

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, 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 workflow, enabling organizations to transact a full range of agreements with increased trust. These solutions include:

- ID Verification: FINTRAC-compliant digital identity proofing of signers via biometric checks such as AI-enabled liveness detection, verification of passports, driver licences, or permanent resident cards
- SMS / Call Authentication: multi-factor authentication via text message or phone call
- ID solutions for digital signatures: meet requirements for UK and EU electronic identification, authentication and trust services (eIDAS) compliant Advanced (AES) and Qualified Electronic Signatures (QES)
- Network of trust service solutions: Easy access to our tightly-integrated global network of trust service providers for region-specific compliance

1-2 hours

Saved per patient as identity verification and onboarding done remotely¹

50%

Of licence agreements now completed within 48 hours²

75%+

Faster processing for debit requests³

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

VP
F500 US-based bank



ID Verification



Authentication



Supports ID for Digital Signatures



Extensible with Trust Services

1 EngagedMD
2 Capital Space
3 Washington State Employees Credit Union

Reduce the risk of fraud

- Require signers to clear an enhanced identification check before accessing agreements
- Verify new user identities with multiple options, such as government-issued IDs or AI-enabled biometric (liveness) detection
- Authenticate existing users with simple two-factor authentication via SMS or phone call

Streamline compliance and audit efforts

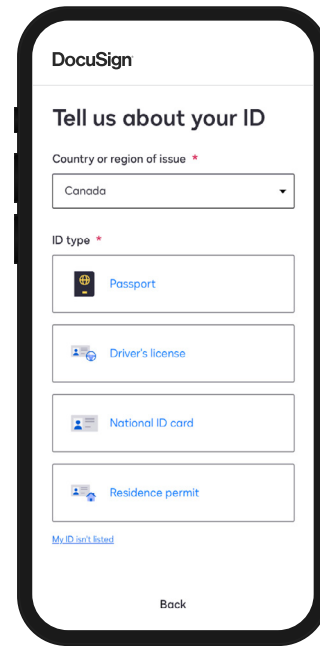
- Support and scale compliance efforts with industry and regional standards such as FINTRAC*, Know Your Customer (KYC), and Anti-Money Laundering
- Record verification status through the eSignature Certificate of Completion for audit purposes
- Leverage pre-built integrations or APIs to connect to the systems you already use. Write verification status and ID data into your system of record using APIs

Embed identification into eSignature

- Add your choice of enhanced identification and authentication methods into eSignature
- Customize the user experience: add your own branding, tailor or use pre-configured 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 a global network of identity verification and trust service providers
- Validate all major ID types such as passports, driver licences, and permanent resident cards
- Meet identity requirement for digital signatures at the Advanced and Qualified levels (AES and QES) under the European Union's and United Kingdom's eIDAS regulation



Use case examples

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

Primary Industries

- | | |
|--------------------|-----------------|
| Financial services | Healthcare |
| Insurance | Life sciences |
| Legal services | Automotive |
| Government | Human Resources |

* The Financial Transactions and Reports Analysis Centre of Canada