DocuSign®

Deliver a Frictionless Customer Experience with DocuSign Notary

Notarized agreements are essential to completing key banking transactions, from vehicle title transfers to remote account openings. With customer trust and security at stake, notarizations are essential to safeguard the authenticity and integrity of important documents, but the process is often tedious and time-consuming. Close to 70% of notarizations in the financial services sector have historically been completed on paper and in-person.[1] This causes delays, increases the risk of noncompliance and results in a poor experience for customers. It's time for a better, modern approach. With DocuSign Notary, banks and lenders can securely conduct remote online notarization transactions for critical documents, leveraging DocuSign's trusted eSignature platform.

Common use cases

Auto financing
Account & trust openings
Account or beneficiary changes
Commercial loans
Branch services
HELOCs

Common forms or notarial acts

Power of attorney
Lien releases
Trust certificates
Beneficiary designation form
Leases & contracts
Signature witnessing
Copy certifications
Affidavits
Deeds of Trust

Delight customers with convenience

Customers today are increasingly comfortable transacting from their devices and want the option to replace an inconvenient visit to a branch with an end-to-end digital experience. Banks and lenders can meet these expectations by offering a remote notarization experience and removing paper from the process. With Notary, customers can use almost any device to navigate agreements with a notary public over secure two-way audio-visual sessions, eliminating the logistic hassle of meeting in-person.

Reduce document turnaround and processing time

Time can kill opportunities and waste valuable employee resources. Notarization can traditionally be a blocker because of the many steps and parties involved. By digitizing the process and integrating with existing systems, banks and lenders can cut down preparation time, ensure proper document execution, and reduce "not in good order" (NIGO) risk with easy Notary-specific drag-and-drop fields and templates.

Mitigate risk and reduce fraud

As more transactions move online and fraudsters employ increasingly sophisticated tactics, data security and fraud prevention are essential priorities for banks and lenders. To protect customers from identity fraud and comply with state-by-state remote online notarial requirements, secure identification of parties is an important first step. With Notary, banks and lenders can have higher confidence in their identification processes, using both knowledge-based authentication and identity verification via government-issued IDs to ensure transactions are legitimate.

Ensure compliance

Banks and lenders are under constant pressure to ensure their processes are audit-ready and compliant, so clear and complete documentation of notarized forms is necessary. Notary provides a detailed audit trail for every notarial transaction, including Certificates of Completion for banks and lenders and secure audio-visual recordings and electronic journals for the notaries public.
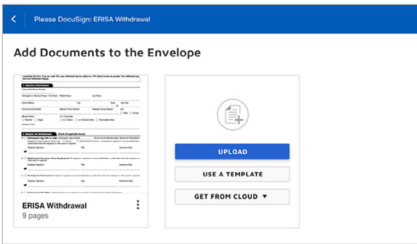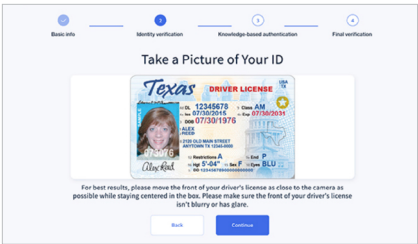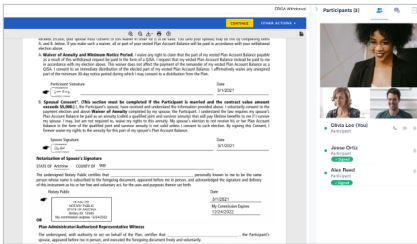
How it works

Send an agreement

Easily upload an agreement or use a template. Add signers and the notary public, then quickly drag and drop fields onto the document.

Verify signers' identities

Securely authenticate your signers' identities with identity verification and knowledge-based authentication— before they can access the agreement.

Sign and notarize

Remotely sign and notarize agreements in a live, two-way audio-visual session that's secure, easy to use and auditable.

Get started with Notary

To learn more about Notary, consult the product datasheet. For further discussion, contact us or reach out to your sales representative.

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1   DocuSign research conducted by Qualtrics, May 2021.