


INDUSTRY BRIEF

As a credit union, your business depends on satisfying your members' financial needs from loans to new accounts and more. Obtaining signatures on paper is highly inefficient, slowing down loan closing and account openings, and is fraught with errors, putting you at risk of non-compliance. Join more than 600 leading credit unions and lenders who are using DocuSign to streamline the document flow and improve convenience for members.

"It used to take three days just to get a single signed document back from our members. With DocuSign, the entire loan process takes ten minutes."

Suzanne Brillault-Jensen, BECU 

Speed the Lending Process

It can take days or even weeks to get members' signatures on paper loan documents. At rates of 2-3%, losing a week or two of interest across your entire portfolio can really add up. And signing delays can mean lost business, since members may accept competitive offers while you're waiting for them to sign your documents. With DocuSign, you get loans documents signed and processed in minutes, instead of days, speeding the closing process and improving pull-through rates.

Optimize the Member Experience

Credit unions focus on serving members, and DocuSign can help provide a superior experience. Requiring signatures on paper is a hassle, especially when members have to travel far to reach you, and simply isn't in line consumers' desire for more convenience. With DocuSign, members can sign documents anytime, anywhere, on any smart mobile device — iOS, Windows or Android based — giving them a faster, more convenient way to interact with you.

Reduce Operating Costs

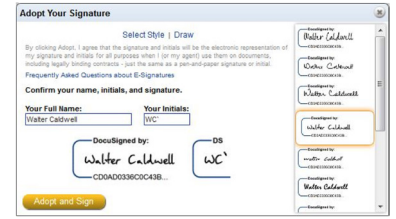
DocuSign saves your employees significant time because documents get sent for signature instantly along with automated reminders that speed the process. You can spend time providing service to members instead of handling paperwork. And you can cut your costs associated with paper, ink, faxing, and overnight shipping dramatically.

Ensure Data Security and Privacy

DocuSign helps credit unions meet compliance requirements by controlling the signing process and ensuring all information is authenticated and remains both private and secure. A complete, legally-binding, and court-admissible audit trail accompanies each document. DocuSign is ISO 27001 certified and is also PCI compliant, making signing with DocuSign more secure than faxing or mailing documents. To learn more about DocuSign security and privacy, visit <http://trust.docusign.com>.

Integrate with Back-End Systems

With DocuSign, you go beyond collecting an electronic signature. Documents, data, and signatures can go straight into your back-end systems and get routed appropriately, eliminating faxing, scanning, or manual re-keying. And because data fields get collected, captured, and verified at the point of signature, you get improved accuracy too.



Grow Your Business with Online Access

Today's consumers demand to do business via their mobile devices. With DocuSign, you can allow your members to interact with you at a time and place that's convenient for them. By providing new account applications, loan applications, and other services online you can not only extend services to geographically distant members but also provide additional, convenient alternatives for members who live or work nearby. And, with DocuSign, you can easily automate promotional campaigns such as Holiday Loan and Skip-A-Payment programs.

Accepted by Ecosystem Partners

Electronic signatures have been legally accepted for over a decade, but to work for you, they also need to integrate seamlessly with other systems and workflows in your organization. DocuSign works with leading loan originating systems as well as imaging, document management, and contract management systems. Additionally, leading electronic data repository and loan securitizers accept DS signatures.

Credit Union Use Cases

With DocuSign you can automate a wide variety of processes, including:

- Loan Applications
- New Deposit Accounts
- New Member Applications
- Closed End Loan Re-authorization Documents
- Account Changes
- Stop payment requests
- Skip payment forms
- Maintenance Forms
- Change of Address
- Overdraft Notifications
- Wire transfers
- Member Communication Approvals
- Mass Mailing/ Emails
- Holiday Promotions
- Skip Payment Promos
- New Hire Paperwork
- On/Off-boarding Checklist
- Employee Policy Distribution & Signature

Sample Customers



For More Information

Contact your account executive to learn more about how DocuSign can help you improve pull-through rates and increase member satisfaction, while reducing operating costs and compliance risk.

About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.