Using eSignature technology, businesses now have an alternative to expensive, complex, and outdated paper-based processes. By handling signatures electronically, a company gives its customers secure access to quickly review, sign, and return documents. Integrating an eSignature solution into its operations, a business can:

- Speed up most customer interactions
- Spend less on printing, shipping, and handling
- Maintain accurate signature records for auditing purposes
- Automatically include signing information in process and workflow metrics reports

eLynx, a leading provider of electronic document distribution and collaboration services since 1994, offers a proven, secure solution for companies that want to minimize their use of paper-based signatures and avoid the associated costs. eLynx’s eSignature service is delivered in a simple and easy to implement software-as-a-service model. And the solution can be integrated with other document delivery services, providing a seamless and comprehensive approach to managing all the documents you need for your business transactions.

Despite the many advantages of electronic signatures, implementing an eSignature solution requires some consideration. Before you begin, it’s important to explore all the legal and process questions that you might have about electronic signature solutions.

**Are electronic signatures legal?**

Under the Electronic Signatures in Global and National Commerce Act (E-SIGN) and the Uniform Electronic Transactions Act (UETA), electronic signatures hold the same legal status as conventional pen-and-paper signatures. However eSignatures, like traditional signatures, must meet certain standards to be enforceable in court:

- **Proof of Identity** – before the signing process begins, it must be clear that the signers are who they say they are. With eLynx’s solution, certainty is achieved through various authentication techniques such as out-of-wallet questions or knowledge-based authentication.
- **Intent** – electronic signature laws specify that a signature is only valid if the signer intends to sign. Using eLynx’s technology, the signer electronically acknowledges this intent. Additionally, the system guides the signer through a controlled, unambiguous step-by-step signing procedure.
- **Non-Repudiation** – after signing, a signer cannot claim that they did not sign a document or that the document was altered after signing. With eLynx’s signature services, repudiation is avoided with comprehensive audit trails, versioning, and replays.

eLynx’s signature service is fully compliant with all requirements set forth in E-SIGN and UETA. Conformity with these requirements has been verified by an independent legal entity, and one company’s use of eLynx’s electronic signatures was recently verified in a multi-state audit.

**How does eLynx’s eSignature get the documents for signature?**

The most common method to integrate eLynx into your document preparation systems is to use an eLynx gateway. The gateway looks and acts like a regular printer. When a document is ready for signature, you simply print the document to the gateway printer.
Gateway then encrypts and securely transfers the document to an eLynx server where the signer can retrieve and sign it securely using the internet.

**How do you really know who’s signing?**

There are multiple ways in which an individual’s identity can be verified. One of these, single sign-on (SSO), relies on your portal, systems, or network to verify identity. This verification is then passed directly to the eLynx system. In this scenario, if a customer logs into your website, then clicks on a link to access a document package, the identification of the individual as the correct recipient is passed to eLynx and the customer is taken to their document set for signing.

Another verification technique, Knowledge Based Authentication (KBA), is based on non-credit information sources. Questions like past addresses, phone numbers, open accounts, etc. can be used to establish the signer’s identity.

The third way to verify identity is to use Out of Wallet questions. These are questions that are not easily discernable if the person’s wallet were to be misplaced or stolen. They can be almost anything but common examples are “What is your mother’s maiden name?” or “Who was your favorite teacher?”

**How do you know if a document is signed?**

eLynx’s system automatically sends status messages when specific signature events occur. Two key events are when the borrower consents to the electronic signature process, and when the documents are signed. The event messages can be generated in either XML or email. Generally, XML is used when the information needs to be automatically integrated into your system. Email alerts can be sent to either a specific individual or a group inbox. Many customers use both XML and email simultaneously.

**What happens if a signer never logs in?**

The eLynx signature workflow is configurable and can be changed to accommodate your business processes. If the document is a high priority and must be signed, the system can detect when the appropriate period for pickup has expired. It can then route the document to an eLynx print center where it will be printed, packaged, and mailed to the signer on your behalf. Many organizations find this option attractive because they can “send it and forget it”, knowing that the document will be delivered either electronically or by paper automatically, meeting all required timeframes.

If printing and mailing is not part of your workflow, eLynx can send additional email notifications to prompt the signer to retrieve and sign the documents electronically. Ultimately, if they are not retrieved, you will receive a notification.

**Can you also send reference documents?**

eLynx’s eSignature system can accommodate different types of documents. Documents can be classified as Reference documents, such as a HUD booklet, or as Review Only documents similar to a Welcome Letter. Review and Sign documents, such as Disclosures and Rate Lock Agreements are also managed using the same intuitive interface.

![Identity Authentication](image-url)

Sample Questions

1. Which of the following cities have you previously or currently used in your address? Burbank
2. Which of the following telephone numbers have you used? 555-1234
3. Which of the following streets have you NEVER lived on before? Elm
4. In what city was your Social Security Number issued? Main

The third way to verify identity is to use Out of Wallet questions. These are questions that are not easily discernable if the person’s wallet were to be mislaid or stolen. They can be almost anything but common examples are “What is your mother’s maiden name?” or “Who was your favorite teacher?”
Do you know if the signer refuses to sign?
Yes. As with consent and signature events, you can be notified if the signer declines to sign a document electronically. If that occurs, the configurable signature workflow will handle the process automatically – either printing and mailing the documents in hard copy, or allowing you to choose the next step.

How long are the documents available?
eLynx’s configurable workflow allows you to define how long the documents are available for signature. Typically, customers specify anywhere from 36-48 hours for document pickup. When this clock expires, you determine what happens next.

Can the signer print or download the signed documents?
Yes. The signer can download or print signed copies of documents at any time during the signing experience.

How does the sender get the signed documents back?
An additional benefit of the eLynx gateway is that it provides two-way secure transmission of documents. Just as you send your documents securely to eLynx through the gateway, eLynx can send the signed documents back. The gateway can access a shared network drive or an imaging system, and can integrate returned documents into your business process.

Alternately, you always have the option of logging into the eLynx network to retrieve your signed documents manually. The documents, typically stored as PDF or TIFF files, can be downloaded to your local device.

Can the loan officer sign documents electronically?
Loan officers can sign documents using the same mechanisms as borrowers – the interface, notifications, and experience are all the same. The difference typically lies in when the loan officer signs. Usually the loan officer will sign the documents before they are sent to the borrower. When the borrower receives the documents, they are already stamped, signed, and approved by your organization – creating a structured and complete process for the borrower.

Can you sign closing documents electronically?
eLynx supports a hybrid method for signing closing documents. Closing documents that can be signed without notarization are sent to the borrower in advance and signed electronically at their convenience. Documents that require notarization are signed at the closing table in person. This ensures that the closing process is streamlined and simplified.

With a hybrid model, only a few documents requiring wet signatures are signed at the closing, which speeds up the process and leads to a better customer experience.

How do I get started?
eLynx understands how important electronic signatures can be to improving your document workflows. A team of experienced professional services personnel is available to get you started. In addition to installing an eLynx gateway, they can also quickly walk you through all the steps necessary to begin collecting electronic signatures tomorrow.

To learn more about the eLynx electronic signature solution, contact eLynx today.

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