RELEASE

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CONSUMER ALERT

The Texas Department of Banking has confirmed that Nationwide Biweekly Administration, Inc. (Nationwide) has temporarily ceased processing customer loan payments and soliciting new enrollments effective November 20, 2015. The decision comes after Nationwide lost their banking relationships, which is required to process payments to a customer's lender.

Nationwide primarily provided an accelerate mortgage loan repayment program to consumers in 50 states. Customers should make arrangements directly with their lender to pay their January 2016 monthly payments.

Nationwide has indicated they are in the process of returning any remaining funds in a customer's account. If customers have any questions they may call the company at 855-418-0222 for an automated update or to be connected to a Customer Care representative. Consumers should be aware that due to higher than average call volumes, wait times may be longer than usual. Consumers may also contact Nationwide by [email](#).

For any additional inquiries regarding this matter, contact the Texas Department of Banking, Attention: Special Audits Division, 2601 N. Lamar Blvd., Austin, Texas 78705-4294. You may also contact the Department by [email](#) or by toll free telephone at (877) 276-5554.