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 United Kingdom (UK) and European Union (EU) eIDAS law, they are the only form of digital signature that is considered equivalent to a handwritten signature.

A QES requires face-to-face identification or the equivalent. The challenge is to integrate eIDAS-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 embedded into the eSignature workflow, starting with ID Verification for EU Qualified. Specifically built for UK and EU eIDAS use cases, ID Verification for EU Qualified lets signers complete an eIDAS-compliant QES in minutes.[2] Repeat signers can securely store and re-apply their information in the identity wallet for even faster QES signing.

With Docusign, organisations can:

Obtain the highest levels of security and compliance

- Comply with regulations for Qualified Electronic Signature under UK & EU Electronic Identification, Authentication and Trust Services (eIDAS)[3]
- Automatically attach a digital certificate to every signature; identity verification status is recorded in the eSignature Certificate of Completion for audit purposes
- Meet additional compliance with specific industry and regional regulations through IDV Premier and its global network of tightly- integrated partnerships with trust service providers such as SwissCom, ZealID and Itsme
  - For example, customers based in Germany can comply with BaFin Anti-Money Laundering (GwG) requirements with ZealID's QES, identification and 'penny-drop' capabilities
- Our Identity Wallet for QES feature supports FIDO Authentication standards to deliver secure, fast, and, more convenient signing experiences

Results

5 minutes

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

No live video appointments

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

"The introduction of Docusign has significantly simplified the verification of our clients, in particular...in terms of compliance [with the] Money Laundering Act. Through safe, digital identification, our clients can comfortably carry out the verification process at home, from the office or from any other location."

Roosbeh Karimi
Founder at KARIMI.legal

Accelerate signing through AI[2]

Let signers complete the necessary identity verification process for a QES in minutes, not hours. AI-enabled digital identity proofing means no live or video appointment is required:

- Ensures that the signer and their ID document are physically present at the time of capture
- Checks that the signer taking the selfie matches the photo on their ID
- Sends the ID capture to a certified agent who reviews and approves in minutes (required for QES)

Deliver a convenient signer experience

- Embed on-demand, remote identification procedures in an intuitive, mobile-friendly eSignature process
- Let repeat signers complete QES agreement even faster by securely storing and reapplying their personal information with an identity wallet
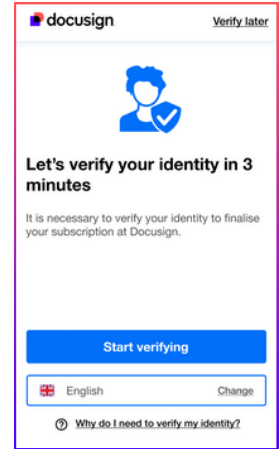
How IDV for EU Qualified AI-enabled identification works

Before signers access the agreement, they are asked to do three things:
- Take a video of their ID
- Take a photo of themselves
- 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 a QES.

Once complete, the signer can also set up an Identity Wallet for QES which uses the devices' native biometric capabilities to securely store the information provided within the passkey. Signers with identity wallets set up will not need to perform steps one to three above as they can easily re-apply their stored information to complete the required identity verification process for subsequent QES agreements.

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 & Insurance
- Legal Services
- Government
- Healthcare & Life Sciences

(1) Docusign research
(2) Vast majority of signers will receive certified agent approval and be able to sign QES in 15 minutes or less. In some cases, the asynchronous agent review can take longer. Signers with an Identity Wallet for QES set up will not need to perform the full identity verification check with each QES agreement
(3) 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.

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 benefiting from:

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

Ready to take the next step?

Ask your Docusign sales representative for an ID Verification for EU Qualified demo.

About Docusign

Docusign brings agreements to life. Over 1.5 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).