

DATE: February 16, 2021 **N° 2021-09**

CATEGORY: **Insurance & Investments**

TO: Managing General Agents, Associate General Agents, Advisors, General Agents, Independent Financial Advisors and National Accounts

SUBJECT: **Change in practice regarding digital/electronic signatures for changes to beneficiaries and policyowners**

As the need for digital solutions to conduct business continues to grow, we are pleased to share a change in practice for the acceptance of digital/electronic signatures for beneficiary changes, ownership changes and claims forms. Effective immediately, Empire Life will accept digital/electronic signatures for these documents with the exception of claim forms for claims over \$500,000. Those forms will continue to require a wet signature.

Key changes and requirements:

- Signatures must be current and may not be future dated
- We can accept **any** digital/electronic signature that is from a trusted, verified source. For example, any email attaching a document that has been signed digitally/electronically must be from a contracted **MGA, advisor or an email address validated through the Fast & Full® Life Application process** (i.e. the email account the customer used for their DocuSign package).
- For all **New Business** we use our Fast & Full electronic process.
- For all other forms and applications **with the exceptions noted below** we can accept digital/electronic signatures from platforms such as DocuSign, ONESPAN, iGenie, eSignLite, etc., if they come from a trusted source and include the certificate of completion/audit trail of signature.

Signature type	Acceptable
Wet signature	YES
ESignature This is a photo, scan or fax of a document with a wet signature that Empire Life receives electronically provided a wet signature already exists on file with Empire Life. This is acceptable for all requests excluding claims over \$500,000.	YES
Digital Signature The signature is created electronically and there is no wet signature. Digital signatures must be validated through a secure platform that prevents the signed document from being modified, and creates an audit log of who is authorizing the signature, how, and when. Some examples are: DocuSign, OneSpan, Adobe Sign, iGenie, eSignLite, etc.	YES
Claimant's Statement for claims over \$500,000. <u>No exceptions allowed.</u>	NO
A mark made digitally that has not been verified through a secure platform.	NO
Image signature A snippet of a scan of a signature	NO
Combination of Digital and Image Digital signature of the Advisor, with snippet of a wet signature for signature guarantee. These were both made electronically and were not sent through a secure platform to confirm when the document was created or who is validating it.	NO

Reference:
Stephanie Wisniewski
Director, Retail Operations