

### E-signature | Best practices

- $\geq$ You must use EVO Experience driven to submit our transactions. If e-signature or the transaction is not available, please read the following.
- $\geq$ For savings transactions using *Fundserv*, the existing agreements and criteria remain unchanged.

iA Financial Group has identified the following e-signature tools to be used when e-signature is not available with EVO:

- OneSpan click here to download •
- DocuSign click here to download •
- AdobeSign click here to download •
- FormStack - click here to download

#### Beneficiary change (insurance and savings) and medical authorization

- images below). Otherwise, the request will be returned unprocessed. FormStack **One Span** AdobeSign DocuSign Instruct the client to select the The handwritten signature Make it clear to the client that the Instruct the client to select the draw signature option. process must be selected when handwritten signature must be handwritten signature option. To creating. respected. do so, they must create a free account. eo 2' Field Placement rac fields for each participant onto the documen FIELD SETTINGS 🛔 Jane Doe ~ Standard Fields SZ450Tt1xK8Y **Signature Fields** Signature Alec Initials 🛗 Date ∧ Settings 5 Signature A Text Checkbox O Radio Signature A Full Na Field Name DS Initial Initials Clear All Fields Q john doe L Stamp Signature Block nature Type 📋 Date Signed apture sign < Back > Next Stamp Expected result Expected result **Expected result Expected result** Signature: DocuSigned by: on 2020-04-20118-01-96 SUR E-mail: boivinfrank@gmail.com In Le E7CEB11054A74AB.
- Use one of the authorized e-signature tools above and select the Handwritten Signature option (see the

## ⇒ Other transactions

• The "click to sign" functionality is accepted.

Expected result		Expected result
E-SIGNED by Jane Doe on 2020-04-01 12:40:49 EDT	x	Mario Tardif 92C593203E25483

## ⇒ 3 eligibility criteria – E-signature

#### Important - Without this information, the request will be returned unprocessed.

- 1- A **password** (transmitted by email) or an **access code** (transmitted by SMS) must be transmitted to the client to allow him/her to sign in securely.
- 2- The e-signature process summary must be transmitted to iA Financial Group with the electronically signed document. In addition, **it must confirm the first eligibility criterion**, i.e. the use of a password or access code (see Appendix).
- 3- Display of a secure signature confirmation (See red squares in the examples below).

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### Appendix – OneSpan

# How to attach your summary of the electronic signature process with the signed documents

- From the Transactions tab on your home page, download the documents using the 2 download buttons. As it is not possible to attach them, send us the documents in different PDF files :
  - 1. To download the signed documents (see red square 1 in the image)
  - 2. To download the summary of the electronic signature process (see red square 2 in the image)



#### Example of an overview of the electronic signature process

Name: Created:	Г	eMivaVS5FomxyBg99G7H0tO8xYY=			_		I [	Fx	ample of
Completed:		2020-Apr-28 14:34:27 (GMTZ) GMT Joh	Doe View	Electronic Disclosures and	201 2.10			LA	nding by
Summary document generat	ted:	2020-Apr-28 14:34:30 (GMT2) GMT	Dee Accept	Consent	207 210 4000	wal-		se	nuing by
Sender:			inter inter	Disclosures and	9162	52er-1d92-			SMS
Name:		Audit Trail:				-	L		
accp_n_sn@la.ca		Date and Time	Recipier	nt Ac	tion	Document	IP	0	Other
Documents: Electronic Disclosures and Sig	ignatures Consent	2020-Apr-28 14:34:11 (GMTZ)	3MT John Doe	Ser	nt SMS	N/A	207.134.10	02.10 F	Phone Number: 1418
OneSpan Sign Electronic Evid	dence Summary	2020-Apr-28 14:34:24 (GMTZ)	GMT John Doe	SM	S	N/A	207.134.10	02.10	
Declalantes				Aut	thentication	1		I	
Recipients:				Aut	thentication				
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## Appendix – DocuSign

## How to attach your summary of the electronic signature process with the signed documents

- 1- From your home page, click on the Admin tab, then on Signing Settings (in the left pane).
- 2- **The first time only**: In the Envelope Delivery section, click on the option Attach certificate of completion to envelope (See red square 1st image).
- 3- Each time: When downloading the document, select the option Combine all PDFs into one file. This way, your summary of the electronic signature process will be attached to the signed document (See red square 2nd image).

Envelope Delivery
Attach documents to completion email
Attach certificate of completion to envelope
DOWNLOAD
Select which files you want to download:
I All 2 files
I Document 1 PDF
Certificate of Completion 1 PDF
Combine all PDFs into one file
DOWNLOAD CANCEL

#### Example of an overview of the electronic signature process

Certificate Of Completion Envelope Id: 2E395DF5E72F455E80E26 Subject: Veuillez signer avec DocuSign : Source Envelope: Document Pages: 4 Certificate Pages: 4	1248607346F5 F17E-1.pdf Signatures: 1 Initials: 0	Status: Completed Envelope Originator: Francois Bolvin	Confirmation - Password transmitted to the client to allow him/her to sign securely.
AutoNav: Enabled Envelopeld Stamping: Enabled Time Zone: (UTC-08:00) Pacific Time (US	S & Canada)	IP Address: 207.134.102.10	
Record Tracking Status: Original 5/6/2020 9:15:19 AM	Holder: Francois Boivin	Location: DocuSign	
Signer Events John Doe Security Level: Email, Account Auther	Signer Even	ts	Signature
(None), Access Code	John Doe		DocuSigned by:
Electronic Record and Signature D Accepted: 5/6/2020 9:17:40 AM ID: 83ff5c0e-afb1-45ba-bacc-8436	@gm	ail.com	Shu - Ze
In Person Signer Events Editor Delivery Events Agent Delivery Events	Security Level: E (None), Access	Email, Account Authentica Code	ition
Intermediary Delivery Events	Status	Timestamp	
Certified Delivery Events	Status	Timestamp	
Carbon Copy Events	Status	Timestamp	
Witness Events	Signature	Timestamp	
Notary Events	Signature	Timestamp	
Envelope Summary Events Envelope Sent Certified Delivered Signing Complete Complete Payment Events Electronic Record and Signatu	Status Hashed/Encrypted Security Checked Security Checked Security Checked Status re Disclosure	Timestamps 5/6/2020 9:16:50 AM 5/6/2020 9:17:40 AM 5/7/2020 5:12:44 AM 5/7/2020 5:12:44 AM Timestamps	

## Appendix – AdobeSign

## How to attach your summary of the electronic signature process with the signed documents

- 1- From your home page, click on the Account tab, then on Global Settings in the left pane.
- 2- In the Attach audit report to documents option, click on Attach current audit report to documents when downloaded from the Manage page (See red square in the image).

Atta	ch audit report to documents
Wh	en sending the final "Signed Document" email, the audit report should be attached:
0	Never 🛛
0	For Sender Only
۲	Always
	Attach current audit report to documents when downloaded from the Manage page

### Example of an overview of the electronic signature process

Final Audit Repor	t	2020-05-08	
Created:	2020-05-08		
By:	Francois Boivin ( <b>1990)</b> ( <b>1990)</b> ( <b>1990)</b> ( <b>1990)</b>		
Status:	Signed		
Transaction ID:	CBJCHBCAABAA5_75MMQvNVjp2wHB4_QSZATCX-Vfv_gk		
	TISTORY eated by Francois Boivin @@ia.ca) 7:11 PM GMT- IP address: 207.134.102.10 nailed to John Doe @@gmail.com) for signature		
<ul> <li>Document cre 2020-05-08 - 7:3</li> <li>Document en 2020-05-08 - 7:3</li> <li>Email viewed 2020-05-08 - 7:3</li> <li>John Doe</li> <li>2020-05-08 - 7:3</li> </ul>	FIISTOFY         eated by Francois Boivin       @ia.ca)         7:11 PM GMT- IP address: 207.134.102.10         mailed to John Doe       @gmail.com) for signature         7:30 PM GMT         by John Doe       @gmail.com)         7:35 PM GMT- IP address: 66.102.8.98         @gmail.com) entered valid password.         7:56 PM GMT	Example of sending by email	Confirm
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(Password send by email or access code by SMS)

## Appendix – FormStack

# How to attach your summary of the electronic signature process with the signed documents

No action is required because the summary of the electronic signature process is automatically attached to the signed documents.

### Example of an overview of the electronic signature process

Document Reference : c18fdd14-felf-433 Document Title : test1 Document Region : Northern Virginia Sender Name : François Boivin Sender Email : @gmail Total Document Pages : 4 Secondary Security : Required Participants	5-8a14-1d3dff27c230 .com
1. Jane Doe (	)
Dc	cument History
Timestamp	Description
05/11/2020 13:20PM UTC	Document sent by François Boivin
05/11/2020 13:20PM UTC	Email sent to François Boivin ( <b>estation</b> @gmail.com).
05/11/2020 13:20PM UTC	Email sent to Jane Doe ( @ia.ca).
05/11/2020 13:20PM UTC	Jane Doe ( <b>entropy de la compassion de l</b>
05/11/2020 13:21PM UTC	Jane Doe ( <b>Part Second</b> Gia.ca) entered a valid password. 207.134.102.10
05/11/2020 13:21PM UTC	Document viewed by Jane Doe ( @ia.ca). 207.134.102.10 Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.97 Safari/537.36
05/11/2020 13:21PM UTC	Jane Doe ( <b>entropy of the set of </b>
Confirmation - ord transmitted to the client to allow him/her to sign securely.	of service and to do business electronically with François Boivin ( Segmail.com). 207.134.102.10 Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.97 Safari/537.36
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