

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

Agreements are based on intention and identity: organizations 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, business risk, 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 workflow, enabling organizations to transact a full range of agreements with increased compliance and trust. These solutions include:

- **ID Verification:** digital identity proofing of signers via verification of passports, driver licenses, or ID cards, knowledge-based authentication (KBA) questions, or electronic IDs
- **SMS/Call Authentication:** multi-factor authentication via text message or phone call
- **ID solutions for digital signatures:** meet requirements for Advanced and Qualified Electronic Signatures
- **Network of trust service solutions:** Identify is extensible with service providers around the world

**98%**

Time saved with electronic signature and digital identification<sup>1</sup>

**\$17+**

Per document saved for account opening use case<sup>2</sup>

**75%+**

Faster processing for debit requests<sup>3</sup>

**“Using DocuSign eSignature along with ID Verification for remote verification accelerated [account opening]... and our customers get a guided, straightforward digital experience.”**

VP  
F500 US-based bank



ID verification



Authentication



Supports ID for  
Digital Signatures



Extensible with  
Trust Services

<sup>1</sup> Lending platform, UK  
<sup>2</sup> F500 US-based bank  
<sup>3</sup> \$3B AUM credit union

## Reduce the risk of fraud

- Require signers to clear an enhanced identification method before they can access the agreement
- Verify new user identities with multiple options, such as government-issued ID, electronic or bank-based ID, and knowledge-based questions
- Authenticate existing users with simple 2-factor authentication via SMS or phone call

## Streamline compliance and audit efforts

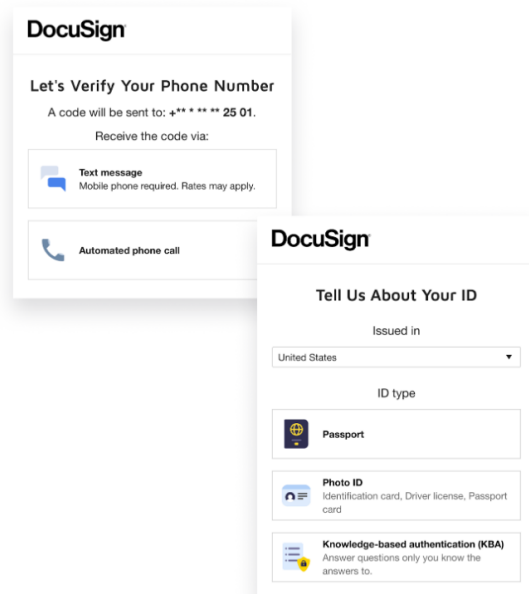
- Support compliance efforts with industry standards such as Know Your Customer (KYC) and Anti-Money Laundering
- Verification status is recorded in the eSignature Certificate of Completion for audit purposes
- Write verification status and ID data into your system of record using APIs

## Embed identification into signature

- Add your choice of enhanced identification and authentication methods into eSignature
- Customize the user experience: add your own branding, 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

## 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 government-issued document or digital IDs, commercial eIDs and digital certificates
- Meet identity requirement for digital signatures at the Advanced and Qualified levels (AES and QES) under the European Union's Electronic Identification, Authentication and Trust Services regulation (eIDAS)



### Use case examples

Consumer account opening  
Loan agreements  
Lease agreements  
Dispute notices  
Wire transfers  
Equipment financing  
Auto sales  
Insurance applications  
Good Practice guidelines  
Patient consent  
Employee onboarding

### Primary industries

Financial services  
Insurance  
Legal services  
Government  
Healthcare  
Life sciences  
Automotive

#### About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on and manage agreements. As part of the DocuSign Agreement Cloud, 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 Agreement Cloud to accelerate the process of doing business and simplify people's lives.

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