

## Strengthen Hospitality Customer Service with DocuSign ID Verification

As the world becomes more digital, hospitality companies must rethink how their service will evolve to meet customer expectations around convenience, speed and security. Specifically for requests that contain sensitive customer information, there is an opportunity for hospitality organizations to modernize their processes in a way that mitigates risk, improves operational efficiency, and strengthens the customer relationship.

With the [DocuSign Identify](#) family of enhanced identity solutions, hospitality companies can feel confident that their sensitive customer service requests are provided to the correct people.

DocuSign ID Verification, our digital identity proofing solution:

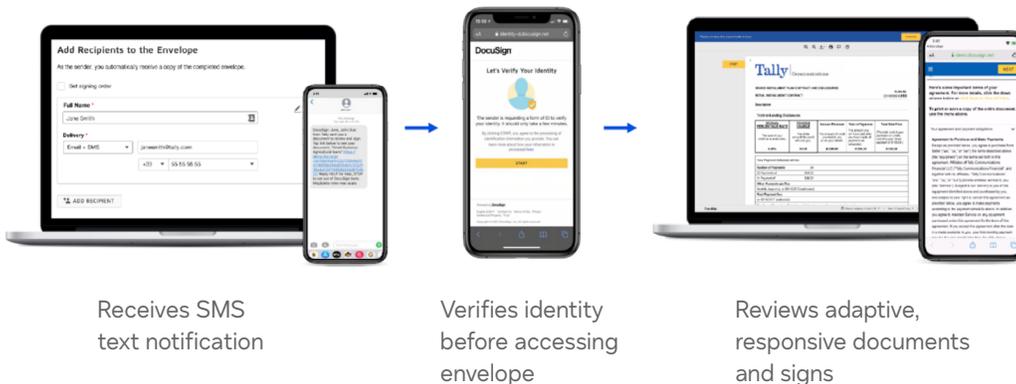
- Seamlessly integrates into existing workflows
- Offers both knowledge-based authentication methods and ID document verification
- Helps firms manage regulatory compliance
- Protects client information, so firms can focus more on the value-add services they provide to their clients

This solution helps firms manage regulatory compliance and protects client information, so firms can focus more on the value-add services they provide to their clients.

### Common use cases

- Account servicing
- Refund requests
- Renters agreements
- Title services (e.g., Transfer of Titles, Title Issuance, etc.)

### How It Works



## Mitigate risk for sensitive services

When sensitive customer requests (e.g., title services, refund requests, etc.) are conducted digitally, hospitality companies can run into delays, lose business or damage their reputation if they are unable to confirm the identity of the person on the other end of the agreement. DocuSign ID Verification helps to manage the risk for these sensitive agreements by providing an additional layer of protection to ensure customer information does not fall into the wrong hands.

## Increase operational efficiency

Enabling a secure digital transaction allows hospitality organizations to process requests with more speed and convenience. DocuSign ID Verification removes the need for in-person identity verification for sensitive documents like renters agreements, freeing employees from manual work and expediting processing times. Additionally, intuitive templates and configurable settings make the preparation process for these sensitive agreements simple and easy.

## Enhance customer experience

As individuals expect more online options for the processes in their daily lives, this presents an opportunity for hospitality companies to find digital ways to delight their customers. With DocuSign ID Verification, you can service your customer through the channels that they prefer, without sacrificing on security or disrupting the customer experience. This leads to a seamless process that benefits both hospitality employees and the customers they interact with.

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## Get started with DocuSign Identify suite of solutions

To learn more about ID Verification and the broader family of Identify solutions, consult the [product datasheet](#).

For further discussion, [contact us](#) or reach out to your sales representative.

## ID Verification resources

For more information on identity verification solutions, view this whitepaper on [Balancing Security and Customer Experience in Identity Verification](#).

To learn if your country and ID is eligible for ID Verification, view our list of [countries](#). improvement in keeping their projects on schedule using our tools.

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### About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

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