

Accelerate qualified electronic signature completion with AI-enabled identification

Qualified electronic signatures (QES) are often used for high-value, regulated or cross-border agreements. Under European Union eIDAS law, they are the only form of digital signature that are considered to be the equivalent to a handwritten signature.

A QES requires face-to-face identification or the equivalent. The challenge is to integrate QES-compliant identity verification while keeping the signing experience fast, streamlined and user-friendly.

That's where DocuSign eSignature and ID Verification Premier (IDV Premier) come in. IDV Premier provides remote, AI-enabled enhanced signer identification solutions that are built in to the eSignature workflow, starting with ID Verification for EU Qualified. Specifically built for European Union (EU) eIDAS use cases, ID Verification for EU Qualified allows signers to complete an EU-compliant QES in minutes.²

5 minutes

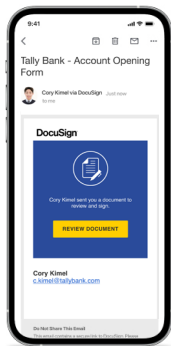
The typical time for a signer to complete the photo and document identification process.¹

No live video appointments needed

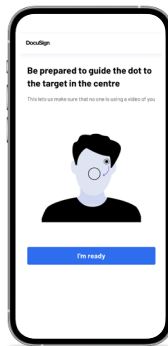
A certified agent will review asynchronously (required for QES identification).²

“Our signers don’t need to wait in a queue for personal verification. They can decide when they want to go through the verification process themselves.”

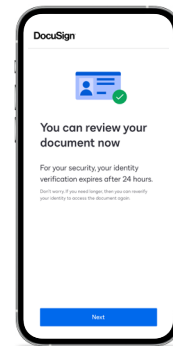
Staffing and recruitment firm



The signer receives a notification for agreement



The signer self-serves the ID verification process on their mobile



After identification has been approved by a certified agent, the signer reviews and signs with a Qualified Electronic Signature

1 DocuSign research

2 The vast majority of signers will receive certified agent approval and be able to sign with a QES in less than 15 minutes. In some cases, the asynchronous agent review can take longer.

With DocuSign, organisations can:

Comply with QES requirements

- Meet the requirements for a qualified electronic signature under the European Union's Electronic Identification, Authentication and Trust Services (eIDAS) regulation¹
- A digital certificate is attached to every signature
- The identity verification status is recorded in the eSignature Certificate of Completion for audit purposes
- In addition, IDV Premier also offers QES compliance through closely integrated partnerships with trust service providers, SwissCom, ZealID and Itsme

Streamline the signer experience

- Embed on-demand, remote identification procedures in an intuitive, mobile-friendly eSignature process
- Allow signers to self-serve identity verification steps without having to set up a live video appointment with an agent

Mitigate business risk with multiple layers of signer identity verification

- Ask for SMS authentication before the identification process begins
- Reduce the chance of fraud or identity spoofing with multiple checks:
 - ID stays in the signer's possession
 - The signer's photo matches the photo on their ID
 - The signer is physically present
 - Reviewed by a certified agent

Accelerate agreement completion

- Enable signers to complete a QES in minutes²

¹ DocuSign and our ID partner have obtained French ANSSI approval for ID Verification for EU Qualified. We recommend you confirm that the use of this solution meets your specific needs.

² The vast majority of signers will receive certified agent approval and be able to sign with a QES in less than 15 minutes. In some cases, the asynchronous agent review may take longer.

Ready to take the next step?

Ask your DocuSign sales representative for an [ID Verification for EU Qualified demo](#).

About DocuSign

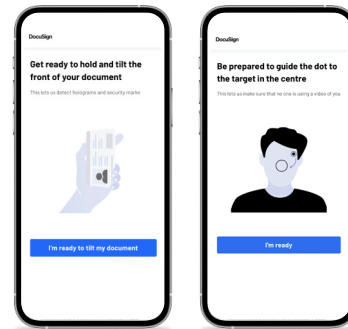
DocuSign helps organisations connect and automate how they navigate their systems of agreement. As part of its industry leading product lineup, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign platform to accelerate the process of doing business and simplify people's lives.

How IDV for EU Qualified AI-enabled identification works

Before signers access the agreement, they are asked to do three things:

- 1 Take a video of their ID
- 2 Take a photo of themselves
- 3 Engage in guided movements

The identification package is sent to the certified agent for offline review, with approval granted in minutes.² The signer then accesses the envelope and signs with a QES.



Use case examples

Cross-border agreements

HR work agreements

Consumer loans

Leases

Clinical trials

Life insurance agreements

Documents that must be in writing by Scot's law (UK)

Primary industries

Financial services and insurance

Legal services

Government

Healthcare and life sciences

Services

Take advantage of our proven approach to success with comprehensive onboarding services to help you get up and running quickly on ID Verification Premier, and maximise value by benefitting from:

- Personalised consulting and best practice alongside a DocuSign product expert
- On-demand and self-paced training
- Guided configuration and rollout expertise

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