

# DOCUSIGN DIGITAL ID GUIDE & FAQ



DocuSign®



August 2022

## What is DocuSign and why are they an AIA Australia partner?

DocuSign is an e-signature service that allows us to issue documents and request signatures electronically. Helping us streamline processes and become more customer-centric, DocuSign enables you to complete our forms on any device. Additionally, partnering with DocuSign empowers us to become more eco-friendly.

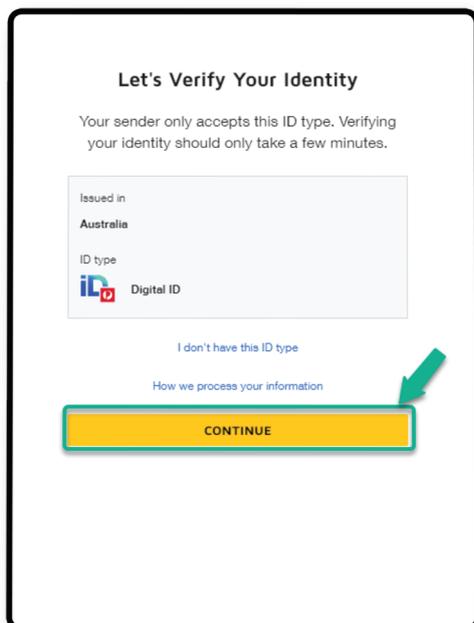
## What is DocuSign Digital ID?

DocuSign Digital ID is a platform that enables you to certify your identity documents when completing AIA forms electronically. DocuSign Digital ID is connected to the Australia Post Digital ID application, so you can rest assured that any information you share remains safe and secure.

## DocuSign Digital Process Guide

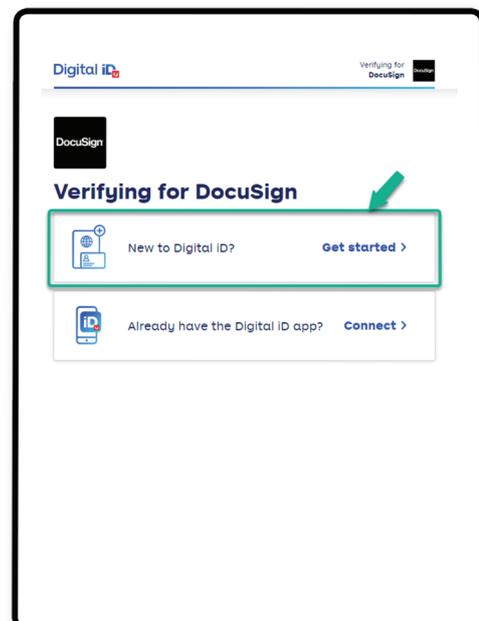
### Step 1

To verify yourself through DocuSign Digital ID, select 'Continue' upon entering the 'Let's Verify Your Identity' page.



### Step 2

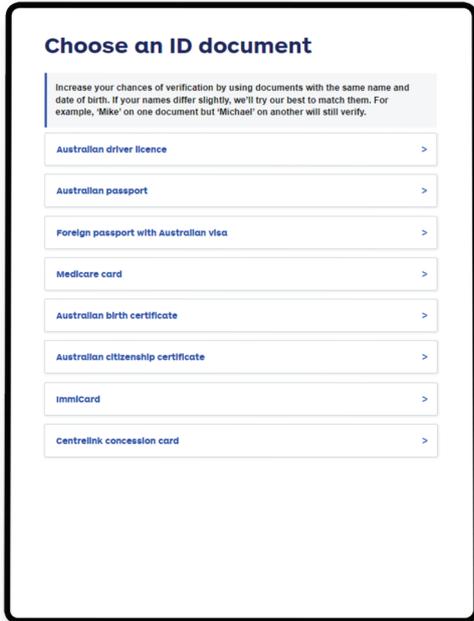
You can complete the DocuSign Digital ID as either a new user or an existing one. If you have previously used the app via Australia Post, please select 'Already have the Digital ID app'. If you haven't, please select 'New to Digital ID'.



### Step 3

Select **one** photographic ID, along with any other forms of ID to be verified through Australia Post.

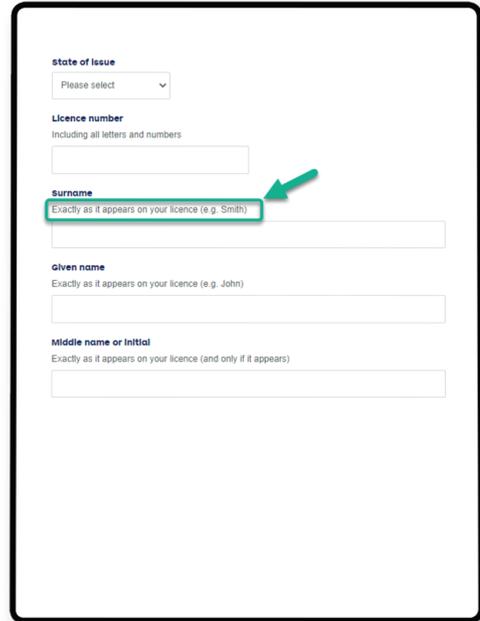
Please note, you must provide a **minimum of two** forms of ID.



### Step 4

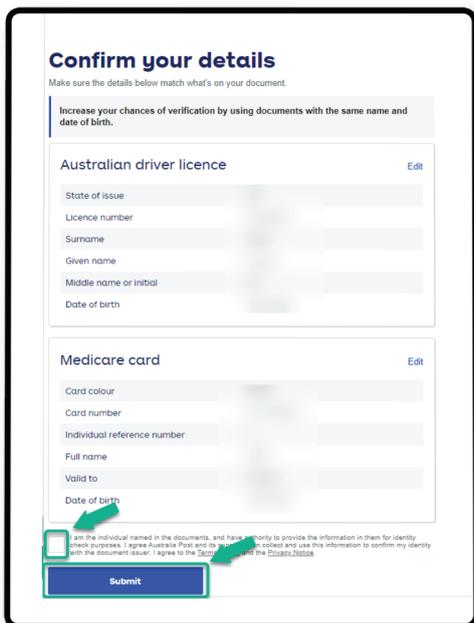
Ensure to enter your name **exactly** as it appears on your forms of ID.

The example below shows how the form will ask for your name. You must include your **surname, given name**, and any **middle names or initials**, but only if they appear on your IDs.



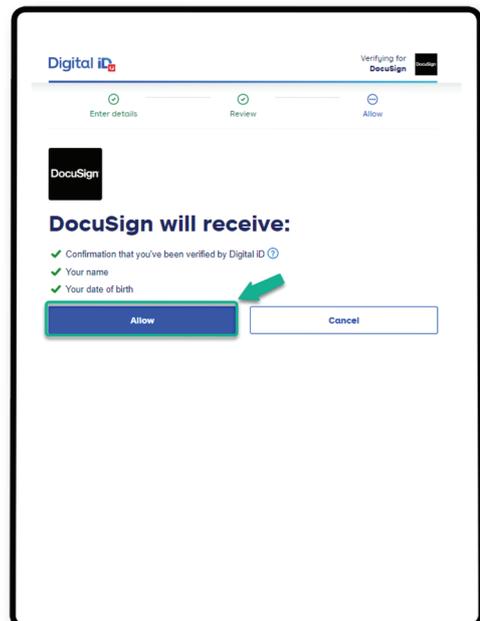
### Step 5

Once you have provided two forms of ID, please select the checkbox on the bottom left-hand side to agree to this information being verified through Australia Post and ultimately the government bodies associated with the IDs presented.



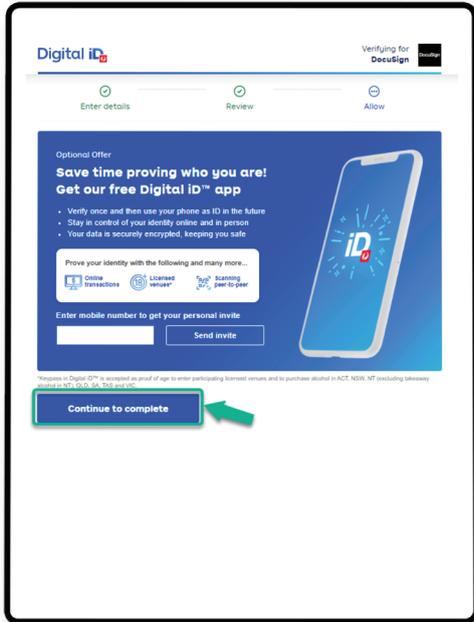
### Step 6

Once you have confirmed your details, DocuSign will ask whether the verified information can be passed back through to provide the certification results.



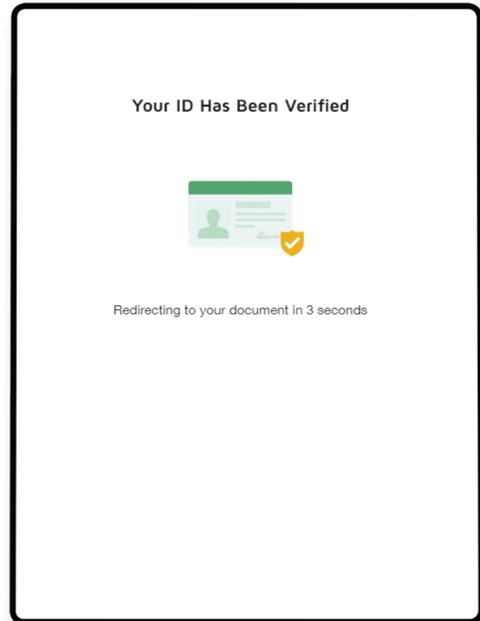
### Step 7

You'll be prompted to download the Australia Post Digital ID app. This is not required but may help if you need to use this service again in the future.



### Step 8

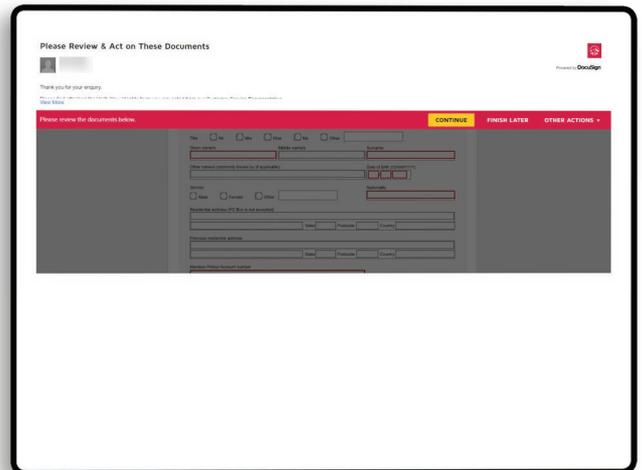
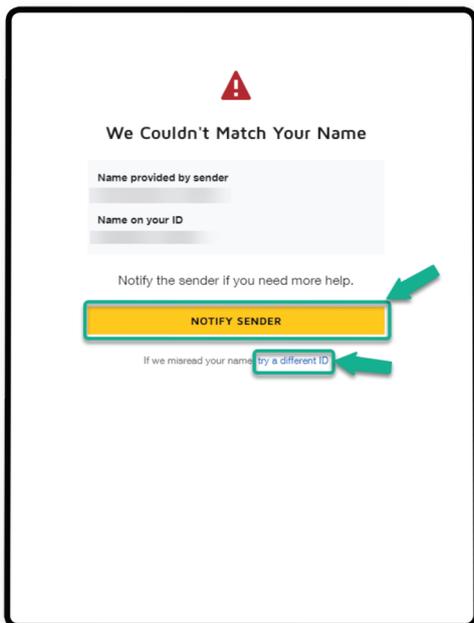
DocuSign Digital ID will now provide the results of your ID verification. If successful, you will receive the following response:



If not, DocuSign Digital ID will let you know why the certification has failed and prompt you to either 'Notify Sender' or 'try a different ID'.

### Step 9

Once processed, you'll be redirected to the relevant AIA form for completion. Once you complete the form, there will be no further requirements needed to certify your identity.



Your name on the ID must exactly match what was submitted through DocuSign. If not, you may continue to receive this message after submitting other forms of ID.

## What types of ID are accepted through DocuSign Digital ID?

Please refer to the list below for the forms of ID accepted by Australia Post DocuSign Digital ID:

- Australian Driver's Licence
- Australian Passport
- Foreign Passport with Visa
- Medicare Card
- Australian Birth Certificate
- Australian Citizenship Certificate
- ImmiCard
- Centrelink Concession Card



NEW SOUTH WALES		REGISTERED NUMBER
INTEGRATED BIRTH CERTIFICATE		1980 2829
This certificate is issued to the person's legal name and is legal parents' names.		
1. Name	Family Name: JONES Given Name: ALAN Date of Birth: 02 February 1955 Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia Family Name after Adoption: JONES Given Name after Adoption: ALAN Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia	3. Birth Name to Birth: ALAN JONES 4. Date of Birth: 02 February 1955 5. Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia
2. Name	Family Name after Adoption: JONES Given Name after Adoption: ALAN Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia	4. Date of Birth: 02 February 1955 5. Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia
3. Name	Family Name: JONES Given Name: ALAN Date of Birth: 02 February 1955 Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia	4. Date of Birth: 02 February 1955 5. Place of Birth: 2 Commonwealth Hospital, Campbelltown, New South Wales, Australia
4. Name of Parent	1st Applicant: JONES, ALAN 2nd Applicant: JONES, ALAN	-
5. Name of Applicant	Many 3 years, Residence 3 years	Not any
6. Name	J. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
7. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
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37. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
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41. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
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46. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
47. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
48. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
49. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA
50. Name	M. CITIZEN 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA	4. RESIDENT 21 Rivers Street, Campbelltown, NSW, 2560 AUSTRALIA

## What if my name is different on my ID compared to what's registered with the Australian Government bodies (e.g., Medicare, Australian Passport Office, VIC Roads, Service NSW, etc)?

DocuSign Digital ID will request for the name registered with the Australian Government bodies. If you're unsure, please contact the associated organisation for the ID being registered with DocuSign Digital ID for confirmation.

## What if I don't want to verify my identity through DocuSign Digital ID?

If you do not wish to verify yourself through DocuSign Digital ID, please contact the AIA Customer team to support you with your request, as this can be achieved through providing a hard-copy certified ID.

## Can my information be stored in DocuSign for future use?

No. Digital ID verification is required every time a customer completes a form that needs certified ID. DocuSign will not store your data and you will need to re-enter this information each time a request for certified ID is made.

## If there is a Power of Attorney (POA) / Guardianship, can they complete the Digital ID step?

No. Digital ID can only be completed by the primary account holder, as the details on the request and the IDs need to match. A POA / Guardianship will need to have the forms of ID certified with a justice of peace, and then send the hard-copy certified IDs to AIA Australia.

## What if I need to update incorrect details on the form, can it be edited?

No. Once the form is completed, it cannot be edited. If you need to make corrections, you will need to send your amendments to AIA Australia in writing.

## How do I know if I've been successfully verified?

If you've been successfully verified, you will receive a notification indicating that 'Your ID Has Been Verified'.

### Your ID Has Been Verified



Redirecting to your document in 3 seconds