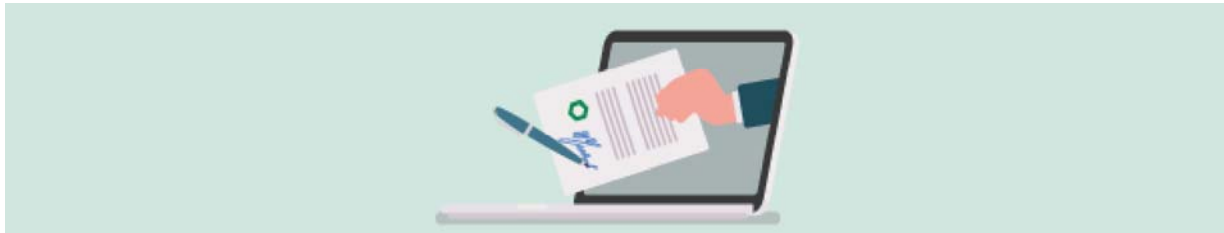




DSign electronic application: E-signature update

New Business and Underwriting

September 24, 2020



On September 27, 2020, we're changing the look of the e-signature and introducing a new process that's more intuitive.

For a few weeks, you'll only be able to **Sign remotely**. During that time, the **Sign in person** and **Start signature session** buttons won't be available. Down the road, you'll have the option to **Sign in person** or **Sign remotely**.

Remote signature requirements

Under the new process, clients who want to sign remotely **will be required to provide an email address* and cell phone number**. We encourage you to always check whether your client has a personal email address and a cell phone before meeting with them. If they don't, you'll have to use the paper signature.

*For contracts with several signatories, each one must provide their own email address. However, the same cell phone number can be used for more than one signatory.

You won't have to come up with your own PIN numbers anymore. An ID code will be automatically generated and sent to the client by SMS. The client will need to enter this code when they click the link sent to them by email.

Once the client has signed, they will be able to download their documents.

Transition period

If you initiated an application before October 18, 2020, you'll be able to use the old e-signature process until 11:59 p.m. (ET) on November 27, 2020.

If you don't submit the pending application by this date, you'll have to use the paper signature or redo the application to use the new e-signature version.

Questions?

Contact Merchandising Technology: 1-888-647-5455 or mtsupport@dfs.ca.

New Business and Underwriting

[Security](#) | [Privacy](#) | [Accessibility](#) | [Legal notice](#) | [Extranet access agreement](#)

Copyright © 2020 Desjardins Financial Security Life Assurance Company (Desjardins Insurance). All rights reserved.

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.