E-signature | Best practices
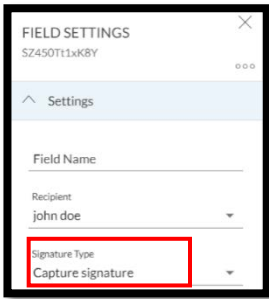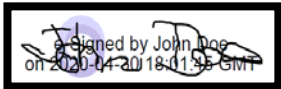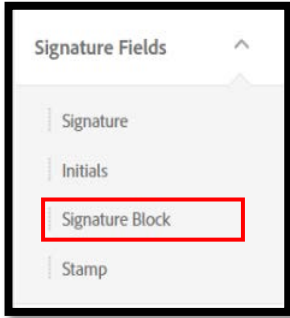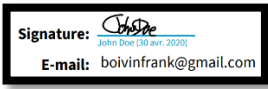
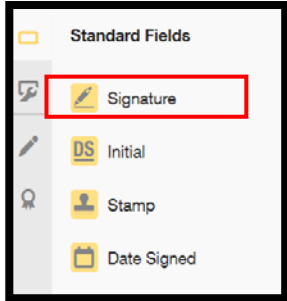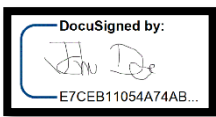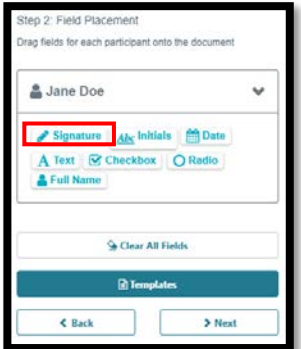> ➤ *You must use EVO Experience driven to submit our transactions.* **If e-signature or the transaction is not available, please read the following.**

> ➤ 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**

- Use one of the authorized e-signature tools above and select the **Handwritten Signature** option (see the images below). Otherwise, the request will be returned unprocessed.

One Span	AdobeSign	DocuSign	FormStack
The handwritten signature process must be selected when creating.	Make it clear to the client that the handwritten signature must be respected.	Instruct the client to select the handwritten signature option. To do so, they must create a free account.	Instruct the client to select the draw signature option.
Expected result	**Expected result**	**Expected result**	**Expected result**

⇨ Other transactions

- The "click to sign" functionality is accepted.

Expected result

E-SIGNED by Jane Doe
on 2020-04-01 12:40:49 EDT

Expected result

X *Mario Tardif*
92C593203E25483...
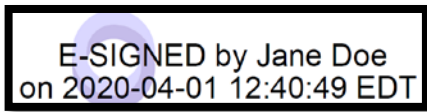
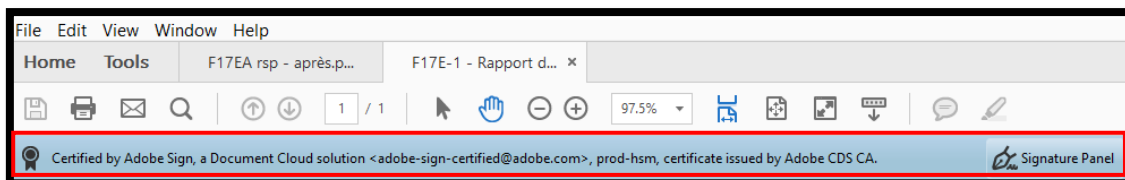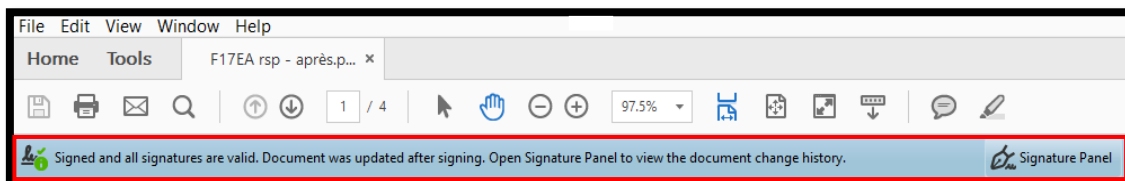## ⇨ 3 eligibility criteria – E-signature

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).

File Edit View Window Help
Home   Tools   F17EA rsp - après.p... ✕

1 / 4   97.5% ▾

Signed and all signatures are valid. Document was updated after signing. Open Signature Panel to view the document change history.   Signature Panel

File Edit View Window Help
Home   Tools   F17EA rsp - après.p...   F17E-1 - Rapport d... ✕

1 / 1   97.5% ▾

Certified by Adobe Sign, a Document Cloud solution <adobe-sign-certified@adobe.com>, prod-hsm, certificate issued by Adobe CDS CA.   Signature Panel

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

Example of sending by SMS

OR

Example of sending by Question - Answer

Appendix – DocuSign

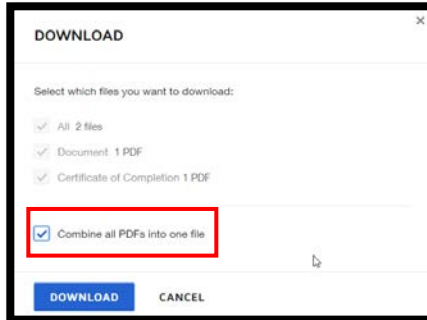## How to attach your summary of the electronic signature process with the signed documents

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:

☑ All 2 files
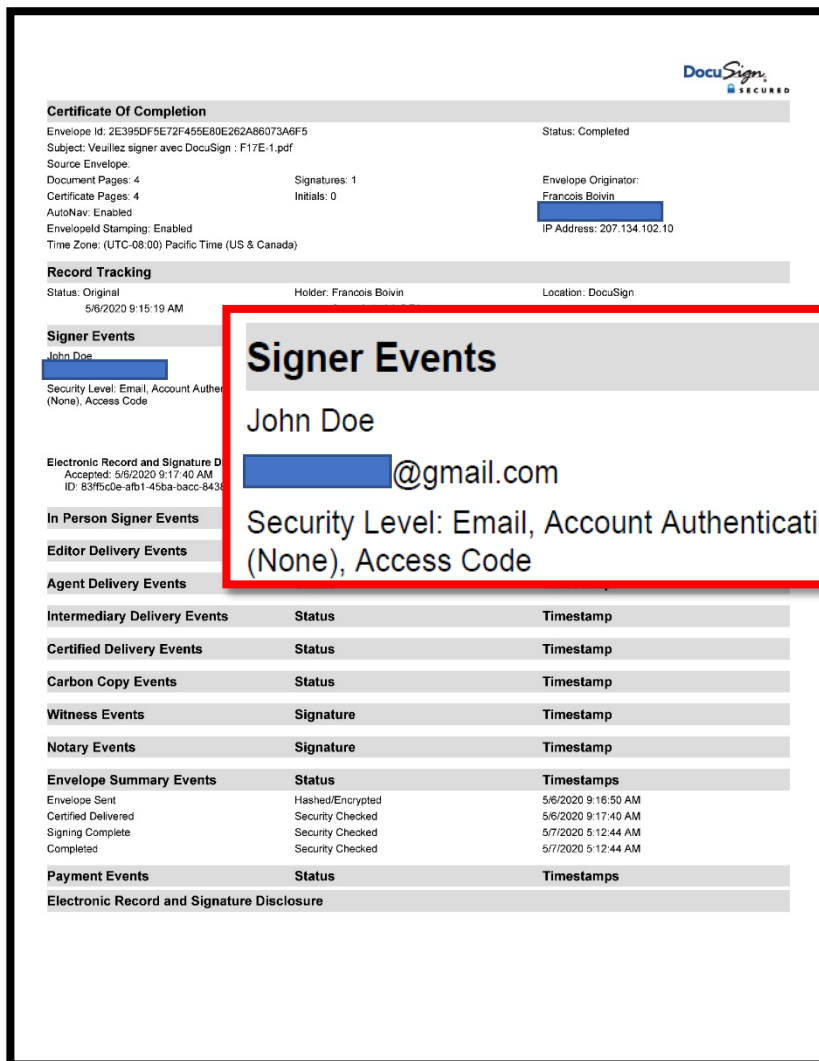☑ Document 1 PDF
☑ Certificate of Completion 1 PDF

☑ Combine all PDFs into one file

DOWNLOAD   CANCEL

Example of an overview of the electronic signature process

Confirmation - Password transmitted to the client to allow him/her to sign securely.

DocuSign SECURED

Certificate Of Completion

Envelope Id: 2E395DF5E72F455E80E262A86073A6F5
Subject: Veuillez signer avec DocuSign : F17E-1.pdf
Source Envelope:
Document Pages: 4   Signatures: 1
Certificate Pages: 4   Initials: 0
AutoNav: Enabled
EnvelopeId Stamping: Enabled
Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Status: Completed

Envelope Originator:
Francois Boivin
IP Address: 207.134.102.10

Record Tracking

Status: Original   Holder: Francois Boivin   Location: DocuSign
        5/6/2020 9:15:19 AM

Signer Events
John Doe

Security Level: Email, Account Authen
(None), Access Code

Electronic Record and Signature D
    Accepted: 5/6/2020 9:17:40 AM
    ID: 83f5c0e-afb1-45ba-bacc-8438

In Person Signer Events

Editor Delivery Events

Agent Delivery Events

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	**Status**	**Timestamps**
Envelope Sent	Hashed/Encrypted	5/6/2020 9:16:50 AM
Certified Delivered	Security Checked	5/6/2020 9:17:40 AM
Signing Complete	Security Checked	5/7/2020 5:12:44 AM
Completed	Security Checked	5/7/2020 5:12:44 AM
Payment Events	**Status**	**Timestamps**

Electronic Record and Signature Disclosure

Signer Events

John Doe

_____@gmail.com

Security Level: Email, Account Authentication (None), Access Code

Signature

DocuSigned by:
John Doe
E7CEB11054A74AB...

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).

Attach audit report to documents

When sending the final "Signed Document" email, the audit report should be attached:

○ Never
○ For Sender Only
● Always
☑ Attach current audit report to documents when downloaded from the Manage page

Example of an overview of the electronic signature process
(Password send by email or access code by SMS)

F17E-1

Final Audit Report   2020-05-08

Created:	2020-05-08
By:	Francois Boivin (⬛⬛⬛@ia.ca)
Status:	Signed
Transaction ID:	CBJCHBCAABAA5_75MMQvNVjp2wHB4_QSZATCX-Vfv_gk

"F17E-1" History

📄 Document created by Francois Boivin ⬛⬛⬛@ia.ca)
   2020-05-08 - 7:37:11 PM GMT- IP address: 207.134.102.10

📨 Document emailed to John Doe ⬛⬛⬛@gmail.com) for signature
   2020-05-08 - 7:37:30 PM GMT

📄 Email viewed by John Doe (⬛⬛⬛@gmail.com)
   2020-05-08 - 7:37:35 PM GMT- IP address: 66.102.8.98

🔒 John Doe ⬛⬛⬛@gmail.com) entered valid password.
   2020-05-08 - 7:37:56 PM GMT

> Example of sending by email

OR

✅ John Doe (⬛⬛⬛@gmail.com) verified identity with phone authentication using the phone number +X XXX-XXX-9210
   2020-05-08 - 7:52:17 PM GMT

> Example of sending by SMS

> **Confirmation - Password / Access code transmitted to the client to allow him/her to sign securely.**

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