

# FAQS

## ELECTRONIC SIGNATURE



<b>GENERAL INFORMATION</b> .....	<b>2</b>
What is DocuSign? .....	2
Why is CHG-MERIDIAN using the DocuSign workflow for signatures? .....	2
What are the main advantages of signing documents electronically? .....	2
<b>E-SIGNATURES – DEFINITION AND USE</b> .....	<b>2</b>
What is an electronic signature? .....	2
What can e-signatures be used for? .....	2
Are electronic signatures legally binding? .....	3
What type of electronic signature is CHG-MERIDIAN using? .....	3
Does DocuSign offer sufficient data security? .....	3
What is the certificate of completion? .....	3
Are signed documents saved on the DocuSign platform indefinitely? .....	3
Where does DocuSign save the data? .....	3
<b>REQUIREMENTS</b> .....	<b>4</b>
Do contract documents between CHG-MERIDIAN and its partner need to be adapted to use e-signing? .....	4
Do I need to install software to use DocuSign for signatures? .....	4
Does the signatory incur any costs? .....	4
Do I need a personal DocuSign account to sign? .....	4
What do I need to do to verify my identity when using DocuSign? .....	4
Why is CHG-MERIDIAN not using the advanced signature with two-factor authentication? .....	4
Why have I not received an email notification from DocuSign? .....	4
<b>SIGNING A DOCUMENT WITH AN ELECTRONIC SIGNATURE</b> .....	<b>5</b>
How do I sign documents using DocuSign? .....	5
Do I need to scan and upload my signature? .....	5
Why does a fictitious signature appear at the end of the document and not my scanned signature? .....	5
How can I integrate additional features into my signature, such as the designation 'Ph.D.'? .....	5
I have received a DocuSign email but I am not the signer. Can I forward the request for signature to the correct signer? .....	5
How will I be notified when the contract has been signed by all signatories? .....	5
How do I access the signed contract and certificate of completion? .....	6
Who can I contact if I have questions about the content of the document? .....	6
Can I make changes to the contract that I have been asked to sign? .....	6
Can I retract my signature or my refusal? .....	6
Once I have signed, I am asked if I want to register. Why is that? .....	6
Can I use DocuSign on my smartphone or tablet? .....	6
<b>FURTHER GUIDANCE</b> .....	<b>6</b>
I have never used DocuSign. Is there a user guide? .....	6
Who can I contact if I have further questions? .....	6
Other sources of information .....	7

## GENERAL INFORMATION

### What is DocuSign?

DocuSign is a leading e-signing platform that offers an easy, efficient, and secure way of signing documents and contracts electronically. Further information on DocuSign is available at [www.docusign.com](http://www.docusign.com).

### Why is CHG-MERIDIAN using the DocuSign workflow for signatures?

It offers CHG-MERIDIAN and its business partners many advantages over a manual, paper-based signing process. Contracts can be signed and forwarded more quickly and conveniently using the DocuSign workflow. More information on how CHG-MERIDIAN is using e-signing can be found at [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html).

### What are the main advantages of signing documents electronically?

Electronic signatures offer multiple advantages for all parties involved in the signing process:

- **They save time:** Contracts can be signed extremely quickly and easily on any internet-enabled device from any location within a short space of time.
- **They reduce processing costs:** Printed contracts no longer need to be scanned and returned to CHG-MERIDIAN by post.
- **They are secure and legally valid:** The platform meets the requirements of the eIDAS Regulation as well as certification standards in the USA and Europe. This means that your information is always protected, encrypted, and secure.
- **They create transparency:** The current status of a document can easily be tracked by all parties involved. This means that documents will not get lost within the process and no data will be missing.
- **They are convenient to use:** The web-based platform from DocuSign is easy and intuitive to use. Simple instructions are available during the signing process. Information about the signing process is always accessible at [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html).
- **They increase efficiency:** Electronic processing reduces the administrative effort for all concerned, allowing you to focus your attention on more pressing matters.
- **They are environmentally friendly:** Together we are saving valuable resources by eliminating the need for print and postage materials as well as shipping.
- **Signing is free:** For you, as a customer of CHG-MERIDIAN, it is always free to electronically sign a document via DocuSign.

## E-SIGNATURES – DEFINITION AND USE

### What is an electronic signature?

Electronic signatures or e-signatures make it possible to sign digital documents in a way that is legally binding, thereby replacing the need for handwritten signatures on paper. The European eIDAS Regulation defines an electronic signature as any data in electronic form which is attached to or logically associated with other data in electronic form and which is used by the signatory to sign.

### What can e-signatures be used for?

E-signatures can generally be used for any contracts, quotations, or legal documents between two companies provided that they are governed by US or EU law. If a different written form is prescribed by law or individually agreed, the simple electronic signature is not sufficient.

### **Are electronic signatures legally binding?**

The 'Regulation on electronic identification and trust services for electronic transactions in the internal market' (eIDAS) came into force on July 1, 2016 in all EU member states.

This means that electronic signatures or e-signatures are legally binding for almost every business transaction in the EU and in the USA. DocuSign complies with the stringent requirements of the eIDAS Regulation in the EU and the ESIGN Act and Uniform Electronic Transactions Act in the USA. It is important to note that the legal validity of the contract is determined by the law governing the contract (jurisdiction) and not by the registered office/domicile of the parties.

Further information is available at <https://www.docusign.com/learn/eidas-regulation-primer> and [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html)

### **What type of electronic signature is CHG-MERIDIAN using?**

The eIDAS Regulation (Regulation on electronic identification and trust services for electronic transactions in the internal market) defines three types of electronic signature: standard, advanced, and qualified. CHG-MERIDIAN is using the standard electronic signature. Further information is available at [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html).

### **Does DocuSign offer sufficient data security?**

CHG-MERIDIAN chose DocuSign as its e-signing provider because it complies with industry best practice for the security of data and transactions. Each electronic signature is unique, documentable, encrypted, and tamper-evident. The confidentiality of all transactions is ensured and a certificate of completion is generated for every completed transaction. This certificate shows a comprehensive audit trail of signing events.

Further information can be found at <https://trust.docusign.com/en-us/trust-certifications/> and [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html)

### **What is the certificate of completion?**

The certificate of completion provides a full audit trail for every completed DocuSign transaction. If a party to the transaction is in any doubt about his/her signature or if there is any uncertainty about the transaction, the audit trail and certificate of completion can resolve any concerns. The certificate is available to all parties involved in the transaction and contains specific information such as the email addresses of the signers, names, authentication methods, and IP addresses with time stamps.

### **Are signed documents saved on the DocuSign platform indefinitely?**

CHG-MERIDIAN is using DocuSign to carry out the signing process only. Once the transaction is completed, the documents will remain on the DocuSign platform and can be accessed if required. CHG-MERIDIAN will also automatically save all documents that are processed on the DocuSign platform on its own servers.

### **Where does DocuSign save the data?**

DocuSign has two different data rings, each with three data centers. One ring is in the USA and the other in Europe. The data centers for the European ring are located in Germany, France, and the Netherlands. CHG-MERIDIAN will use the European data ring to save and process e-signatures.

## REQUIREMENTS

### **Do contract documents between CHG-MERIDIAN and its partner need to be adapted to use e-signing?**

By making the electronic signing process available, CHG-MERIDIAN is giving its customers the option of making a declaration of intent in electronic form. When customers provide an electronic signature, their acceptance of the electronic signing process is implied. Additional agreements between CHG-MERIDIAN and the customer are not required.

### **Do I need to install software to use DocuSign for signatures?**

No installation is required to use DocuSign. You need a standard internet browser to take part in the document process via DocuSign. DocuSign also offers a mobile app, if required, but it is possible to take part in the signing process without the app.

### **Does the signatory incur any costs?**

It is always free for you, as a customer of CHG-MERIDIAN, to sign documents electronically using DocuSign as part of a business transaction with CHG-MERIDIAN.

### **Do I need a personal DocuSign account to sign?**

No registration is required on your part.

You will receive an email notification as soon as a document requires your signature. The email notification will contain a link to the document. Using this link, you can review the document and sign it electronically. If you want to use the DocuSign mobile app on your smartphone or tablet or see status reports of your transactions, you can register with DocuSign for free and set up a DocuSign account.

### **What do I need to do to verify my identity when using DocuSign?**

CHG-MERIDIAN is using the simple electronic signature as defined by the eIDAS Regulation. For this type of signature, no further verification is required. When you receive an email notification, you are not required to provide further verification in order to sign the document.

### **Why is CHG-MERIDIAN not using the advanced signature with two-factor authentication?**

An advanced electronic signature is created by using electronic signature keys, which are assigned exclusively to the signer and are under his/her sole control. For example, this could be a PIN code that the signer receives on his/her cell phone for use in a single transaction. At CHG-MERIDIAN, we do not believe that this kind of two-factor authentication would be practicable, as we assume that, in the vast majority of cases, we do not know or need to know the cell phone numbers of signatories. The standard electronic signature is standard practice in the industry.

### **How will I be notified when I need to sign a document?**

You will receive an email notification. This notification will contain a link that will take you to the document that requires your signature. Using this link, you will be able to open, review, and electronically sign the document.

### **Why have I not received an email notification from DocuSign?**

If you have not received an email notification from DocuSign, please check your spam filter. If the email has been blocked, please change your settings to ensure that emails from DocuSign senders are delivered to your inbox (DocuSign EU system sender address: dse@eumail.docusign.net).

## **SIGNING A DOCUMENT WITH AN ELECTRONIC SIGNATURE**

### **How do I sign documents using DocuSign?**

Once you have received an email notification from DocuSign on your internet-enabled device (such as a cell phone, tablet, or computer), you will need to click the link contained in the email. This will open the document. Tabs and simple instructions will guide you through the signing process until you receive confirmation that you have signed the document electronically. You then click 'finish' to save the signed document. The process is now complete.

### **Do I need to scan and upload my signature?**

A scanned signature is not required for signing documents electronically using DocuSign. This is because it is not the signature stamp at the end of the document that makes the signature legally binding but rather the signer's declaration of intent, and this can be demonstrated by clicking 'finish' on the DocuSign interface. Signers receive a certificate of completion every time they sign a document, which serves as confirmation that their signature has been provided. Giving your name is therefore sufficient for the signing process. DocuSign will provide you with a number of suggested font styles so that you can see how your signature or signature stamp will look on the document. If you want your electronic signature to resemble your handwritten signature, you can use the DocuSign drawing function or upload a photo of your signature.

### **Why does a fictitious signature appear at the end of the document and not my scanned signature?**

From a legal perspective, it is not the signature stamp at the end of the document that is decisive but rather the signer's declaration of intent to be bound by the terms of the document, and this can be demonstrated by clicking 'finish' on the DocuSign interface. What is important here is that DocuSign also secures the final documents and certificate of completion with a digital certificate, which ensures that the documents cannot be changed during or after the signing process and guarantees that the transaction occurred as documented in the audit trail.

When choosing electronic signatures, signers can either use a predefined font from the DocuSign portfolio, draw their signature on the touchscreen using a touch pen, or upload a scanned copy of their handwritten signature.

### **How can I integrate additional features into my signature, such as the designation 'Ph.D.'?**

If additional features such as these need to be included, they have to be placed in the name field. This means that you must save your name in DocuSign as, for example, 'Ph.D. Max Mustermann' or add Ph.D. to your signature.

### **I have received a DocuSign email but I am not the signer. Can I forward the request for signature to the correct signer?**

Yes, it is possible to forward the request for signature to another person if you are not the signer for the contract. To do this, open the document in DocuSign and select the 'Assign to Someone Else' option so that the request can be forwarded to the right person.

Please do not forward the email notification as the person receiving the email can then sign the document in your name using the link.

### **How will I be notified when the contract has been signed by all signatories?**

You will receive an email notification from DocuSign as soon as the contract has been signed by all parties. All the signed documents and the certificate of completion will be attached to this email.

**How do I access the signed contract and certificate of completion?**

You will receive an email notification from DocuSign as soon as the contract has been signed by all parties. All the signed documents and the certificate of completion will be attached to this email.

You can also download the signed documents and certificate of completion from the platform by clicking the link in the email.

**Who can I contact if I have questions about the content of the document?**

Please contact your CHG-MERIDIAN representative directly (Internal Sales or account manager).

**Can I make changes to the contract that I have been asked to sign?**

You cannot make any changes or amendments yourself to the document that you have received. Once you have reviewed the contract in DocuSign, you have the option of 'declining to sign' if changes need to be made. You will be asked to give a reason for declining to sign. But before you reject the document, please contact your CHG-MERIDIAN representative (Internal Sales or account manager).

**Can I retract my signature or my refusal?**

No. Once you have completed and saved the process by clicking 'finish', the workflow is documented on the DocuSign platform and cannot be revoked or withdrawn from the platform.

**Once I have signed, I am asked if I want to register. Why is that?**

At the end of every transaction, DocuSign offers you the opportunity to register. There is no requirement for signers to register with DocuSign in order to take part in the workflow. The request can be declined. Registration is however free and offers the signer a number of additional benefits. These include a status report on all of the signer's transactions, the use of the DocuSign app, and the option of importing a scanned signature.

**Can I use DocuSign on my smartphone or tablet?**

Yes, provided that you can receive emails on these devices and an internet browser has been installed. You can use the DocuSign app to take part in the signature workflow and you can view the status of documents at any time, from anywhere, and on any mobile device. The DocuSign app is available from the Apple App Store, Google Play and the Windows Store. Signing with the app is free.

**FURTHER GUIDANCE****I have never used DocuSign. Is there a user guide?**

A user guide, which explains how the DocuSign signing process works, is available at [www.chg-meridian.com/tools/DocuSign.html](http://www.chg-meridian.com/tools/DocuSign.html)

**Who can I contact if I have further questions?**

If you have further questions about electronic signatures or the e-signing process, please visit our website at [www.chg-meridian.com/de/tools/DocuSign.html](http://www.chg-meridian.com/de/tools/DocuSign.html) or contact your representative at CHG-MERIDIAN. Further information is also available at <https://www.docusign.com/products/electronic-signature/how-docusign-works> and [www.docusign.com/faq](http://www.docusign.com/faq).

### **Other sources of information**

<https://support.docusign.com/guides/signer-guide-signing-for-signers>

<https://support.docusign.com/guides/ndse-user-guide>

<https://support.docusign.com/articles/DocuSign-Signing-FAQs>

[https://support.docusign.com/knowledgeSearch?by=topic&topic=sign\\_documents&category=sign](https://support.docusign.com/knowledgeSearch?by=topic&topic=sign_documents&category=sign)