

The ID verification process is complex – but it doesn't have to be

Customer and employee onboarding requires companies to collect, verify, and store individual IDs

In a survey of 850+ DocuSign customers:

74% verify identity by checking the validity of ID documents

25% of companies require ID verification for employee and client onboarding

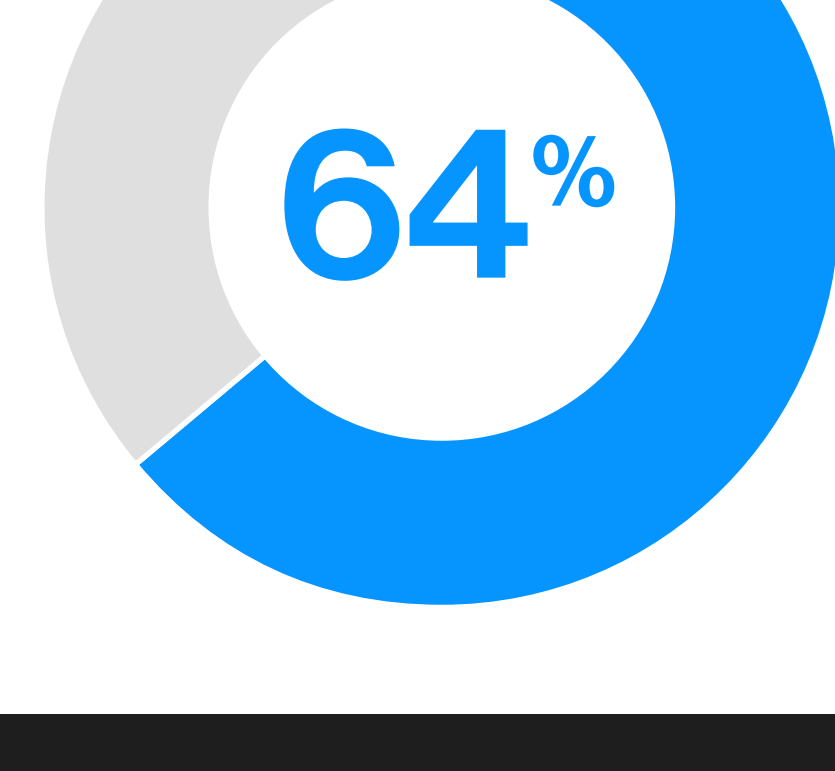
54% of new customers

51% of employees

25% of contractual partners

...are identified using an ID document.

ID verification is more common in regulated industries



64% of financial services firms require ID verification for customer onboarding.

The reason? Ever-evolving compliance requirements like Know Your Customer (KYC).

But these processes require too many manual steps:

- 1 Collect customer information
- 2 Physically verify document
- 3 Check the ID
- 4 Verify address
- 5 Perform credit check
- 6 Screen against government lists
- 7 Sign the agreement

And they're done manually

Manual ID verification processes can expose organisations to additional risk

£1.32B

in fines issued in Europe for non-compliance, the majority being imposed by the UK's Financial Conduct Authority (FCA).

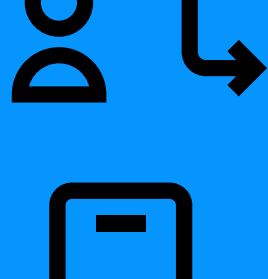
They can even cost you customers

89% of corporate bank customers did not have a good KYC experience²

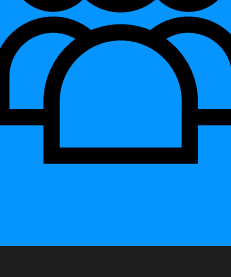
13% choose another financial institution because of it

The solution: A fully digital ID verification tool

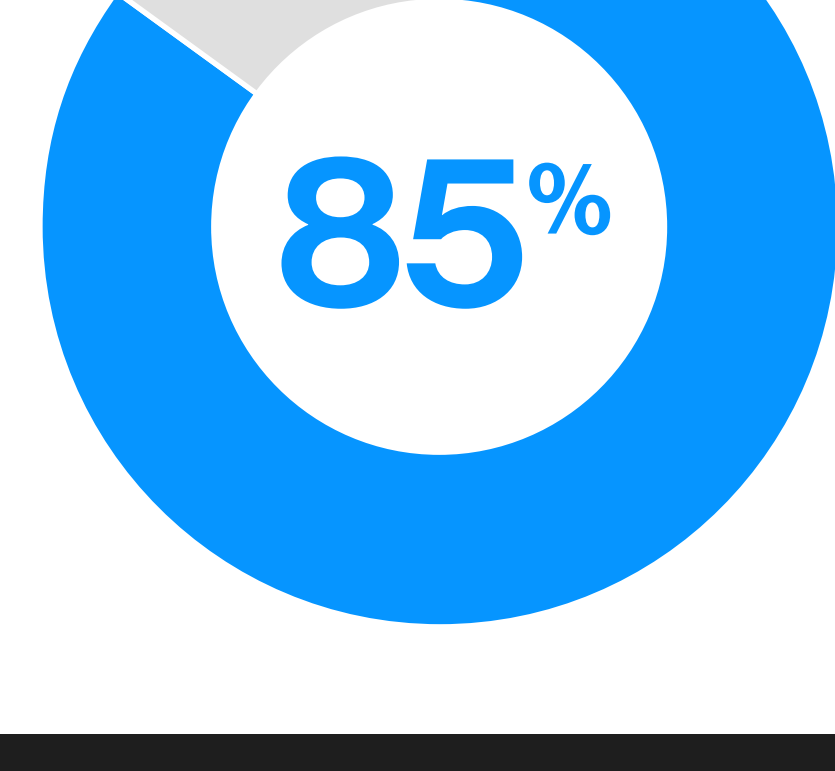
With DocuSign ID Verification, companies can:

 Automate ID verification for photo and electronic ID

 Enable access on any device from any location

 Support KYC requirements by capturing ID information

 Swedish law firm **Cederquist** saw faster contract turnaround times and an improved overall attitude about technology



85% of sales agreements at law firm **Synch** are no-touch, meaning they're cheaper, get done faster, and have fewer errors

Ready to transform your digital ID verification process?

Discover why digital ID verification should be a priority for your organisation. Download the ebook, **Solving the Customer Identity Crisis**.