



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

Meetings and Documents review
c/- Better Business Communications Unit
Market Conduct and Digital Division
The Treasury
Langton Crescent
PARKES ACT 2600

22 July 2024

Dear Dr. Austin, Ms. Bird & Ms. Fox,

RE: Statutory Review of the Meetings and Documents Amendments

Thank you for the opportunity to make a submission to the Panels Statutory Review of the Meetings and Documents Amendments.

DocuSign works closely with private, public and government organisations around the world on innovative ways for them to use digital services, such as DocuSign eSignature, to improve operations and the customer and constituent experience.

More than 1.5 million customers and more than a billion people in more than 180 markets use DocuSign solutions to accelerate the process of doing business and simplify people's lives.

DocuSign solutions help organisations:

- Execute documents more securely and reliably.
- Sign documents in minutes, rather than days and have the documents immediately sent back to each of the signers from a computer, tablet, or mobile device.
- Remove the need for manual tasks such as meeting face to face, printing, scanning, posting, or couriering documents.
- Save significant costs on hard costs such as paper, printing, photocopying, scanning, and storing documents. Such considerable paper reduction also has a positive environmental impact.
- Complete documents from anywhere, at any time and by anyone. This is meaningful for people living in rural and remote areas, small businesses, people with disabilities and for people who speak languages other than English.
- Automatically store and generate a robust court admissible audit trail for every document they have signed. This ensures them more protections than what wet (signed in pen) signatures offer including a more secure transaction.

Use of Electronic Signature Transforms Document Execution

Schedule 1 of the Treasury Laws Amendment (2021 Measures No.1) Act 2021 and the Corporations Amendment (Meetings and Documents) Act 2022, have significantly transformed the landscape of document execution by allowing companies to electronically sign company documents such as contracts, deeds and meeting-related documents, and to allow companies to hold hybrid or remote meetings.



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

During three rounds of exposure draft legislation followed by Treasury and Senate Committee consultations, the feedback from business, legal and banking associations, and individuals demonstrated that the technology neutral electronic signing and execution of document amendments were not only necessary and timely, but facilitated a more efficient and accessible way of conducting transactions.

In addition, DocuSign has received positive feedback from customers on the amendments. For example, financial services companies have indicated that the amendments have been 'game changing', allowing them to provide funding faster and at a lower cost to their customers. This has been especially prevalent with loans to small and medium size businesses who, before the amendments came into force, faced weeks of waiting for and returning documents with a wet signature to financial institutions. The removal of barriers, like a wet signature, have allowed financial institutions to fund loans in days, rather than weeks.

We offer a few examples of four large financial institutions in Australia:

- One large financial institution partnered with DocuSign to digitise their loan offer contract packs, which resulted in the electronic execution of more than 95% of commercial loans. With this significant increase in electronic execution, the average time to execute the contract was 20 days faster than paper contracts.
- Another large financial institution digitized their loan process with DocuSign solutions and reduced the loan packet cost by 83% and experienced approval turnaround times of one or two days due to the electronic execution of document reforms, compared to a few weeks for paper loan documents. It is also worth noting, this bank has committed to becoming a carbon neutral organisation and reducing energy emissions by 90% by 2030. The use of eSignature and the reduction of paper and printing will be critical in reducing their carbon footprint and a key lever to achieving these outcomes.
- A third large financial institution described how their partnership with DocuSign allows their customers to seamlessly access same-day funding, whenever and wherever and indicated 100% of customers are executing documents electronically.
- And finally, a fourth financial institution implemented DocuSign eSignature across its franchisee network in 2022 to digitise the loan application process. The partnership lets the financial institutions get the funds to a customer faster. The company estimated document turnaround to decrease from 12 to just two days. They expect to see an 8% to 10% uplift in productivity and efficiency and save over one million pieces of paper per annum.

Specific reasons behind the success of these amendments are explored further below, along with comments addressing some of the perceived risks that have previously been raised around electronic execution of documents.

Success in Facilitating Simple and Efficient Document Execution

The amendments allowing electronic execution of company documents have succeeded primarily due to their alignment with technological advancements and the evolving needs of businesses and individuals. By permitting the electronic execution of documents using electronic signatures, these amendments have ensured:



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

1. Accessibility and Convenience

Electronic execution eliminates the need for physical presence, allowing parties to sign documents remotely, 24 hours a day and on any device. This is particularly advantageous in a globalised and digital economy where transactions involve parties located in different geographic locations and particularly important for people living in rural and remote areas.

In addition, DocuSign supports compatibility with common screen readers and other assistive technology, high-contrast settings for low vision users and keyboard-only input. Due to the amendments, these tools have enabled people with disabilities to electronically sign and send documents in a manner that makes a significant difference in their lives.

People whose first language is not English have also benefited from the amendments as DocuSign can translate a document into more than 44 languages ensuring the person signing can read and understand the content in their first language.

2. Speed and Efficiency

Traditional methods of signing and executing documents often involve delays in mailing, physical handling and data entry. Electronic execution streamlines this process, enabling fast turnaround times and reducing administrative burdens associated with paperwork. On average 82% of documents signed using DocuSign are completed in less than a day and 50% in less than 15 minutes. Prior to the amendments these same documents typically took days if not weeks to wet sign and process.

3. Cost Reduction

The shift towards electronic execution has also resulted in cost savings for businesses and individuals. For example, DocuSign minimises expenses related to printing, scanning, postage, couriering, travel and storage of physical documents, contributing to overall operational efficiency.

4. Flexibility and Adaptability

The technology-neutral approach of the amendments allows for the use of various electronic signature methods, accommodating different levels of security and compliance requirements. This flexibility has encouraged widespread adoption across different sectors and industries.

5. Legal Validity and Certainty

The amendments have established a clear legal framework for electronic execution of company documents, ensuring that electronically signed documents carry the same legal weight and enforceability as their paper counterparts.

In the past three years, DocuSign has run more than 25 industry, small business, legal practice, and consumer consultations on the electronic execution of documents in Australia. The feedback from these groups and individuals shows that non-regulatory requirements like processes, document workflows, or the availability of technology neutral platforms to execute documents are not seen as an issue. For the most part, businesses, lawyers, governments and individuals are all familiar with and comfortable using electronic communication and signature tools. Further, the feedback received from DocuSign customers is that the fundamental issue deterring adoption of electronic execution is confusion and uncertainty around laws that guide what documents can and cannot be executed electronically at a Commonwealth, State and Territory Government level.



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

As outlined, the amendments that are the subject of this consultation have created much needed certainty around the execution of company documents. However, the subsequent Treasury Laws Amendment (Modernising Business Communications and Other Measures) Act 2023 (TLA23)¹ has ensured all company documents can be electronically executed, overcoming any remaining doubts about what company documents can be signed electronically. While we recognise that this subsequent Act is outside the scope of this consultation, we feel that it is important to emphasise that while the TLA23 has created certainty around the signing of company documents at a Commonwealth level there is still significant confusion at a State and Territory government level around the legality electronically signing documents such as deeds.

DocuSign encourages the Panel to highlight in its report that State and Territory governments should prioritise their reforms to ensure the electronic execution of documents. Inclusion of such language in the report will help businesses, lawyers, governments and individuals fully realise the costs and time savings associated with the electronic execution of documents. In addition, it will create a single standard that allows businesses to update their digital platforms nationally, and help to address ongoing confusion on what can and cannot be signed in particular states and territories.

6. Environmental Impacts

The move away from physical signing aligns with broader environmental goals by reducing paper consumption, carbon footprints associated with travel, and overall environmental impact.

7. Addressing Risks of Fraudulent or Misuse

Concerns such as identity risk and tampering do not take into account a full understanding of the technology that has been commonly accessible to all members of the public and in use for the execution of documents such as agreements (covered under the Electronic Transactions Act 1999) for more than 20 years.

Since the introduction of the amendments, we are not aware of any wide-spread instances of fraudulent activity involving electronically executed documents in Australia. In fact, feedback that we received from customers is that the amendments have provided a more secure framework for the signing of documents that offers greater evidence to prove fraudulent activity if it was attempted.

For example, companies that implement DocuSign are able to identify a person by the document having been sent to their personal email address. DocuSign and other platforms also offer additional options to identify a signer and provide evidence it was them signing, such as:

- IP address capture
- Geographic address capture
- Two Factor Authentication: a commonly accepted practice across digital user experiences that customers are now very comfortable with and offers additional protection and audit trail. Here a one-time access code is sent via SMS or email and the signer must enter the code to access the document.
- Knowledge-based: signers are asked questions about information such as past addresses, father's birth date or first pet's names, as examples.

1

https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id:%22legislation/bills/r6945_apsed/0000%22



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

- ID document verification: signers are verified using their government-issued photo IDs (e.g., licence / Australia Post ID).

An audit trail is key to providing evidence that the signer has been appropriately verified. DocuSign provides a complete audit trail including a history of all actions taken in relation to the signing experience and a certificate of completion with the signed document that includes the evidence of verification and signing actions taken during the signing process. The document is protected within a PKI tamper-evident seal which will irreparably break if any action is taken to change or modify the documents in any way.

Further detailed information on the safety of electronic signatures can be found in the DocuSign blog "Are Electronic Signatures Safe?" included as Annexure One.

We have also included an outline of how a typical company document is completed using DocuSign eSignature as Annexure Two.

Conclusion

We again thank the Panel for the opportunity to outline our views in this submission.

Should you have any further questions, please contact Josh Williams who handles regulatory affairs for DocuSign in Australia on [REDACTED] or at [REDACTED].

Yours sincerely,

A black rectangular box redacting the signature of Ed Knott.

Ed Knott
Vice President
DocuSign ANZ



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

Annexure One

DocuSign FAQ Blog

[Are Electronic Signatures Safe?](#)

Published 15 May 2024 by Yasamin Yousefi, E-Signature Expert DocuSign..
<https://www.DocuSign.com/blog/is-your-esignature-safe>



Yes, electronic signatures are safe, and in this post, we'll cover why an e-signature is more secure than a wet signature, how e-signatures work and the features that help keep them safe.

Why an e-signature is more secure than a wet signature

A common question people have is "Can my digital signature be forged, misused or copied?" The reality is, wet signatures can easily be forged and tampered with. An electronic signature has many layers of security and authentication built in, along with court-admissible proof of transaction. An electronic signature helps you avoid tampering and impersonation in digital communications because it is unique to you.

Electronic record

Unlike wet signatures, e-signature providers may offer an electronic record that serves as an audit trail and proof of the transaction. For example, the audit trail may include the history of signature-related actions taken with the document, such as details on when it was opened, viewed and signed. Depending on the provider, and if the signer agreed to allow access to their location, the record will also show the geo-location where it was electronically signed. If one of the signers disputes their e-signature, or if there's any question about the transaction, this audit trail is available to all participants in the transaction and can resolve such objections.

Certificates of completion

More detailed certificates of completion can include specific details about each signer on the document, such as the consumer disclosure indicating the signer agreed to use e-signature, the e-signature image, key event timestamps and the signer's IP address and other identifying information.

Tamper-evident seal

Once the signing process is complete, some providers may digitally seal the documents using Public Key Infrastructure (PKI), an industry-standard encryption management technology. This seal indicates the electronic signature is valid and that the document hasn't been tampered with or altered since the date of signing.



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

How electronic signatures work

The exact signing process varies depending on the e-signature provider that you use, but the underlying workflows of more robust solutions are similar.

Sending a document for e-signature:

- Upload the document you need signed, such as a Word document or a PDF file
- Tag the sections that require initials, signatures, phone numbers, etc.
- Select the methods of signer authentication you want to use
- Send the file via the service to your designated recipient's email

Signing a document:

- Receive an email notification to review and sign a document
- Verify your identity before signing (if the sender requires that option)
- Read the disclosure documents and agree to use the electronic process
- Review the document and complete any necessary fields, including attaching any required documents
- Sign the document by clicking the signature button or applying an e-signature mark

Once all recipients have signed a document, they're notified, and the document is stored electronically where it can be viewed and downloaded. All of this is done safely due to the built-in security features and the processes that e-signature providers follow.

Methods of verifying signer identity

E-signature technology offers multiple options for verifying a signer's identity before they can access the document and sign, including:

- Email address: signers enter their own email address, which is compared to the email address used in the invitation
- SMS: signers must enter a one-time passcode sent via SMS text message
- Knowledge-based authentication (KBA): signers are asked personal questions gathered from commercially available databases, such as past addresses or vehicles owned
- Photo ID upload: signers are verified using their government-issued photo IDs such as passport, driver license or residence permit
- Electronic or bank based IDs: signers can submit their login credentials for existing bank accounts or government accounts to prove their identity

For situations where additional levels of signature validity are necessary, some providers offer two additional levels of e-signature that comply with the European Union's (EU) eIDAS requirements:



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

- **Advanced:** requires a higher level of security, identity verification and authentication to establish a link to the signatory; and includes a certificate-based digital ID (X.509 PKI) issued by a trusted service provider
- **Qualified:** an even more secure version of an advanced e-signature that utilizes a “secure signature creation device” and is deemed a legal equivalent to a wet signature in the EU

The importance of a security-first approach to e-signatures

The level of e-signature security varies by provider, so it's important to choose a provider that has robust security and protection weaved into every area of their business. Those security measures should include:

- **Physical security:** protects the systems and buildings where the systems reside
- **Platform security:** safeguards the data and processes that are stored in the systems
- **Security certifications/processes:** help ensure the provider's employees and partners follow security and privacy best practices

Physical security

- Geo-dispersed data centers with active and redundant systems and physical and logically separated networks
- Commercial-grade firewalls and border routers to detect IP-based and denial-of-service attacks
- Malware protection
- Secure, near real-time data replication
- Around-the-clock onsite security
- Strict physical access control with monitored video surveillance

Platform security

- Data encryption in transit and at rest with TLS connections and AES 256-bit encryption
- Data access and transfer via HTTPS
- Use of Security Assertion Markup Language (SAML), giving users the latest capabilities for Web-based authentication and authorization
- PKI tamper-evident seal
- Certificate of completion
- Signature verification and unalterable capture of signing actions and completion status
- Multiple authentication options for signers



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

Security certifications/processes

- Compliance with applicable laws, regulations and industry standards, governing digital transactions and electronic signatures, including:
 - ISO 27001:2013: the highest level of global information security assurance available today
 - SOC 1 Type 2 and SOC 2 Type 2: both reports evaluate internal controls, policies and procedures, with the SOC 2 report focusing on those directly related to security, availability, processing integrity, confidentiality and privacy at a service organization
 - Payment Card Industry Data Security Standard (PCI DSS): ensures safe and secure handling of credit card holder information
 - Cloud Security Alliance (CSA) Security Trust Assurance and Risk (STAR) program: comprises key principles of transparency, rigorous auditing and harmonization of standards.
 - Asia-Pacific Economic Cooperation (APEC) Privacy Recognition for Processor (PRP) System: comprises Cross-Border Privacy Rules (CBPR) and Framework to protect the privacy and security of personal information at rest and in transit
- Ability to help support compliance obligations with specialized industry regulations, such as HIPAA, 21 CFR Part 11 and specified rules from the FTC, FHA, IRS and FINRA
- Security management processes and development practices, including business continuity and disaster recovery planning, employee training, secure coding practices, formal code reviews and regular, code-base security audits



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000

Annexure Two

How a typical company document is completed using DocuSign.

The most common used case that relates to documents signed under the corporations act are commercial loan contracts. This is generally a packet of multiple documents that can be loaded into DocuSign either individually or using a DocuSign template to generate what is called a DocuSign envelope. The sender can create this envelope either using the DocuSign Web App or using API's which integrate to the sender's other systems.

The recipient's details will be entered into the workflow panel including their email address and the desired authentication method i.e. phone number, personal code, etc. The field tags, including the signature block, will be applied to the document and then triggered for sending. Delivery of the document to the recipient may be done via email, SMS text, WhatsApp delivery methods or embedded within a secure portal, i.e. some banks will drive customers to their own secure online portals to login, where the DocuSign envelope will be displayed.

The DocuSign envelope is hosted online and once the recipient has authenticated per the configured requirement, the recipient will access the envelope (document pack), consent to dealing electronically by ticking the required box next to the disclosure statement.

Please Review & Act on These Documents

 **Jennifer Lauchlan**
DocuSign


Powered by **DocuSign**

Please read the [Electronic Record and Signature Disclosure](#).

I agree to use electronic records and signatures.

CONTINUE OTHER ACTIONS

Service Management Agreement

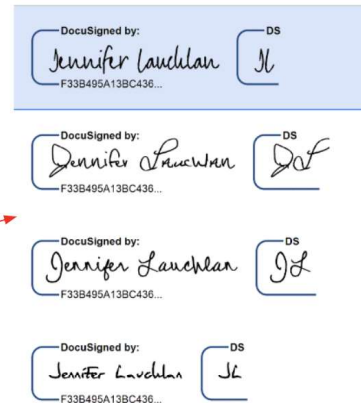
Date 20 April, 2023

Between the following parties,

The recipient will then proceed to complete any required fields and sign using one of the 3 available options; Select a style, draw, or upload.



DocuSign, Inc.
Level 8/126 Phillip Street
Sydney, NSW 2000



Once signing is complete, the recipient will have the option to download a copy of the document, along with the related Certificate of Completion. A complete audit trail is captured with evidence of every action taken along with time stamps and the user involved. The key information is captured in the Certificate of Completion. For more information on this see the History and Certificate of Completion guide.

Envelope History Guide:

https://support.DocuSign.com/s/document-item?bundleId=oeq1643226594604&topicId=dpr1578456338693.html&_LANG=enus

Certificate of Completion Guide:

https://support.DocuSign.com/s/document-item?bundleId=oeq1643226594604&topicId=gpa1578456339545.html&_LANG=enus



DocuSign, Inc.
 Level 8/126 Phillip Street
 Sydney, NSW 2000

Certificate of Completion is court admissible evidence

Signed and all signatures are valid. Signature Panel

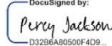
Tamper evident seal

Certificate Of Completion

Envelope Id: 6F8AE0B96B034756B2B54C0EF3821635	Status: Completed
Subject: [REDACTED] Ongoing Service Agreement	
Department:	
Source Envelope:	
Document Pages: 6	Signatures: 3
Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
EnvelopeId Stamping: Disabled	Junaid Ashraf
Time Zone: (UTC+10:00) Canberra, Melbourne, Sydney	DocuSign, 12/56 Pitt Street
	Sydney, New South Wales 2000
	junaid.ashraf@docuSign.com
	IP Address: 61.68.166.159

Record Tracking

Status: Original	Holder: Junaid Ashraf	Location: DocuSign
16-07-2020 16:17	junaid.ashraf@docuSign.com	

Signer Events	Signature	Timestamp
Percy Jackson percy.jackson2290@gmail.com Test PT Security Level: Email, Account Authentication (None), Authentication	DocsSigned by:  D329EA89500F4D9...	Sent: 16-07-2020 16:18 Viewed: 16-07-2020 16:18 Signed: 16-07-2020 16:21
	Signature Adoption: Pre-selected Style Using IP Address: 61.68.166.159	

The recipient will also have the option to create or log in to their DocuSign account to view the document now or in the future. Many organisations have regulatory requirements to purge documents out of DocuSign after a specified period of time and store the documents in their own repository. This process is often automated. When this purge is configured, the recipients to the envelope are notified that the purge is scheduled and they will be prompted to download a copy of the documents prior if desired.

Many DocuSign customers outline how electronic signatures work for their processes on their websites. There is an example on Suncorp Banks website.

<https://www.suncorpbank.com.au/help-support/ways-to-bank/DocuSign.html>

Certificate Of Completion

Envelope Id: 5DFFA964C4594BE3BB2E578A7AFCD5EA Status: Completed
Subject: 22 July 2024 DocuSign submission for Panels Statutory Review of Meetings and Document Amendments
EnvelopeType:
Template Name:
Source Envelope:
Document Pages: 12 Signatures: 1 Envelope Originator: Jennifer Lauchlan
Certificate Pages: 5 Initials: 0 221 Main Street
AutoNav: Enabled Suite 1000
Envelopeld Stamping: Enabled San Francisco, CA 94105
Time Zone: (UTC+10:00) Canberra, Melbourne, Sydney Jennifer.Lauchlan@docusign.com
IP Address: 113.29.112.145

Record Tracking

Status: Original Holder: Jennifer Lauchlan Location: DocuSign
22/7/2024 | 07:11 Jennifer.Lauchlan@docusign.com

Signer Events

Ed Knott
ed.knott@docusign.com
61-416250012
VP, ANZ
Security Level: Email, SMS, Account Authentication (None)

Signature

DocuSigned by: Ed Knott
3DC0CCE9E98F4F8...
Signature Adoption: Pre-selected Style
Signed by link sent to ed.knott@docusign.com
Using IP Address: 60.227.89.171
Signed using mobile

Timestamp

Sent: 22/7/2024 | 07:24
Viewed: 22/7/2024 | 07:34
Signed: 22/7/2024 | 07:40

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Jennifer Lauchlan
jennifer.lauchlan@docusign.com
61-416023490
CSM



Sent: 22/7/2024 | 07:24
Resent: 22/7/2024 | 07:40
Viewed: 22/7/2024 | 07:38

DocuSign, Inc.
Security Level: Email, SMS, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Carbon Copy Events	Status	Timestamp
Josh Williams josh.williams@diplomacy.net.au 61-413620456 Director Security Level: Email, SMS, Account Authentication (None)	<div style="border: 2px solid blue; padding: 5px; font-weight: bold; color: blue; font-size: 1.2em;">COPIED</div>	Sent: 22/7/2024 07:24 Viewed: 22/7/2024 10:44
Electronic Record and Signature Disclosure: Accepted: 11/1/2024 08:11 ID: e3463bf7-cd79-4084-afa3-3d94fd1a1987		

Witness Events	Signature	Timestamp
----------------	-----------	-----------

Notary Events	Signature	Timestamp
---------------	-----------	-----------

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	22/7/2024 07:24
Certified Delivered	Security Checked	22/7/2024 07:34
Signing Complete	Security Checked	22/7/2024 07:40
Completed	Security Checked	22/7/2024 07:40

Payment Events	Status	Timestamps
----------------	--------	------------

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, DocuSign, Inc. (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign, Inc. (DocuSign) electronic signing system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after signing session and, if you elect to create a DocuSign signer account, you may access them for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact DocuSign, Inc.:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by paper mail, please send correspondence to:

DocuSign, Inc.
221 Main St.,
Suite 1000
San Francisco, CA 94105

To advise DocuSign, Inc. of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at and in the body of such request you must state: your previous e-mail address, your new e-mail address. Please reach out to the sender of the envelope if you want to change your email address..

In addition, you must notify DocuSign, Inc. to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in the DocuSign system.

To request paper copies from DocuSign, Inc.

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any. Please reach out to the sender of the envelope if you want to request paper copies.

To withdraw your consent with DocuSign, Inc.

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. Please reach out to the sender of the envelope if you want to withdraw your consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)

PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the ‘I agree’ button below.

By checking the ‘I agree’ box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify DocuSign, Inc. as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by DocuSign, Inc. during the course of my relationship with you.