

# Verify signer identity as part of a trusted, mobile-first signing experience

Agreements are based on intention and identity: organisations need to be able to trust that signers are who they say they are.

The standard practice of verifying a signer's identity is to send a link to the signer's email address. But agreement value, sensitivity, business risk, regional regulation, or legal requirements can drive the need for enhanced identification. The challenge is to deliver stronger verification while keeping the signing experience user-friendly.

That's where DocuSign Identify comes in. Identify provides a portfolio of enhanced signer identification and authentication capabilities built into the eSignature and DocuSign Intelligent Agreement Management (IAM) platform, enabling organisations to transact a full range of agreements with increased compliance and trust. These solutions include:

- ID Verification: digital identity proofing of signers via methods such as; AI-enabled biometric (liveness) checks or verification of most government-issued identity documents such as passports and driver licences
- Phone Authentication: multi-factor authentication via text message or phone call
- Network of trust service solutions: Easy access to our tightly-integrated global network of trust service or identity verification providers for region-specific compliance
- Identity Wallet for Liveness: Enable recipients to store and re-apply identity verification details on subsequent agreements to simplify the process and maintain a consistent level of security

## Reduce the risk of fraud without adding friction to the user experience

- Require signers to clear an enhanced identification check before accessing agreements. Enable Identity Wallet to save time for repeat signers
- Verify new user identities with support for most popular government-issued identity documents. Combine with AI-powered, recipient biometric detection for additional security
- Authenticate existing users with simple two-factor authentication via SMS or phone call

## Streamline Compliance and audit efforts

- Our integration with IDVerse®, part of LexisNexis®, enables you to leverage a Trusted Digital Identity Framework (TDIF) accredited identity verification solution to support your local compliance obligations
- Benefit from in-region (Australia) data centres to ensure your data stays local at all times

## Results

98%

Time saved with electronic signature and digital identification (1)

50%

Of licence agreements now completed within 48 hours (2)

75%+

Faster processing for debit requests (3)

"Before DocuSign, the identification process would take one to two weeks minimum, but it could easily run into three to four weeks...ID Verification sped up the process and removed friction. We're offering a faster, digital experience."

**Padraig Houlihan**

Head of Savings and Investments at AIA Australia

(1) Lending platform, UK  
(2) Capital Space, UK  
(3) S3B AUM credit union

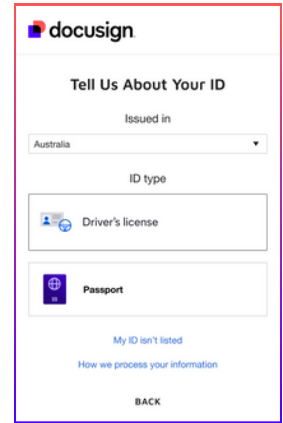
- Record, review and easily access proof of verification through the centralised Docusign platform for future auditing purposes
- Leverage pre-built integrations or APIs to connect to the systems you already use. Write verification status and ID data into your system of record using APIs

### Embed identification into agreements

- Easily configure your choice of enhanced identification and authentication method directly in your eSignature or IAM workflow
- Customise the user experience: add your own branding, tailor workflows, and decide types of acceptable IDs or types of authentication
- Provide signers with self-serve identification or authentication experience as part of a trusted, mobile-first signing experience. No downloads or plugins required

### Support global coverage, including digital signature requirements

- Access the industry's largest network of identity verification and trust service providers
- Validate all major ID types such as a driving licences and passports
- Meet identity requirement for the Advanced (AES) and Qualified (QES) Electronic Signature levels under the European Union's and United Kingdom's eIDAS regulation



## Use Case Examples

- |                             |                          |
|-----------------------------|--------------------------|
| • Consumer account opening  | • Equipment financing    |
| • Loan and lease agreements | • Auto sales             |
| • Power of attorney         | • Insurance applications |
| • Dispute notices           | • Patient consent        |
| • Claim processing          | • Employee onboarding    |
| • Wire transfers            | • Account servicing      |
| • Remote deposits           |                          |

## Primary Industries

- |                      |                              |
|----------------------|------------------------------|
| • Financial services | • Healthcare & Life sciences |
| • Insurance          | • Automotive                 |
| • Legal services     | • Human Resources            |
| • Government         |                              |
| • Real Estate        |                              |

### About Docusign

Docusign brings agreements to life. Over 15 million customers and more than a billion people in over 180 countries use Docusign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, Docusign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using Docusign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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