



DocuSign digital ID guide & FAQ

December 2025



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.

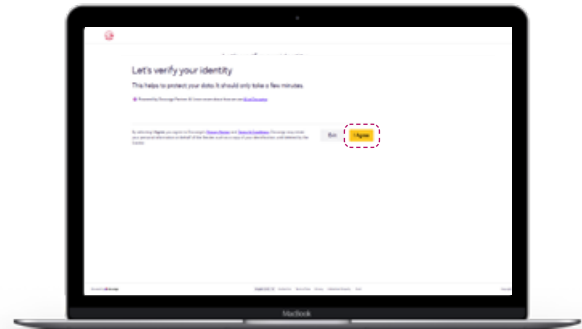
What is DocuSign Digital ID?

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 IDVerse, a trusted partner that adds a layer of security with live identity checks to prevent fraud, deepfakes, and AI-forged documents. You can rest assured that any information you share remains safe and secure.

DocuSign Digital Process Guide

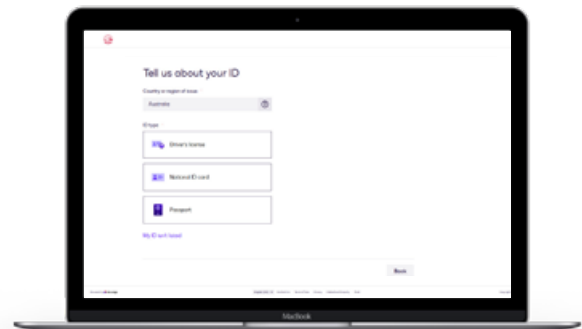
Step 1 – Start the process

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



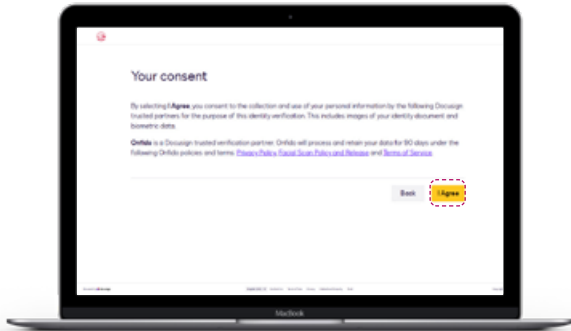
Step 2 – Tell us about your ID

Select one of the Australian Government Issued IDs listed.



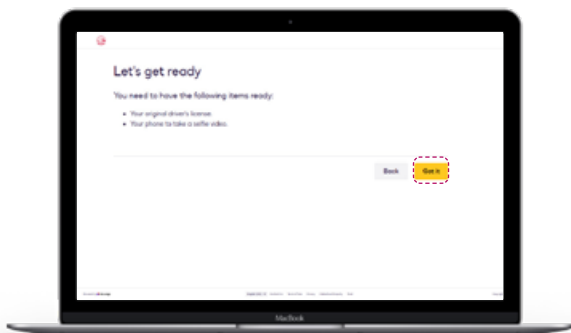
Step 3 – Provide your consent

As part of using DocuSign Digital ID, you will need to select 'I Agree', as this process allows DocuSign trusted partners to use your personal information to verify your identity. If you do not wish to provide consent, please contact AIA Australia on 1800 333 613 for alternative methods to verify your identity.



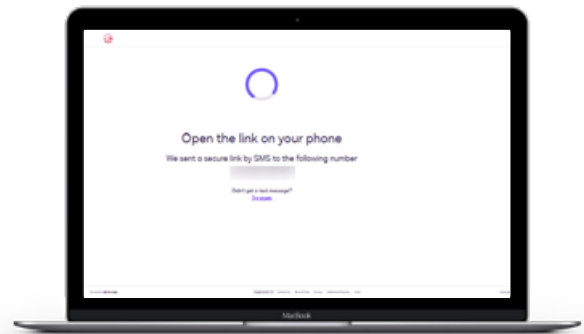
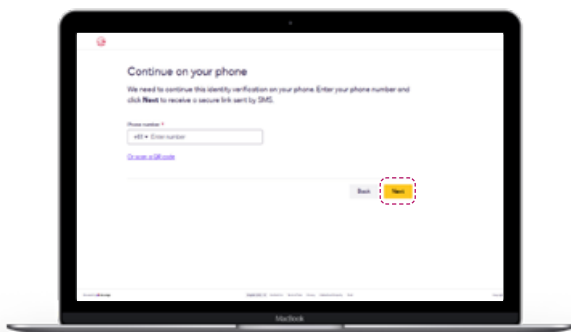
Step 4 – Get ready to verify your ID

To ensure a smooth verification process, please make sure you have the identification you'd like to verify (e.g., Driver's Licence or Passport) and a mobile device.



Step 5 – Get your secure link

Enter your mobile number to get a secure SMS link and verify your identity via the Liveness feature.



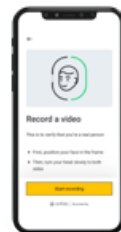
Step 6 – Upload your ID

After clicking the secure link, you'll be asked to take a photo of your ID as per the example below. This will start the ID verification process.



Step 7 – Live ID verification

As an additional layer of verification, you will be required to complete a 'liveness' test to verify your identity against the ID you submitted.



Step 8 – Complete your verification

If you've been successfully verified against your ID, you'll receive the prompt 'We're all done here'.



However, if you were unsuccessful, you'll have 3 attempts to verify your identity. If these attempts are unsuccessful, you will not be able to proceed further and will be returned to DocuSign. If this happens, please contact AIA Australia on 1800 333 613 to arrange for alternative methods to verify your identity.

What types of ID are accepted through DocuSign Digital ID?

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

- Australian Driver's Licence
- Australian Passport

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

If you've been successfully verified, you'll receive the prompt 'We're all done here'.

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

DocuSign Digital ID will request the name registered with the relevant Australian Government bodies. If you're unsure, please contact the associated organisation for the ID being verified 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 Australia Customer Team on **1800 333 613** for alternative methods to verify your identity.

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 identification. 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) or Guardianship, can they complete the Digital ID step on behalf of the primary account holder?

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 the 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 complete, it cannot be edited. If you need to make corrections, you'll need to send your amendments to AIA Australia in writing, either via email to au.customer@aia.com or post to PO BOX 6111, Melbourne VIC 3004.