Technology

eSignature

What are you waiting for?

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ILTCI

Agenda

- Legal & Compliance
- 6 Point Frame Work
- Value of eSignature
- eDelivery
- Things to Consider
- Use Cases
- Demonstration

Demonstration

Demonstration

Basic eSignature Demonstration

Value of eSignature

- Mimics paper process
- Keeping your transactions truly digital
- Safer than wet signature
- Reduced cost
- Reduced NIGO

Legal & Compliance

- A reasonably well designed process, supported by solid technology, can actually reduce risk, relative to traditional process
- True for POS and fulfillment
- It’s more about process and workflow than it is about technology, but technology is important

eSignature Defined

Electronic Signature Defined by ESIGN Law and UETA

- **Electronic Signature** or **eSignature** - electronic sound, symbol, or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record
- **Digital Signature** – The term ‘digital signature’ refers to a sub-set of the electronic signature that includes the **digital data to ensure the signer identity, intent, and data integrity of signed documents. Digital signatures are unique per signature and cannot be copied or altered.**
- **Electronic record** - means a record created, generated, sent, communicated, received, or stored by electronic means

US Federal Law on Electronic Signatures

E-Sign Act: The US Electronic Signatures in National and Global Commerce Act requires that:

1. The signature must be under the sole control of the individual
2. The signature must be verifiable
3. The signature must be unique to the individual
4. The signature must establish the individual’s intent to be bound to the transaction
5. The signature must be applied in a tamper-evident manner

The E-Sign law does not specify any technology as required or acceptable for its purposes but rather establishes that a transaction or document cannot be denied enforceability because it is in electronic format.

Uniform Electronic Transaction Act (UETA)

UETA is closely related to the Esign Law; however, it is the state version of the law.

- It focuses solely on contracts related to “business, commercial (including consumer) and governmental matters
- It does not address wills, trusts, and other matters handled by the courts
- **UETA grants electronic signatures or records the same validity and enforceability as manual signatures and paper-based transactions**
- **It does not make electronic transactions mandatory; it simply provides a framework to ensure their legality when they are used**

6-Point Framework

1. Authentication Risk
2. Repudiation Risk
3. Admissibility Risk
4. Compliance Risk
5. Adoption Risk
6. Relative Risk

Authentication

Verification (Does this identity actually exist?)

- Resolve that the inquiry information presented by the applicant exists and is real through the presence in public record data sources.
- Where should this be used?

Point of application and compliance (FACTA, KYC and OFAC/AML)

Authentication (I am who I say I am)

- Establish ownership of the presented identity profile; determine whether an individual owns the identity
- Where should this be used?
  - Point of Application, Policy Issue, Policy Owner Service and compliance (FACTA, KYC and OFAC/AML)

Authentication

- Knowledge Based - Quiz
- Single Sign On
- Text Code
- Biometrics

BM1

One-Time Password
Fingerprint
Voice Print
Phone

Slide 12

BM1 Lynnette to embed video

Brett Mendenhall, 1/27/2016

6-Point Framework

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Repudiation

To prevent identity fraud, and improve program integrity a multi-layered approach for verifying and authenticating a consumer is necessary.

Good business practices along with a solid electronic signature capturing service will make non-repudiation less of an issue.

6-Point Framework

1. Authentication Risk.
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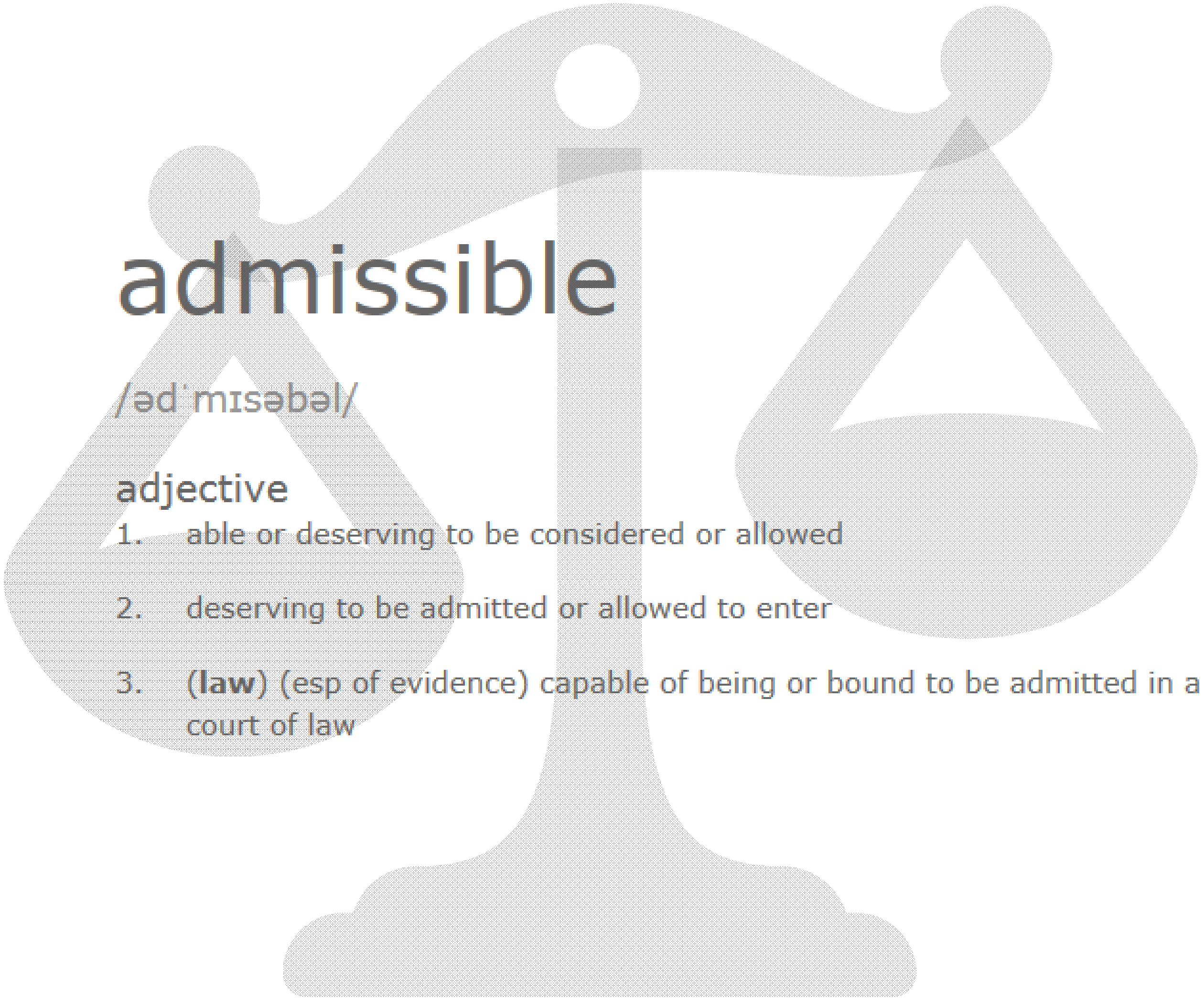
6. Relative Risk.

Admissibility



admissible

/ədˈmɪsəbəl/

adjective

1. able or deserving to be considered or allowed
2. deserving to be admitted or allowed to enter
3. (**law**) (esp of evidence) capable of being or bound to be admitted in a court of law

6-Point Framework

1. Authentication Risk
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Compliance

U.S. laws are specific on the use of electronic signatures to protect both the Consumer and the Company using electronic signatures.

- Electronic Signatures in Global and National Commerce Act
- Uniform Electronic Transactions Act - adopted by 48 states
- Digital Signature And Electronic Authentication Law
- Government Paperwork Elimination Act (GPEA)
- The Uniform Commercial Code (UCC)

6-Point Framework

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Adoption

Ease of use by the consumer is key!

Make it easy, safe and secure!

6-Point Framework

1. Authentication Risk.
2. Repudiation Risk.
3. Admissibility Risk.
4. Compliance Risk.
5. Adoption Risk.
6. Relative Risk.

Relative

There are three specific concepts that should be top of mind for a company engaging the use of electronic signatures.

- Authentication of the signatory
- Integrity of the signed file
- Non-repudiation of the signature and intentions of the signee

e-Delivery

- YES – e-Delivery is permissible
- Requires clear consent from recipient
- Consider obtaining consumer’s consent for e-Delivery for <u>all</u> permitted notices

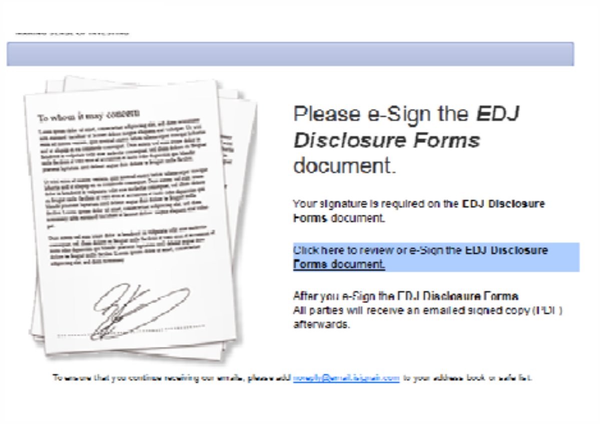
Things to Consider

- How do I determine the workflow options for my company?
  - How do the clients and agents sign forms today?
    - Face to Face
    - Remote with Fax / FedEx
  - How do you authenticate the signer
  - Do agents have a tablet or mobile device they can use for signing?
  - Do you need form data captured during signing?
  - Do you have a call center that needs to send forms out for signing?
  - Is there high risk for fraud in what I am getting signed?
  - Is there a different workflow per Line of Business?

Signature Links Sent to Each Signer

Each unique link will initiate a unique signing ceremony for that signer

Email pick-up link



Please e-Sign the ***EDJ Disclosure Forms*** document.

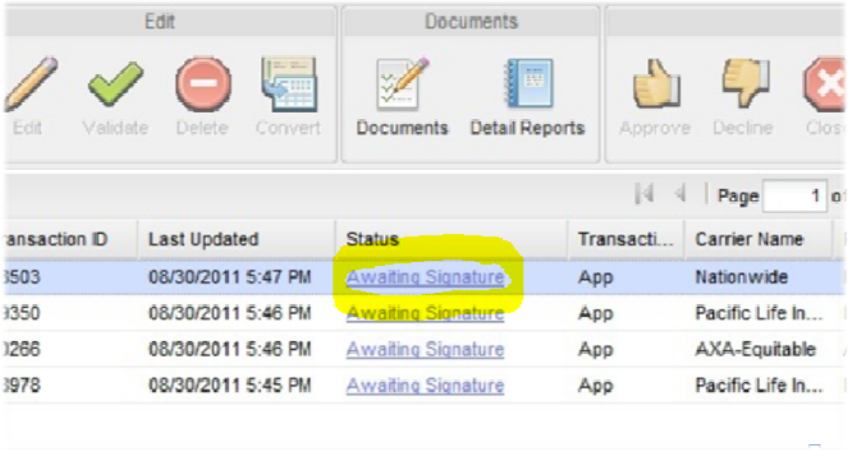
Your signature is required on the **EDJ Disclosure Forms** document.

Click here to review or e-Sign the EDJ Disclosure Forms document.

After you e-Sign the EDJ Disclosure Forms
All parties will receive an emailed signed copy (PDF)
afterwards.

To ensure that you continue receiving our emails, please add noreply@email.isignit.com to your address book or safe list.

URL sent back to web site



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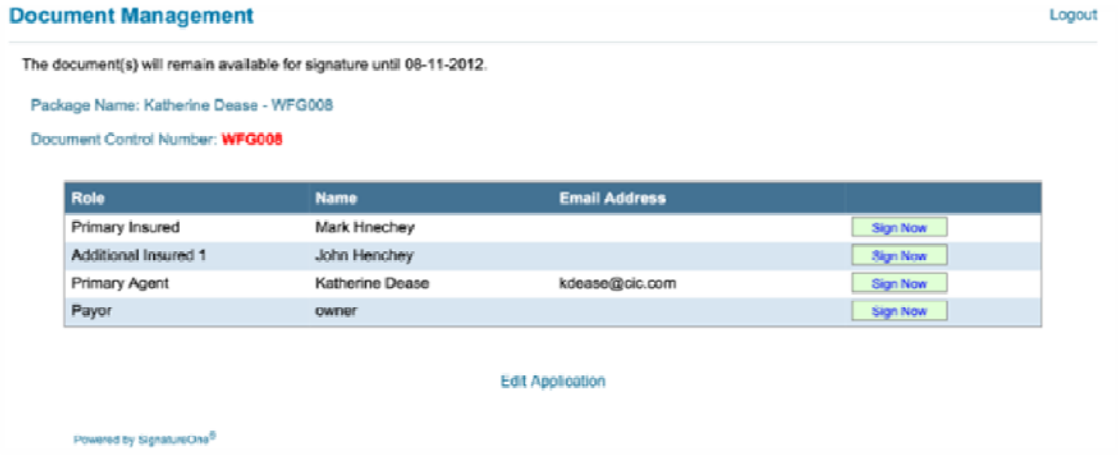
3350	08/30/2011 5:46 PM	Awaiting Signature	App	Pacific Life In...
3266	08/30/2011 5:46 PM	Awaiting Signature	App	AXA-Equitable
3978	08/30/2011 5:45 PM	Awaiting Signature	App	Pacific Life In...

Face to face signing



Document Management

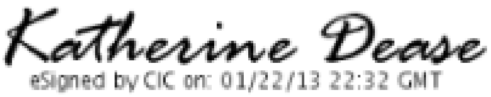
The document(s) will remain available for signature until 08-11-2012.

Package Name: Katherine Dease - WFG008

Document Control Number: **WFG008**

Role	Name	Email Address	
Primary Insured	Mark Hnechey		Sign Now
Additional Insured 1	John Henchey		Sign Now
Primary Agent	Katherine Dease	kdease@cic.com	Sign Now
Payor	owner		Sign Now

eSignature Types

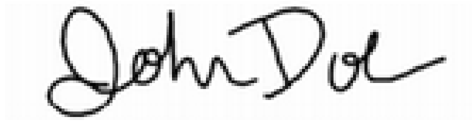


“Click-Wrap” with Font Based Signature

Signed by: Marie Adkins
Date: 05-13-2013 18:38 GMT
Reason: I agree to the terms of this application.

Signature

“Click-Wrap” with Digital Signature Stamp



Biometric/Live Signature – Stylus, Finger, or Mouse

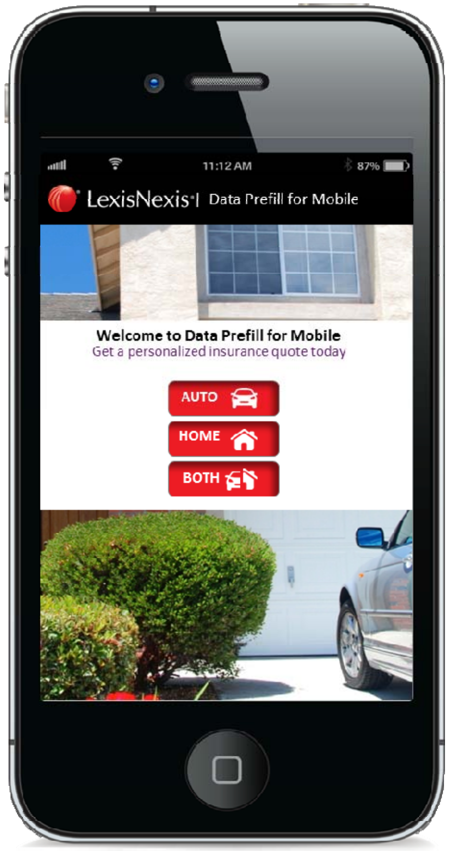
Initials

Use Cases

- New Business
- Policy Delivery
- Post Sale Transactions/Policy Management
  - Claims
  - Change of Address
  - Self Service Forms
- Call Center
- Medical Information

Mobile Devices

Use of mobile devices has no age barriers…



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Demonstration

- eSignature Demonstration with full functionality.
  - Link to Signing
  - Authentication
  - Consent
  - Signing Ceremony
  - Final Document Delivery

Deployment

- **Hosted/Cloud/SaaS**
  - eSignature server is in the cloud
  - Software-As-A-Service (SaaS) model where the signing ceremony is standardized and turn-key to implement
- **Dedicated On-premise**
  - on-premise deployment option where the eSignature server is hosted on the company’s server (on-premise) behind their firewall
  - Unique installation with complete control over the security of the severs and the data