

DocuSign Helps Funding Societies delight customers

Funding Societies goes digital with DocuSign to improve the on-boarding process

DocuSign Customer Success Program: Funding Societies

Headquartered in Singapore, Funding Societies is an online peer to peer lending platform for SMEs to acquire loans and for investors to crowd lend for returns. Founded by Harvard Business School graduates Kelvin Teo and Reynold Wijaya in February 2015, the platform was formally launched in June that year, giving out \$3 million in loans within 6 months.

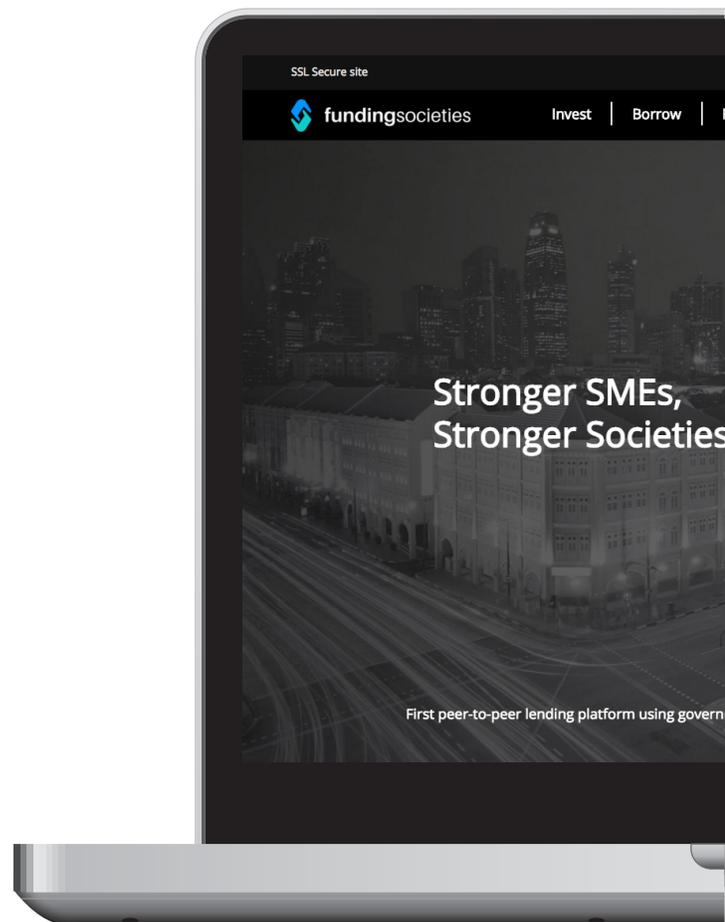
Business Opportunity:

Funding Societies is committed to helping businesses reach their greatest potential, by creating a solution that helps lenders be a part of the growth journey of responsible SMEs, while making good returns. Its overarching vision is to support the growth of businesses and society as a whole.

To support this vision, Funding Societies has strived to automate and streamline all business processes using cutting edge digital technology.

Results Achieved

- ✓ Increase the speed, efficiency and ease with which Funding Societies can conduct central business processes
- ✓ Reduced contract turnaround time from 3 days to an average of less than one day
- ✓ Cut operating costs by 20 to 30 %
- ✓ Significant improvement in customer experience



With DocuSign, contract signing takes one day on average

DocuSign Solution:

DocuSign was adopted by Funding Societies soon after the fintech platform was launched, for all borrower and lender on-boarding, and contract signing.

Borrower and lender on boarding is a central process for the growing business. What would traditionally have been a time-consuming and error prone paper-based process, is now a streamlined, hassle-free system.

As a lending platform that services South East Asia and has clients from across the globe, the scale and accessibility of its services was also a key priority. DocuSign enabled Funding Societies to reach customers outside Singapore and across time-zones in a secure and compliant manner.

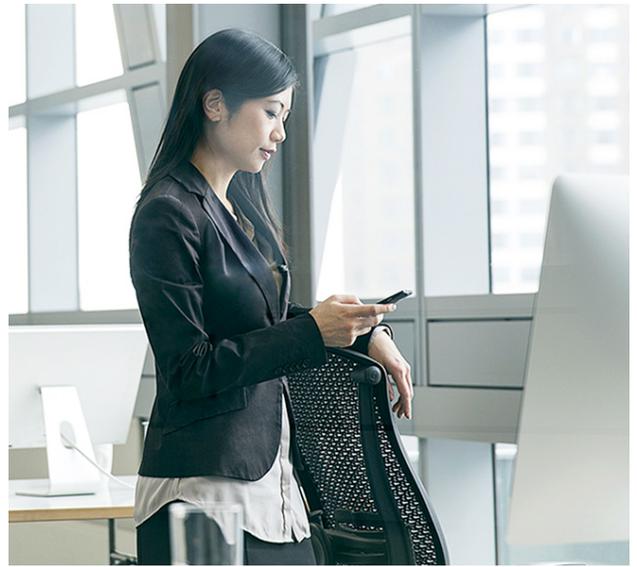
Result:

DocuSign is business critical to Funding Societies as it has helped increase the speed, efficiency and ease with which Funding Societies can conduct central business processes, cut operational costs, and improves customer experience.

DocuSign allows Funding Societies to monitor and track contracts for its customers outside of Singapore and across timezones with great ease and efficiency. With DocuSign, contract signing takes one day on average, whereas with paper contracts, it would take approximately three. Combined with a reduction in errors, DocuSign saves valuable time for Funding Societies and its customers.

Simply by making physical mail packages redundant and streamlining unnecessary manual processes, operational costs have been cut by 20 - 30 per cent.

In addition, DocuSign is imperative to Funding Societies high standard of customer experience. With DocuSign, Funding Societies' customers find the onboarding process simple, easy, hassle-free.



Today, more than 600 Funding Societies customers are using DocuSign across South East Asia and by the end of 2016, the company is looking to accelerate its customer base in the region with DocuSign as a key enabler.



DocuSign is imperative to Funding Societies high standard of customer experience."

**Kelvin Teo,
Chief Executive Officer and co-founder,
Funding Societies.**

DocuSign®



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