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# Enhance Agreement Security with DocuSign

**Solution Brief**

Financial Services &  
Insurance

The financial services and insurance industry is in the middle of a digital revolution. Driven by consumer demand for digital transactions and the rise of remote and hybrid work, it must modernize to survive. However, rapidly digitizing systems and processes can also increase cybersecurity risks.

**Three in four banks and insurers** experienced a rise in cybercrime in the last three years, while consumers reported **losing more than \$5.8 billion to fraud** in 2021, an increase of more than 70 percent over 2020.

To reduce security risks—while protecting customer and company data and complying with ever-evolving regulations—financial services and insurance institutions must continually enhance their security posture by investing in improved authentication methods, access controls, and proactive risk management. Digital agreements and contracts undergird these industries, and they're filled with customer financial information that must be protected.

## Security regulations impacting financial

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### FINRA 22-18:

Firms are obligated to supervise for digital signature forgery and falsification.

### FTC Safeguards Rule:

Firms must protect the security of customer information by adopting an information security program with eight specific elements.

### FFIEC Authentication & Access Guidance:

Examples of effective authentication and access management principles for customers, employees and third parties accessing digital banking systems.

### SEC Cybersecurity Reporting:

Proposed rule requiring the companies it governs to report material cyber incidents.

**“When we talk about innovation, member experience and best-in-class security, DocuSign is quite literally in lockstep with where we want to take things.”**

**Thomas P. Novak**  
Chief Digital Officer  
Visions Federal Credit Union



## How to safeguard digital agreements

Financial regulators—including the FTC and FFIEC—have outlined the components of a robust information security and risk management program, including:

- Implementing and regularly reviewing access controls, including conducting a risk assessment of access and authentication to digital banking and information systems.
- Identifying and authenticating users at critical touchpoints throughout the customer lifecycle, including implementing layered security protocols like multi-factor authentication and identity verification.
- Monitoring, logging and reporting all unauthorized and suspicious activity.
- Securing data retention, archival and disposal processes.

Given what's at stake in today's high-risk security environment, financial and insurance institutions should select vendors with the highest trust and security standards that offer a range of tools for establishing control and visibility across all customer touchpoints—including digital agreements.

## Common Use Cases

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Account opening applications  
Loan applications  
Policy applications  
Wire transfers  
Trade authorizations  
Account maintenance  
Beneficiary changes  
Address changes

# DocuSign security solutions for financial services and insurance firms

## Leading Security Standards

DocuSign [eSignature](#) is authorized at the FedRAMP Moderate Impact Level, and meets ISO 27001, PCI Data Security, SOC1/SOC2, and Binding Corporate Rules standards.

## DocuSign Monitor

While DocuSign meets or exceeds stringent U.S., EU, and global security standards, Monitor provides an additional layer of security for your critical agreements. Using advanced analytics to track eSignature web, mobile and API account activity, Monitor empowers security teams to detect potential threats, investigate incidents and respond to threats—all from a customizable dashboard.

## DocuSign Retrieve

Organizations can now securely download and route agreement data to their local systems. Retrieve helps expedite downstream processes with comprehensive extraction of Certificates of Completion (COCs), user-entered agreement data and metadata.

## DocuSign Admin Tools

For administrators of complex accounts—including those with multiple domains—Admin Tools helps centrally manage users, accounts and single sign-on (SSO) for greater security, scalability and oversight.

## DocuSign Identify

Identify provides a portfolio of enhanced signer identification and authentication capabilities—including ID Verification and SMS/call authentication—built into the eSignature workflow, enabling organizations to transact a full range of agreements and support compliance.

## Document Retention Policies

Built-in policies streamline processes, saving time while supporting organizations' regulatory compliance obligations. In just a few clicks, get peace of mind knowing that personally identifiable information has been purged from accounts after a predetermined number of days.

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**Get started with DocuSign.**  
**To learn more about how to enhance your agreement security, check out [DocuSign for insurance and financial services](#) or [contact us](#) today.**



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#### About DocuSign

DocuSign helps organizations 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.

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