



# Banker's Guide to Electronic Signatures

Digital Agreements Reimagined.  
Tomorrow's Potential Secured





## Securing Tomorrow's Potential

We've reached a moment of tremendous opportunity for financial institutions (FI).

The Web3 era presents an opportunity to deliver better, more immersive customer experiences, but with opportunity comes risk. Deep fakes and identity fraud pose a threat to each digital agreement and business workflow. Reimagine how you secure your digital agreements, so you can realize tomorrow's potential for your customer-facing, revenue-generating processes. Now is the time.

FIs are transforming business agreements and the customer experience as a whole by adopting electronic signatures. Along the way, they're leveraging technologies like digital identity verification to optimize higher risk digital processes and videoconferencing with co-browsing to reintroduce the human element to remote customer transactions.

The employee experience is also undergoing transformation. Digitizing processes across contracting and procurement, HR, and legal, is delivering rapid gains in efficiency and drastic reductions in cost.

The market continues to adapt to advances in technology and Web3. In this climate of change and opportunity, the security of your digital agreements, defined by high identity assurance and authentication, is how you can achieve tomorrow's potential.





# The Value

## Transform customer experience in any channel

- Provide a seamless digital process in the customer's preferred channel – whether that's online, mobile, call center, or branch
- Recreate the power of the face-to-face meeting for your digital channels by combining e-signatures, web-enabled videoconferencing, and rich collaboration capabilities

## Generate revenue

- Eliminate customer abandonment due to paper with an end-to-end digital process

## Strengthen legal and compliance position

- Gather evidence of exactly what transpired with a single, unified audit trail
- Apply a digital signature to the document after each signer completes the signing process
- Get a complete picture of the transaction with strong identity assurance to demonstrate compliance

## Demonstrate green business practices

- Create a paperless model and support sustainable development

## Ensure business continuity

- Provide your customers a reliable remote channel, so your organization can weather unforeseen circumstances

## Reduce costs

- Avoid the need to manually prepare, ship, and archive paper
- Offset 90% of administrative labor around paper, saving as much as \$10 per transaction
- Eliminate errors like missing signatures and data



# Top OneSpan Sign Connectors

E-Signatures can be integrated or used as a standalone solution across all the productivity applications, programs, systems, and devices you already use.



[See All OneSpan Sign Connectors](#)



# E-Signature 101

Top 3 Questions Banks Ask



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## Is It Legal?

### Yes.

Over 90 countries around the world have passed legislation affirming the legality of e-signatures. There is no longer any question about whether electronic signatures are legal. The trend toward wider acceptance globally is clear.

However, specifics vary from country to country, so it is important to understand the laws and regulations in the jurisdictions where you operate. Explore our E-Signature Legality Guide to learn the local regulations that govern e-signature, digital identities, and digital certificates in your region.

Get answers to commonly asked questions, such as:

- Are e-signatures legal, admissible, and enforceable in my local jurisdiction?
- Are there certain documents that cannot be e-signed?
- Does local regulation govern the use of digital IDs and/or digital certificates for e-signatures?
- Are there any documents that require use of Qualified Electronic Signatures (QES)?
- Does local law provide certification bodies / trust services that e-signature users should be aware of?
- How is OneSpan Sign designed to meet the e-signature requirements in my jurisdiction?

[Read the Legality Guide](#)

# Is It Secure?

**Yes.**

Security is understandably a top concern with digital transactions, so it is important to make sure your electronic signature provider meets the highest security standards while ensuring a trusted experience between you, your employees, and customers.

That means more than simply passing a security audit or obtaining a certification. We recommend taking a broader view of e-signature security that also addresses:

- Choosing the appropriate level of authentication
- Leveraging integrated ID verification to ensure signers are who they say they are
- Protecting e-signatures and documents from tampering
- Making it easy to verify e-signed records
- Ensuring the long term reliability of your e-records independent of the vendor
- Verifying the vendor has a consistent track record of protecting customer data
- Creating an end-to-end trusted experience through white-labeling that also adds an extra layer of protection against phishing attacks

In addition, OneSpan Sign is compliant with all important security and compliance regulations, including:

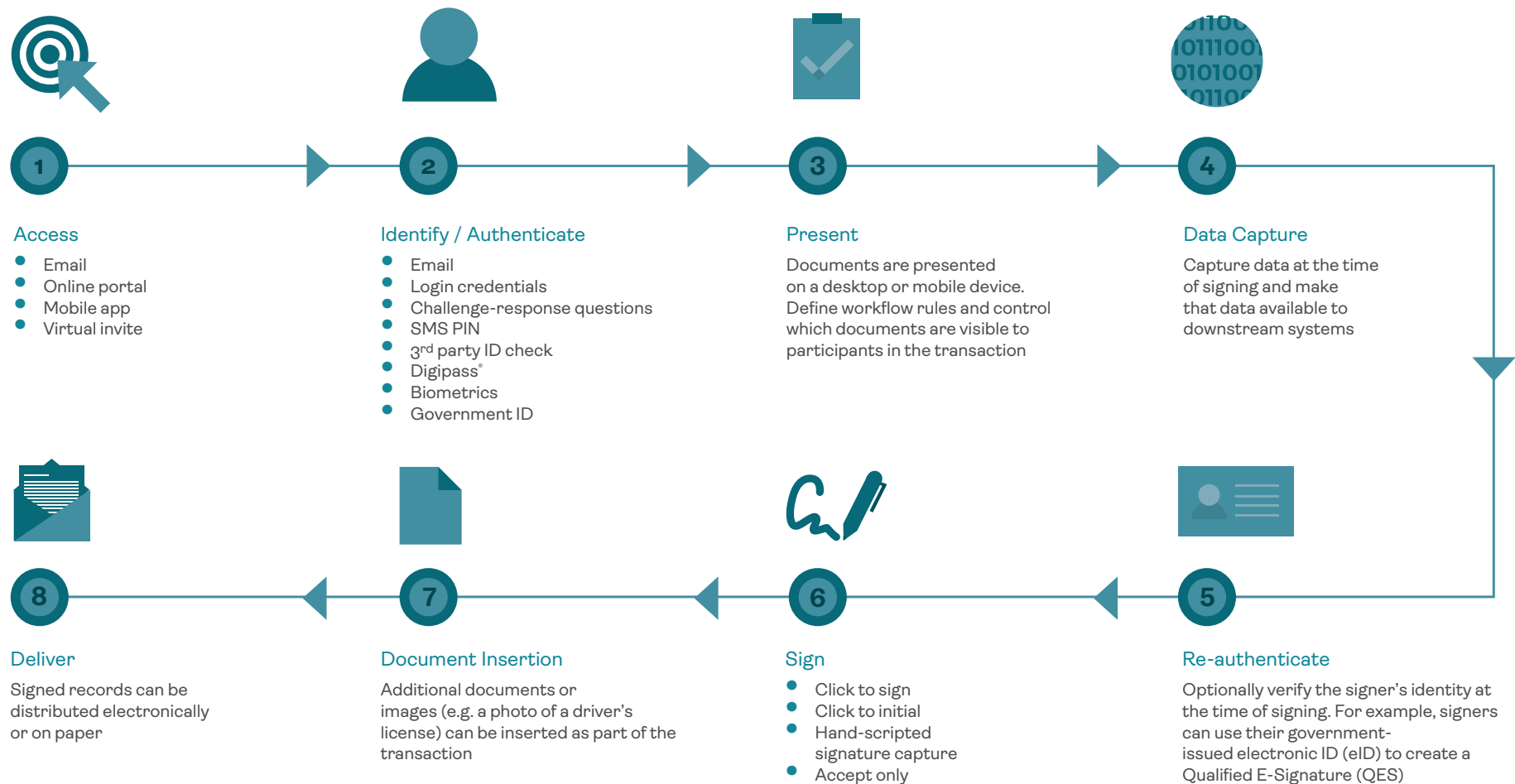


To learn more about electronic signature security and OneSpan Sign, visit our Trust & Compliance webpage.

[Read More](#)



# How Does It Work?



Flexible e-signature workflow options ensure an **optimal signer experience** across all channels and ultimately higher adoption by employees, reps, and customers.



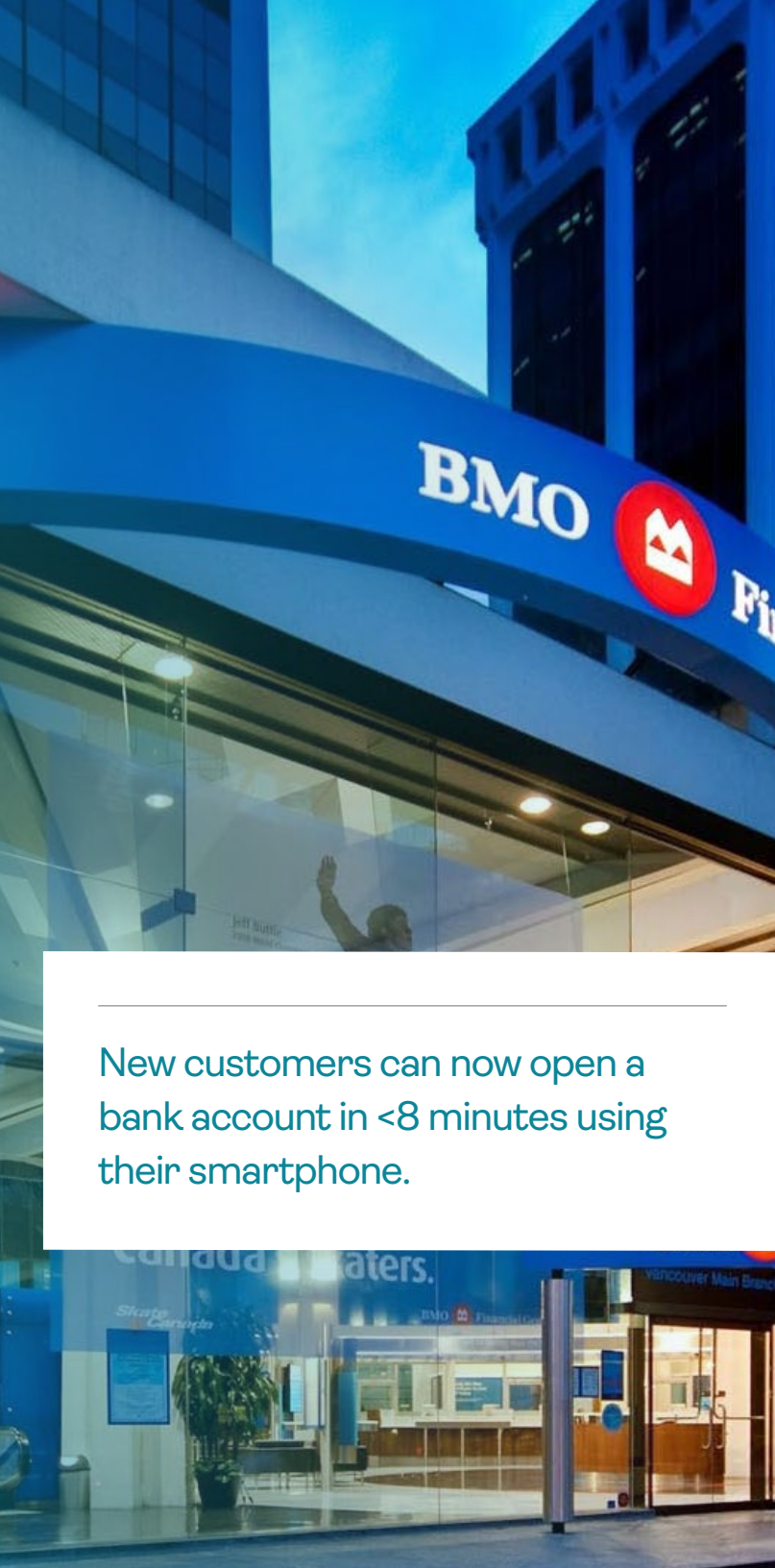


# E-Signatures in Action

Use Cases and Case Studies



OneSpan



## Case Study

# Mobile Account Opening



### CHALLENGE

BMO recognised that offering its customers a satisfying digital onboarding experience is table stakes to retaining and growing its customer base. They saw an opportunity to accelerate the launch of digital capabilities through the deployment of shared services and digital process automation.

### Solution

Implement an enterprise-wide eForms and e-signature shared services platform in order to. The platform will provide a contextual and responsive digital user experience through the client's onboarding process.

### Benefits

- Increased frontline capacity, leading to more customer conversations and incremental revenue increase up to \$8.9 million (€7.7 million)
- Prospective customers can open a bank account in less than eight minutes using their smartphone
- Reduction of errors within the personal account opening process of up to 80%
- Increase in process efficiency of around 40% across personal banking onboarding
- The platform enabled BMO to reduce the number of forms in the account opening process from 44 to 26 and the number of steps involved from 25 to 13.

New customers can now open a bank account in <8 minutes using their smartphone.

[Read the Full Story](#)

## Case Study

# Commercial Lending



### Challenge

The Business Development Bank of Canada (BDC) realized that in order to help entrepreneurs, they needed to accelerate the financing process. As a result, they innovated with mobile applications that their account managers could use when assisting clients through the financing process. One of the most successful apps is called Express Loans, and it aims to help account managers close a loan within 15 minutes.

As the bank digitized, one of their concerns was managing the risk of these mobile transactions. Documents needed to be securely e-signed and embedded with a strong audit trail that recorded every action taken throughout the signing process.

### Solution

Powered by OneSpan Sign, BDC's Express Loan app allows business applicants to sign all required documentation in a single visit with the account manager.

### Benefits

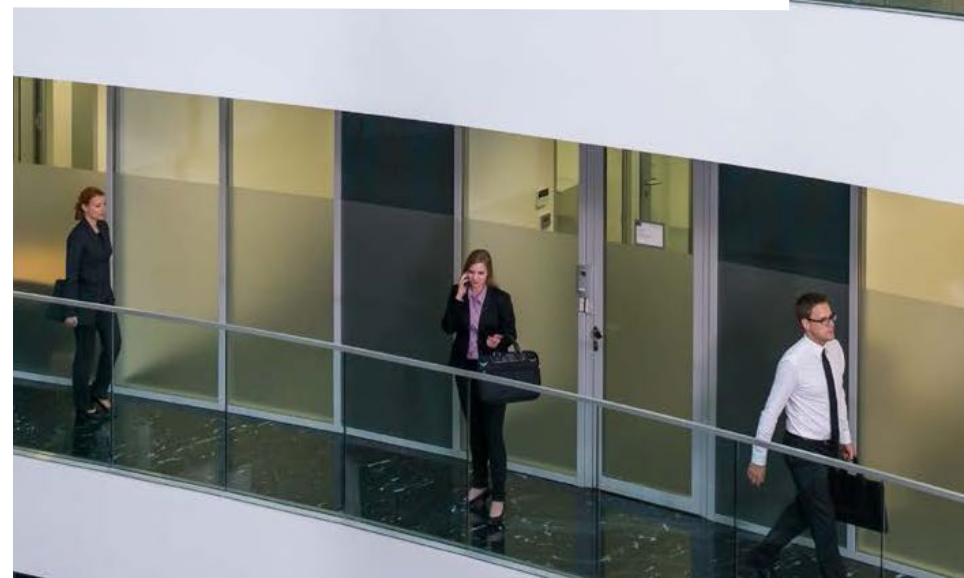
- Early results: completed >4,000 loans totaling \$466.7 million in authorized loan value
- 60% of loan applications closed in a single session
- Saved account managers 26,000 hours of manual work
- 92% of applicants use e-signature
- OneSpan Sign's API streamlined e-signature integration into existing apps
- Proof of compliance with legal requirements for consent

[Read the Full Story](#)



“In a competitive selection process, we chose OneSpan Sign because of the solution’s patented visual audit trail, white-labeling capabilities, regulatory compliance, and the ability to easily scale the solution across other areas of the bank.”

**Jorge Oliveira**  
Manager of IT Solutions Delivery,  
BDC







## Case Study

scventures



# Mortgage Agreements

## CHALLENGE

The signing of documents by clients is a time-consuming process for the SC Ventures mortgage specialists, especially since the outbreak of the pandemic. In the case of new customers, documents were emailed or delivered by courier to the client. Then a video conference had to be set up, so that the customer manager could witness the client signing the documents. From there, the process still required additional calls and rounds of review before completion.

Beyond just the mortgage team, many other business units at Standard Chartered were struggling with time-intensive document signing and manual coordination.

## Solution

SC Ventures collaborated with OneSpan to create a single enterprise solution for e-signatures, SC eSign. The tool accelerated document sharing and signing for all Standard Chartered business units across the bank's large footprint.

## Benefits

- Rolled out e-signature enterprise-wide to 40 use cases
- Live in 21 countries and secured regulatory approval in 28 jurisdictions
- Provides business units a significantly faster way to share confidential information
- Reduced turnaround time to close business by more than 100%
- Increase in process efficiency of around 40% across personal banking onboarding
- The platform enabled BMO to reduce the number of forms in the account opening process from 44 to 26 and the number of steps involved from 25 to 13.

“With OneSpan Sign e-signature technology, the customer signing experience has been greatly improved. And for the mortgage team in particular, efficiency is enhanced by reducing time to close transactions.”

**Thorsten Neumann**  
CTO, SC Ventures

[Read the Full Story](#)

## Case Study

# Wealth Management



### Challenge

According to Bank Systems & Technology, “RBC was losing more than 80,000 man hours each year, chasing documents and correcting errors such as missing signatures.” There was too much duplication of effort and administrative work in investment transactions.

### Solution

8,000 wealth management & investment salespeople use e-signatures to complete mutual funds and other investment transactions in-branch and remotely.

### Benefits

- Eliminated errors such as missing signatures and data
- Save \$8 million (€6.9 million) in hard costs annually
- Investment advisors complete the sale in one visit, preventing abandonment
- Standardised the signing process
- Customers and bank personnel love the technology

[Read the Full Story](#)



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“It’s like when you walk into the Apple store and you have to sign something, they bring out the iPad and you sign that. It’s just the way we do investment banking at RBC.”

**Keith Wils on**

Senior Manager of sales force  
Technology enablement

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# Best Practices

Security, Deployment, Mobility, and UX



OneSpan





# Building Trust with E-Signature Security

## ID Verification

OneSpan Sign includes Identity Document (ID) Verification as a signer authentication method to validate a signer's identity before they gain access to critical contracts and high-value agreements. ID Verification with Facial Comparison enables a signer to validate their identity using their government-issued photo ID and a 'selfie', which is then compared with their photo ID to provide an additional layer of identity assurance. ID Verification provides a high level of signer authentication and supports fraud prevention.

## User Authentication

OneSpan Sign supports a broad range of options to verify the identity of signers prior to giving them access to documents. Email, SMS PIN, and Q&A are included with all OneSpan Sign plans. The solution also integrates with third-party authentication services such as Equifax and Digipass®.

## Document Security

Unlike most e-signature solutions, OneSpan Sign uses digital signature technology to tamper-seal documents after EACH signer and invalidates documents if any changes are made. This built-in security ensures the integrity of the e-signed document.

## Robust Audit Trail

OneSpan Sign makes it easy to access details about the transaction to prove compliance. An electronic audit trail is permanently embedded within the e-signed document for easy, one-click verification. In fact, OneSpan Sign is the ONLY solution in the market to capture a single audit trail of the entire agreement process—from identity verification and authentication to e-signature. This includes the ID and authentication check method used and the detailed results of the verification. As a result, you get a complete picture of the transaction with strong identity assurance to demonstrate compliance.

# Start E-Signing Today

OneSpan Sign offers flexible deployment options for getting e-signatures out to customers, partners, and employees – quickly and securely. We offer two general options, both of which provide operational efficiency, improve the customer experience, and reduce document errors. Those options include:

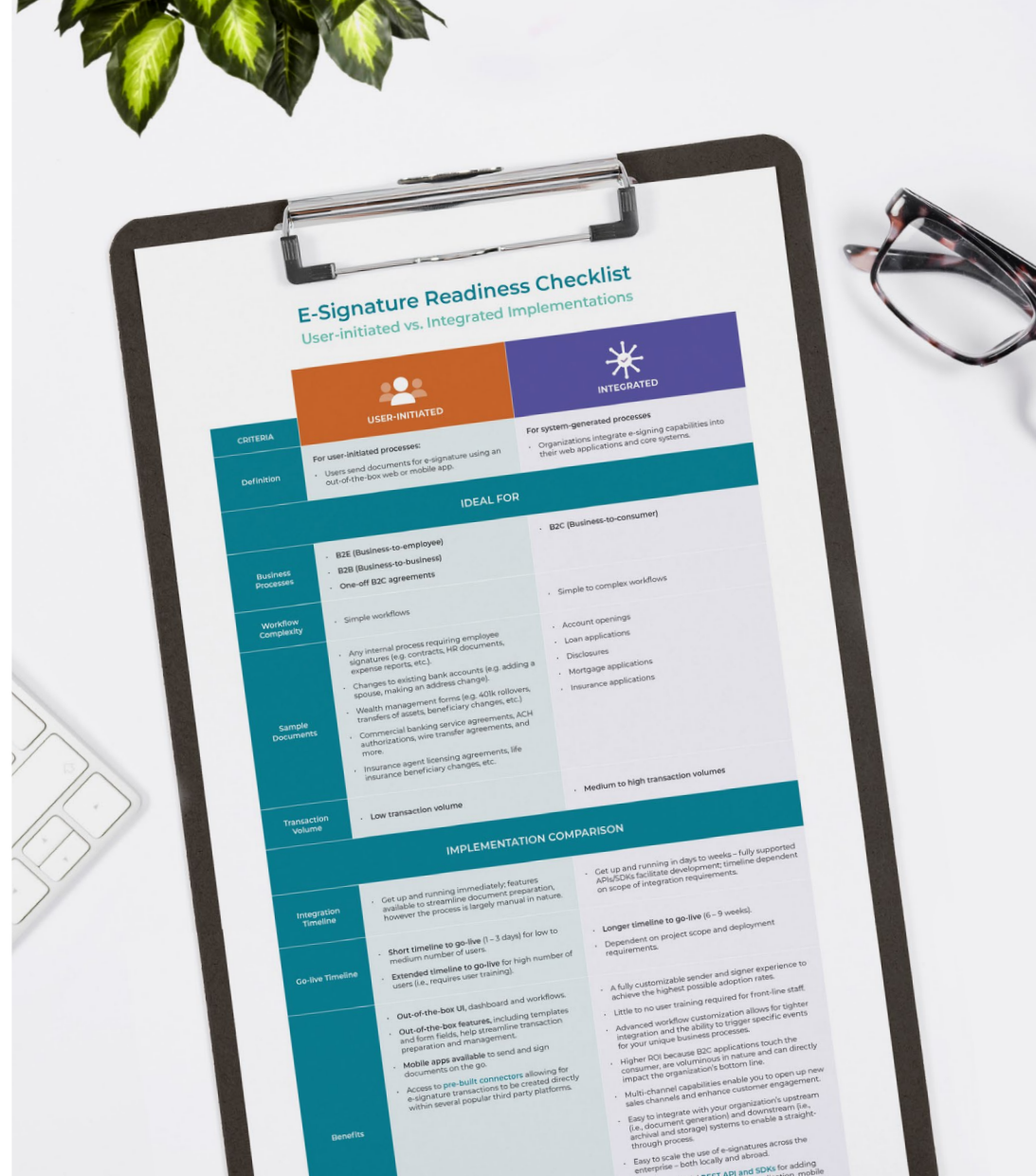
## User-initiated

Users can send and sign documents via the web portal, mobile app, or a third-party connector. This option is typically ideal for lower volume, user-initiated e-signature processes (i.e., sales contracts, HR forms, expense reports, purchase orders, etc.).

## Integrated

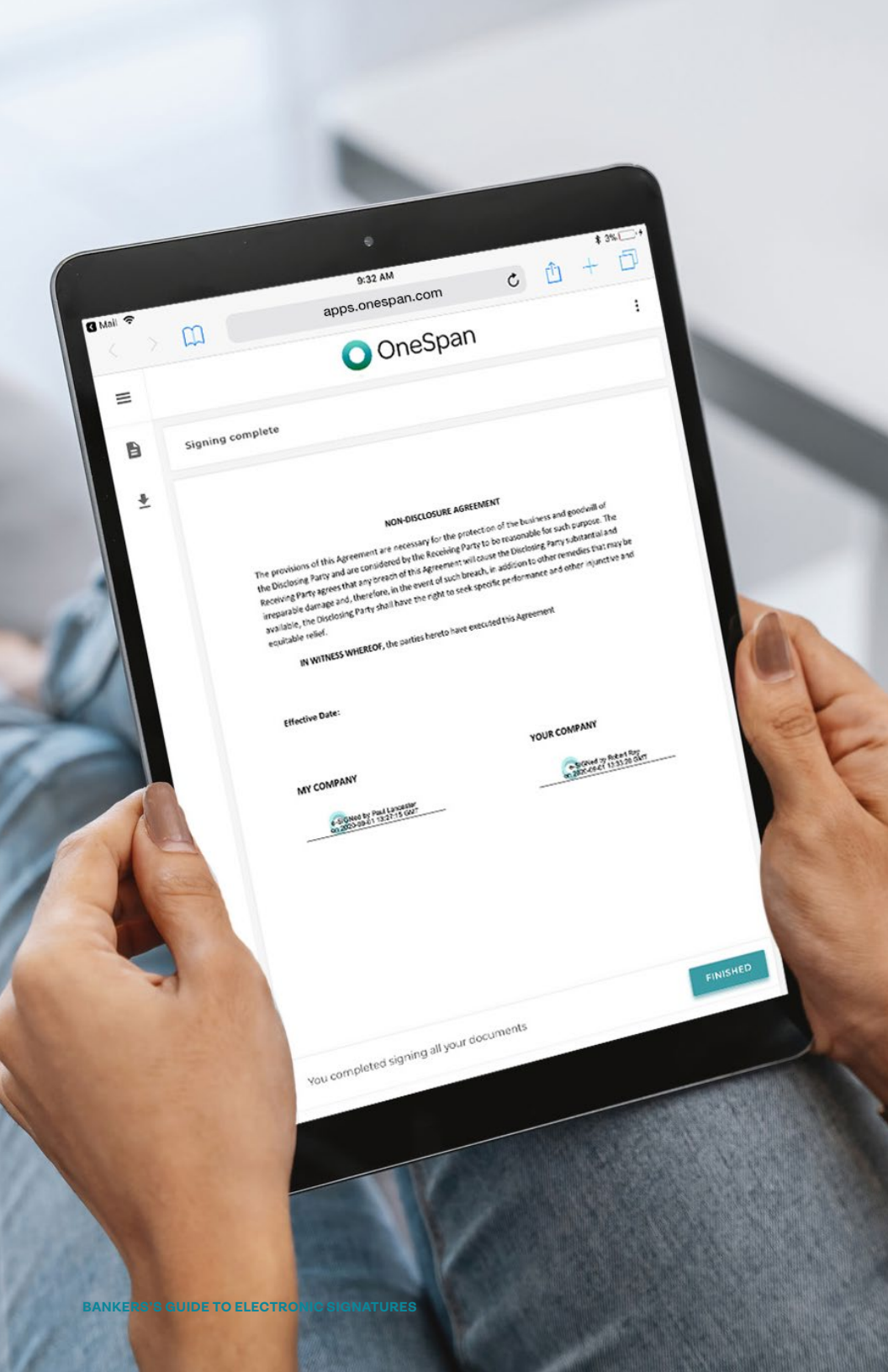
If you're looking to fully automate the e-signature process with your web application, business applications, core systems, and mobile apps, the integrated approach will fit your needs. In an integrated use case, there is no manual work for employees to prepare a document for e-signature – documents are system-generated and completely automated. This option is ideal for larger volume, system-initiated e-signature processes (i.e., loan applications, account openings, insurance applications, etc.).

Every organization has different needs. If you are unsure at this time, remember that you can transition from a user-initiated process to an integrated process at a later date.



Are you ready to start e-signing?  
Download our Readiness Checklist  
and find out!

[Get the Checklist](#)



## Easy User Experience

Using OneSpan Sign is easy for both senders, signers, and even IT.

### For senders

OneSpan Sign's fully responsive design enables business users to easily prepare, send and monitor transactions from any device.

### For signers

Visual cues and colorful signature boxes guide signers to sign and initial in all the right places so there are no missing signatures. Customers don't need an account to sign.

### For IT

An open API, fully supported SDKs, and cloud compatibility ensure a frictionless integration process for your IT department.

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“...This product is used daily for thousands of signatures across our business. The ease of use is point and click, so for most of our customers it is a no-brainer, they just sign and click as if they were buying groceries.”

**Customer review**  
[www.g2crowd.com](http://www.g2crowd.com)

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# White-labeling

The e-signature interface is customizable, allowing you to fully white-label your experience. The result is a seamless signing experience that promotes your brand – and only your brand. After all, if the customer doesn't recognize the interface as belonging to your organization, they may lose trust, especially if it involves entering personal information into a web form. Furthermore, scammers are now sending phishing emails meant to mimic messages from e-sign brands to exploit customers. White-labeling the entire e-sign experience is the #1 thing you can do to protect your brand, your customers, and achieve the highest adoption rates possible.

OneSpan Sign is the only e-signature provider that enables you to completely white-label every aspect of the e-signature process. This gives you the ability to:

- Integrate with your SMTP servers to allow emails to be sent from your domain (e.g., @yourbank.com) instead of ours
- Customize the colors, logo and the visibility of elements such as header, navigation bar, footer, etc.
- Customize the content and look-and-feel of email notifications
- Customize dialog boxes and error messages

Learn how one insurer increased their completion rates by 23% in just 30 days after white-labeling their solution.

[Read the Story](#)



## OneSpan Sign Mobile App

Available for both iOS and Android

Upload documents from popular cloud storage apps such as Google Drive, One Drive, and DropBox

Add signature blocks and fields to any document using a drag-and-drop interface

Sign with a fingertip or simply tap to sign

Discover how easy it is to sign and manage documents on the go:



## Mobile Support

OneSpan Sign provides two clear paths to create your mobile experience. Either integrate into your existing mobile app with our SDKs or download our standalone mobile app and start signing today.

## Mobile SDKs

Customize your mobile app UI to integrate e-signature capabilities

Compatible with both Android and iOS applications

Choose your signature capture method: hand-drawn, tap-to-sign, or both

Transaction synchronization, encryption, and SHA-2 algorithms ensure a secure signing experience

With our user-friendly API interface, you can be running your first prototype in 30 minutes:



# OneSpan Virtual Room

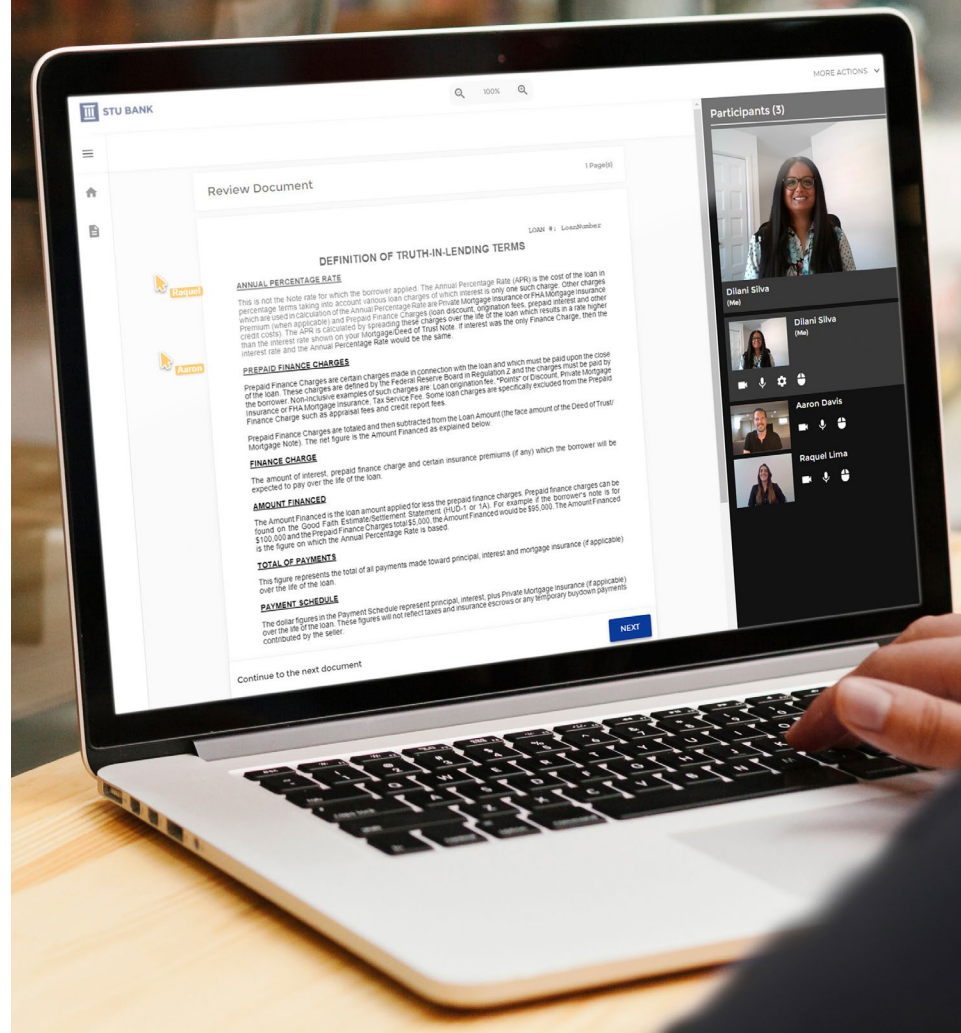
## Recreate the Power of a Face-to-face Meeting Virtually

In today's anywhere economy, the human element is more important than ever. The OneSpan Virtual Room helps you deliver a secure and interactive experience to guide customers through the agreement process and effectively close the deal. It accomplishes this by bringing together electronic signature, web-enabled videoconferencing, and rich collaboration capabilities in one comprehensive solution.

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.

### Solution Highlights

- **Fast and Convenient:** Built-in videoconferencing eliminates the need for in-person meetings to review and sign documents.
- **Real-time Assistance:** Give customers the personalized attention, answers, and help they need in real time.
- **Fully Branded Experience:** Add your logo and colors to keep the spotlight on your brand.
- **Secure Agreements:** Protect data and documents with bank-grade security, digital signature encryption, and strong identity proofing capabilities
- **Strong Electronic Evidence:** Strengthen security and compliance with vendor-independent audit trails with the option to record the virtual signing session.
- **All-in-one Solution:** Built-in e-signature, videoconferencing, and rich collaboration features remove the need to patch multiple solutions together.



See the OneSpan  
Virtual Room in action

Watch Now



# Extending the Value of E-Sign with Smart Digital Forms

Complex forms have long been a point of friction in digital channels. The more complex the form is the higher the risk of customer abandonment, the more time it takes to complete the process, and the greater the likelihood of document errors and support calls.

Organizations are simplifying and accelerating their customer experience with smart digital forms in an end-to-end digital process. OneSpan Sign can integrate with smart digital forms to create a guided workflow for hassle-free e-signatures.

## Improve Completion Rates

- Introduce mobile-ready and intelligent “guided” customer experiences that reduce abandonment

## Modernize The Experience

- Incorporate experience-driven workflows with conditional logic to capture data and signatures

## Save Time & Reduce Errors

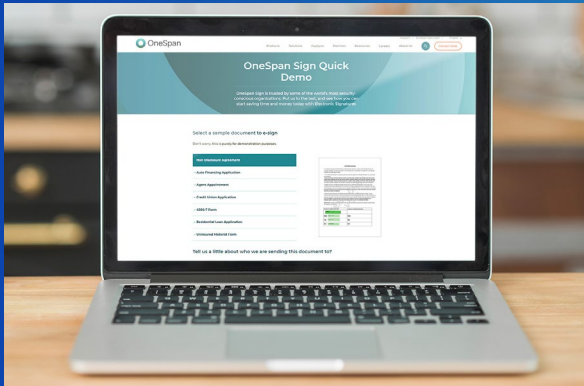
- Reduce time to complete complex and lengthy forms, and eliminate Not in Good Order (NIGO) forms



Learn more about smart digital forms  
and OneSpan Sign

[Get the eBook](#)

# Try OneSpan Sign Today



## Quick Demo

### 15 LANGUAGES SUPPORTED

English, French, Dutch, Spanish, German, Japanese, Portuguese, Italian, Danish, Greek, Arabic, Russian, Chinese (Simplified), Chinese (Traditional) and Korean

## DEMO

Try E-Signatures

[Learn More](#)



## Professional

### For sender-initiated processes

Everything you need to start using e-signatures in minutes with our web and mobile apps

## USER-BASED PRICING

Out-of-the-box App

[Learn More](#)



## Enterprise

### For system-generated processes

Integrate e-signing capabilities into your web applications, mobile apps, and core systems

## PRICING BASED ON YOUR CHOICE OF USER OR TRANSACTION VOLUME

Complete & Customizable

[Learn More](#)

Speak to a OneSpan representative about getting started. [Contact us today.](#)



## About OneSpan

OneSpan, the digital agreements security company™, helps organizations accelerate digital transformations by enabling secure, compliant, and refreshingly easy customer agreements and transaction experiences. Organizations requiring high assurance security, including the integrity of end-users and the fidelity of transaction records behind every agreement, choose OneSpan to simplify and secure business processes with their partners and customers. Trusted by global blue-chip enterprises, including more than 60% of the world's largest 100 banks, OneSpan processes millions of digital agreements and billions of transactions in 100+ countries annually.

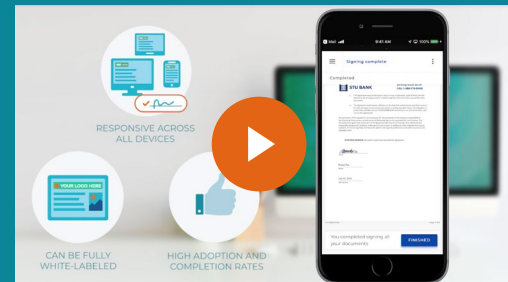
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SEE THE SIGNING  
EXPERIENCE WITH  
ONESPAN SIGN



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