



eDOCSignature Free Usage FAQ Sheet

Q. Is this truly free, and why are you doing this?

A. Yes, use of eDOCSignature's basic level package is truly free until September 30, 2020. We are doing this for one reason only – it is simply the right thing to do! We hope that that this will be helpful to credit unions during this time of rapid change. We all must help each other in whatever way we can, and this is how eDOC can help.

Q. Are there any strings attached?

A. Absolutely not! This is simply something that eDOC can do to benefit all credit unions and their members.

Q. What features are available?

A. Only basic features will be made available – this includes the ability to upload a PDF or Word document to the system, assign signers to documents, and manually add signature locations, text boxes, and/or check boxes to those documents.

Q. What additional features are available?

A. Many more eDOCSignature features are available, but we have no interest in upselling you. What's important is being able to deploy this to as many credit unions as possible. There will be time to talk about other features when things settle down. We are now in assembly line mode. As Henry Ford stated, "Any customer can have a car painted any color that he wants so long as it is black."

Q. How soon can we use the software?

A. We will make every possible effort to provide a same-day installation. Trainings for new users will be held twice daily at 10:00 AM and 3:00 PM EST.

Q. How will my signers be notified that they have a document to sign?

A. When a document is sent out for signing, the system automatically emails the signer a document access link. The signer clicks this link to access the document.

Q. How do I ensure that a specific member is really the same person who is signing a document?

A. As part of the basic level eDOCSignature package, you may configure an authorization code. The authorization code can then be verbally provided to the member. When the member accesses the document, they will need to enter the authorization code to complete the signing process. You should utilize similar procedures to how you conduct phone verifications today. eDOC does offer third-party verification services, but they are not free or part of the basic level eDOCSignature package.



eDOC INNOVATIONS

Q. As a credit union employee, how do I know the document has been signed?

A. You will receive an email informing you that the document signing has been completed. You can then access the administrative eDOCSignature website to download the completed document.

Q. Is eDOCSignature legally compliant?

A. Yes, eDOCSignature complies with all requirements outlined in the E-Sign Act that was enacted on June 30, 2000.

Q. How many credit unions use your service today?

A. Over 300 credit unions currently use our eDOCSignature solution!