



# Electronic Signatures

Supporting you to facilitate transactions electronically

## Electronic signature methods

There are four ways you can provide **electronic signatures** to us including:

- DocuSign® integrated with our secure website (our recommended and preferred option).<sup>1</sup>
- DocuSign or other electronic signature software.<sup>2</sup>
- Digital signatures eg using a stylus pen.
- Scanned or photographed copies.

Additional detail on these solutions is outlined on the following pages.



**REMEMBER:** You and your adviser can perform transactions online using our secure website.

## Original signatures still required

While we have been able to implement these provisions to most documents, we still require documents with original signatures to be mailed to us for the following:

- Adding or Revoking a binding nomination.<sup>3</sup>
- Statutory Declarations.
- Certified copies of identification, Death Certificate, Guardianship and Power of Attorney documents and any other original certification we may require.
- TFN Declaration form for pensioners under 60 years old.
- Other forms as requested by us (eg where a form has Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) requirements).

## Contacting you for confirmation

Please be aware that there will be circumstances where we need to contact you to confirm your identity.

<sup>1</sup> Advisers can initiate DocuSign for certain forms through our secure adviser portal. Forms currently include new business applications, non-lapsing binding death benefit nominations, non binding death benefit nominations, and advice fee forms.

<sup>2</sup> List of approved electronic signature providers include: DocuSign®, Adobe Sign, Anneture, Conga Sign, Eversign, PandaDoc, PleaseSign, HelloSign, DropBox Sign, XPLAN, FuseSign, MYOB, OneSpan, JustSign, Microsoft Sharepoint eSignature and SignNow. This list may be subject to change.

<sup>3</sup> Renewals can be completed electronically online or through the Expand mobile app.

## Using DocuSign integrated with our secure website

We have put together the following information to help you utilise our DocuSign functionality.

Who	Step	Action
Adviser	1	Enter client's instruction* via IOOF Online
	2	Review & ensure contact details (such as email & mobile) are correct
	3	Submit the request in IOOF Online by clicking 'Send via DocuSign'
	4	A copy of this request is emailed to both adviser and client. The client will receive a link to review this document
Client	5	Receives email integrated with a link to review the document
	6	Prompted to complete an SMS authentication by confirming a code received via text
	7	Reviews the document to ensure all entered input are correct and completes any mandatory sections
	8	Clicks the yellow 'Sign' signature box and click 'Adopt & Sign' to utilise the docusign e-signature
	9	Clicks 'Finish' to submit this request. An email will be sent to both the adviser and client to confirm this document has been signed, along with an attached certificate of completion. The instruction is then updated immediately online.

\* Only available on selected transactions.

## Using other methods of electronic signatures

### DocuSign or other electronic signature software

We must receive both:

- ✓ the signed form, and
- ✓ the certificate of completion or other verification document.

The document must be sent to us from:

- ✓ the adviser's email address.

All documents must be:

- ✓ received in full. Partial documents will not be accepted.

### Digital Signature

This refers to a drawn signature using a stylus pen, mouse or finger movement on a tablet, smartphone or computer.



**TIP: Sign on your device:** There are free to use apps available on both Apple® and Android™ devices which allow a PDF document to be signed using their normal handwritten signature

### Photographed documents

Where you do not have access to a scanner and would like to take photos on a phone:

- ✓ all pages of the document must be included in one email, and must clearly relate to the one original document.



**TIP: Scan on your phone:** Your mobile phone can be used to create a scan of documents. Help articles on these features can be found here for Apple and Android.

### Attestation

If requested by us, you or your adviser will be required to attest that your signatures were validly obtained using any of these electronic methods.

### Scanned documents

Where documents are scanned:

- ✓ all pages must be scanned together as one file.

We cannot accept partial or combinations of scans and/or photos merged together even if sent in the same email.

## Forms and instructions where we can receive an electronic signature

- Additional Lump Sum Contribution
- Additional Tax Information Form – Investment
- Advice Fees
- Adviser Details or appointment of adviser
- Appointment of representative
- ATO capital gains tax cap election
- ATO contribution for personal injury election
- ATO contribution splitting application
- ATO DASP form
- ATO downsizer contribution into super
- ATO inactive low-balance accounts
- ATO notice of intent to claim
- Change of Details
- Change of signatories and trustees
- Direct debit Request
- E-comm declaration
- Family fee aggregation
- Fee adjustments (reducing or removing fees can be submitted by email)
- Frozen and illiquid investments request to redeem units
- High Threshold Transaction
- Insurance application/transfer
- Insurance cancellation
- Insurance inactive low-balance declaration
- Insurance opt in
- Insurance Tele Interview Request
- Investment instruction
- KiwiSaver scheme transfer
- New Business Applications
- Nomination of Financial Institution
- Non-binding nominations
- Non-lapsing binding nomination
- Occupational Duties Questionnaire
- Overseas Investor
- Personal injury election
- Politically Exposed Person
- Regular withdrawal plan
- Reinstate insurance and health declaration
- Renewing binding nomination
- Request to Transfer
- Retirement Declaration
- Tax File Number notification
- Withdrawal
- Work test declaration

For more information, please speak to your Business Development Manager, Relationship Training Manager or contact ClientFirst on **1800 517 124** or [clientfirst@myexpand.com.au](mailto:clientfirst@myexpand.com.au)