OneSpan

OneSpan Sign Virtual Room

Reimagine customer engagement. Get documents signed in a secure, live videoconferencing session.

HIGHLIGHTS

Live E-Signature

- Capture legally binding, admissible, and enforceable e-signatures in real-time

Videoconferencing

- Transact with signers in different locations using built-in videoconferencing

Authentication

- Verify identities of participants in the virtual signing session

Co-browse

- Simultaneously review documents with signers and address their questions in real-time

Recording & Audit Trails

- Capture vendor-independent audit trails with the option to record the virtual signing session

Recreate the Power of the Face-to-Face Meeting – Virtually

Agreement processes are most successful when completed in-person. Why? Because consumers tend to turn to channels where they can get human help – especially for complex, multi-step agreements. That's why in today's increasingly remote world, the human element is more important than ever before. Organizations that can offer a personal, human touch remotely are in a better position to get their customers the help they need and ultimately win them over.

The OneSpan Sign Virtual Room enables financial institutions to re-create the power of the face-to-face meeting and complete financial agreements that require human assistance. It brings together electronic signature, web-enabled videoconferencing, and rich collaboration capabilities in one solution.

Use Cases

The Virtual Room goes beyond the ability to web conference and capture an electronic signature. It helps you conduct business in a virtual environment, as if you were meeting your customers in-person.

Account Opening

Retail banking, commercial banking, wealth, insurance policies, investment accounts, and more.

Account Maintenance

Beneficiary changes, investment account review, switching accounts, etc.
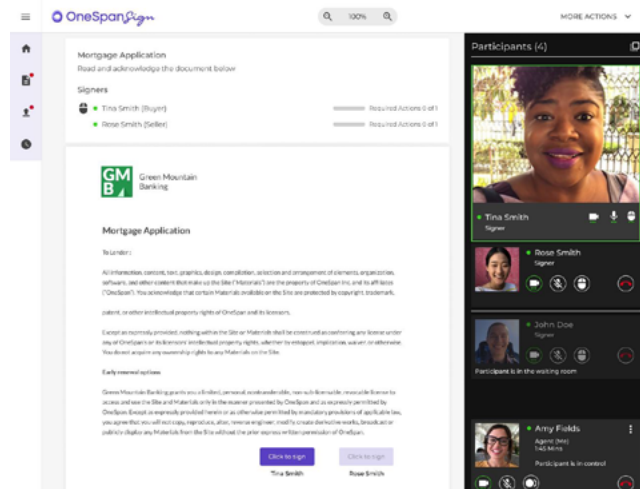
Product Applications

Mortgage, loans, annuities, and more.

Insurance Claims

Submission and review of claims by agents and brokers.

Automobile Financing

Vehicle financing and leasing agreements.

Bring the Human Element to Your Remote Agreement Processes

The Virtual Room helps you deliver a secure and interactive experience to guide a customer through the financial agreement process and effectively close the deal.

It's a win-win for you and your customers. Your customers get the financial help they need from the convenience of their home or office, and your organization gets access to a new, high-touch channel to engage with customers *as humanly as possible*.

How It Works

An easy 5-step process to get documents signed virtually and reduce missing and incorrect information in account applications and forms.

01. Prepare

- Upload documents or select pre-defined template
- Add signers
- Set the date and time for the virtual signing session

02. Invite

- Signers join the Virtual Room by clicking the link in the email invitation

03. Authenticate

- Signers verify their identity using the selected authentication method (optional)

04. Review

- The host and signers enter the video-enabled Virtual Room
- The host helps signers understand the agreement in real-time

05. Sign

- Guided workflows provide signers with easy-to-follow cues
- Signers initial and sign the document
- Signers download a copy of the e-signed documents

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Why OneSpan Sign Virtual Room?

Fast & Convenient

Built-in videoconferencing eliminates the need for in-person meetings to review and sign documents.

Secure Agreements

Bank-grade security, digital signature encryption, and strong identity proofing capabilities ensure data and documents are always secure.

Real-time Assistance

A "white-glove" experience to address customer questions in real-time and ensure they get the help they need.

Strong Electronic Evidence

Vendor-independent audit trails with the option to record the virtual signing session.

Fully Branded Experience

Fully white-label the e-sign process to keep the spotlight on your brand – from start to finish.

All-in-One Solution

Built-in e-signature, videoconferencing and rich collaboration features with no need to patch multiple solutions together.

About OneSpan

OneSpan helps protect the world from digital fraud by establishing trust in people's identities, the devices they use and the transactions they carry out. We do this by making digital banking accessible, secure, easy and valuable. OneSpan's Trusted Identity platform and security solutions significantly reduce digital transaction fraud and enable regulatory compliance for more than 10,000 customers, including over half of the top 100 global banks. Whether through automating agreements, detecting fraud or securing financial transactions, OneSpan helps reduce costs and accelerate customer acquisition while improving the user experience. Learn more at **OneSpan.com**.

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