

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:

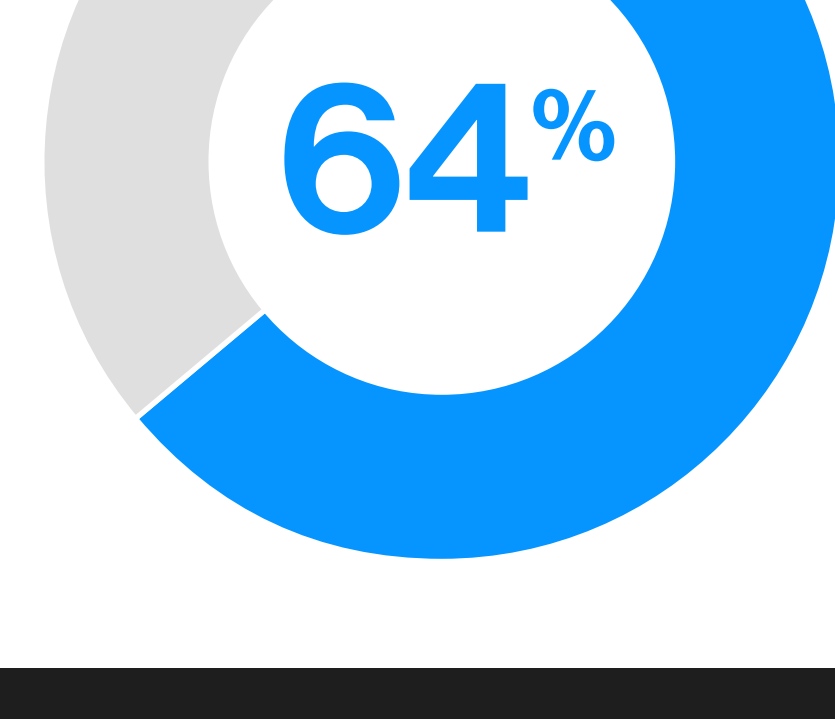
74% verify identity by checking the validity of ID documents

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

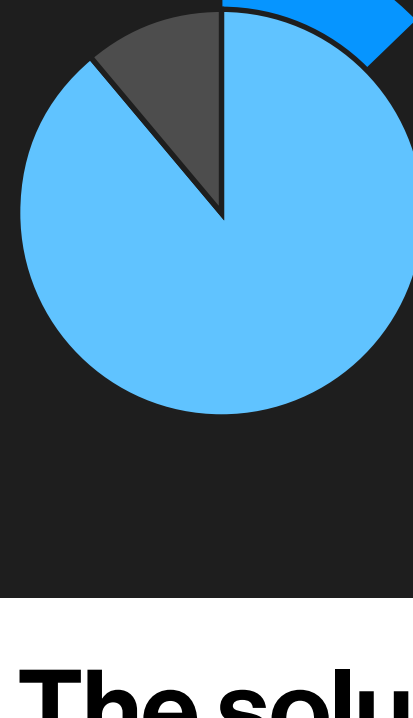
And they're done manually

Mistakes can be costly

\$23.52B

KYC and anti-money laundering fines issued in the U.S. between 2008 and 2018¹

They can even cost you customers

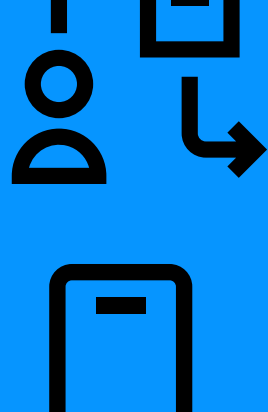



89% of corporate bank customers did not have a good KYC experience²

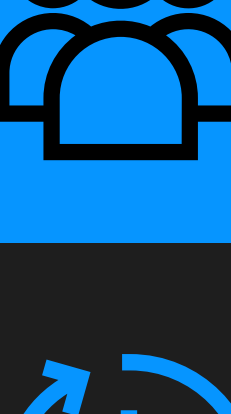
13% choose another financial institution because of it

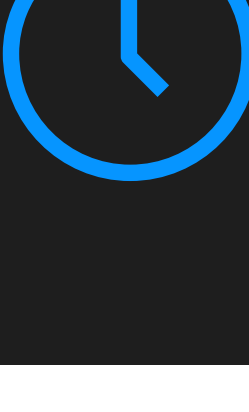
The solution: A fully digital ID verification tool

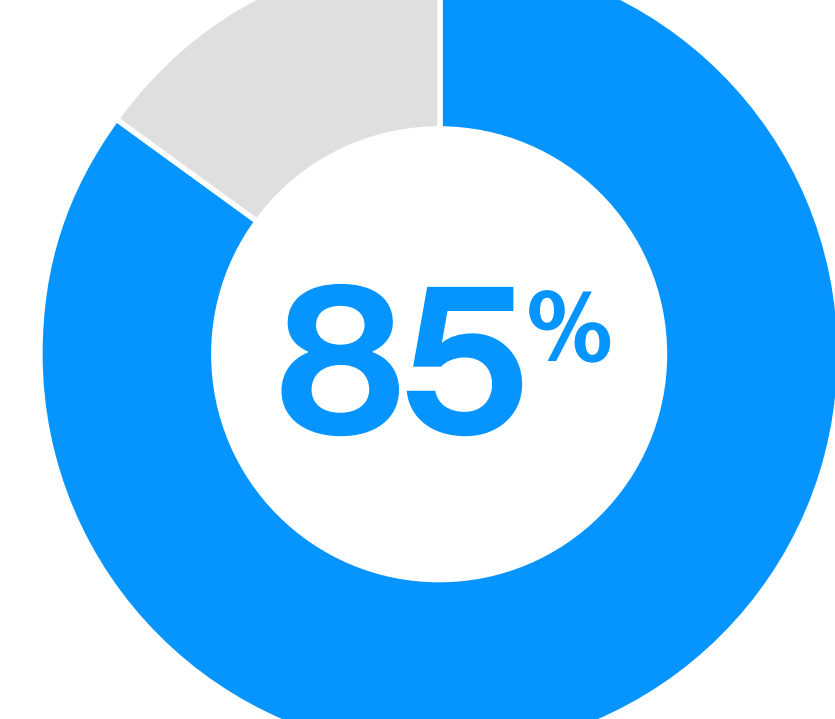
With DocuSign ID Verification, companies can:

 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 organization. Download the ebook, **Solving the Customer Identity Crisis**.



DocuSign® Agreement Cloud™

Sources
1 <https://www.docusign.com/blog/why-kyc-compliance-doesnt-have-to-ruin-the-customer-experience/>
2 <https://www.thomsonreuters.com/en/press-releases/2016/may/thomson-reuters-2016-know-your-customer-surveys.html>