ELECTRONIC SIGNATURES

Standards and criteria

Whether you're opening a savings contract or an insurance policy, the EVO electronic platform is designed to increase efficiency. By using this tool, you'll save a considerable amount of time when opening your clients' contracts. Talk to your sales team to learn more, or visit the EVO home page!

If, however, you must use a form that requires the client's signature, please read the following.

For more information about secure electronic signature practices, click here. iaconnected.ia.ca/useful-links

Eligibility criteria for client electronic signatures

⚠ All of these criteria must be met, or the transaction will be returned to you unprocessed.

1- **Mandatory use of one the following tools for electronic signatures**:

HELLOSIGN   Adobe Sign   DocuSign
formstack   OneSpan   iGeny

2- **Double authentication for the signature process:**
A **password** (sent by email) or **access code** (sent by text message) must be sent to clients so they can sign securely.

3- **A secure signature confirmation must be displayed on the signed document.**

✓ Document signed; all signatures valid

4- **A summary of the electronic signature process** must be sent to iA Financial Group with the electronically signed document. The summary must also confirm the second eligibility criterion – the use of a password or access code.

5- **"Handwritten"** electronic **signatures** for **Medical authorization and Change of beneficiary forms** (insurance and savings).

Using a stylus on a touch screen

The use of a stylus on a touch screen or of an image attached for the client signature are not accepted other than with approved tools. Advisors may use, for their own signatures as advisors, a stylus or an attached image, when a signature is required for a Limited Trading Authorization (LTA) transaction.

iA Financial Group

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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

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

DocuSign
SECURED

Certificate Of Completion
Envelope Id: 2E395DF5E72F455E80E262A86073A6F5   Status: Completed
Subject: Veuillez signer avec DocuSign : F17E-1.pdf
Source Envelope:
Document Pages: 4   Signatures: 1   Envelope Originator:
Certificate Pages: 4   Initials: 0   Francois Boivin
AutoNav: Enabled
EnvelopeId Stamping: Enabled   IP Address: 207.134.102.10
Time Zone: (UTC-08:00) Pacific Time (US & Canada)

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

Signer Events
John Doe

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

Electronic Record and Signature D
     Accepted: 5/6/2020 9:17:40 AM
     ID: 83ff5c0e-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

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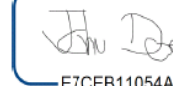
Signer Events   Signature

John Doe

[_____]@gmail.com

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

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).

Example of an overview of the electronic signature process
(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

formstack sign
formerly insuresign

🔒 Document Completion Certificate

```
Document Reference    : c18fdd14-fe1f-4335-8a14-1d3dff27c230
Document Title        : test1
Document Region       : Northern Virginia
Sender Name           : François Boivin
Sender Email          :            @gmail.com
Total Document Pages  : 4
Secondary Security    : Required
Participants

1. Jane Doe (            @ia.ca)
```

Document History

Timestamp	Description
05/11/2020 13:20PM UTC	Document sent by François Boivin (@gmail.com).
05/11/2020 13:20PM UTC	Email sent to François Boivin (@gmail.com).
05/11/2020 13:20PM UTC	Email sent to Jane Doe (@ia.ca).
05/11/2020 13:20PM UTC	Jane Doe (@ia.ca) entered an invalid password. 207.134.102.10
05/11/2020 13:21PM UTC	Jane Doe (@ia.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 (@ia.ca) has agreed to terms of service and to do business electronically with François Boivin (@gmail.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 Signed 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	Document copy sent to Jane Doe (@ia.ca).

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