

ISPFCU Improves Loan Process Electronic Signature Solution from DocuSign® Helps Credit Union Better Serve Customers

“The speed of the electronic signature and loan process really impresses our members. Everyone would rather sign electronically.”

– Rebecca Delich, Chief Loan Officer, Illinois State Police Federal Credit Union

DocuSign Customer Success Story



Customer Profile

Industry
Credit Union

Company
Illinois State Police Federal Credit Union (ISPFCU)

Location
Springfield, Illinois

Website
www.ispfcu.org

Background

Illinois State Police Federal Credit Union (ISPFCU), a not-for-profit financial cooperative located in Springfield, Illinois, is committed to meeting all the financial needs of all the law enforcement members it currently serves across the state.

The Challenge

ISPFCU needed a better way to service its law enforcement members across Illinois by eliminating the expensive and time consuming paper process for all types of loans. ISPFCU expanded their charter to not only support police, but all law enforcement in the state of Illinois, and had only a few branch offices. They needed a way to provide excellent customer service to a wide geographic area.

The Solution

DocuSign's electronic signature service desktop application.

The Results

Since they began using DocuSign, ISPFCU has seen dramatic improvements in customer convenience. 99% of all ISPFCU's loans are now signed electronically, including mortgages, home equity, home equity lines of credit, overdraft protection, share, Visa and new and used auto loans. Combined with their automatic online account opening and funding service, members no longer need to visit the branch. In addition, the members have less exposure to ID theft because of the reduced number of paper documents which are sent via the mail.

About DocuSign

DocuSign offers a Web-based electronic signature service that provides the simplicity, speed and security required to electronically sign and store documents. Designed from the ground up for enterprise-class usage, this service integrates the technical infrastructure and legal compliance needed to operate an end-to-end electronic signing service that replaces the old pen-and-paper process. DocuSign customers span a variety of industries and range from the largest corporations to the smallest branch offices. These customers trust DocuSign to help them increase revenue and sales close rates, decrease costs and accelerate business velocity. DocuSign also offers a direct, positive impact on our global environment by reducing paper consumption and transportation emissions. For more information please visit www.docusign.com. DocuSign and the DocuSign logo are registered trademarks of DocuSign, Inc.