

## Adobe Sign For Members

### Frequently Asked Questions

**Q: What is Adobe Sign?**

A: Adobe Sign is an electronic “eSignature” product that will verify your identity and capture your electronic signature. This electronic signature can be used for contracts and agreements, loans and leases, forms, and orders, and many more.

**Q: Why is Adobe Sign important?**

A: Adobe Sign is important because it helps Silver State Schools Credit Union (SSSCU) fulfill our mission – to provide “Excellent Member Service and Financial Solutions – for Life!”. By using Adobe Sign, we can execute contracts and agreements faster, and securely manage documents without the bulk and expense of paper or the need for a member to drive to a branch to sign a document.

**Q: What is in it for members?**

A: Speed, convenience, and cost savings. It saves time – in most cases, you can sign your document and return it to the Credit Union with a few mouse clicks. It is convenient – nothing to identify and setup. If you have a valid email account, you are probably already receiving eStatements and email from us and Adobe Sign documents are sent to you via your own personal email. In addition to the savings of not requiring postage, paper, ink, and paper handling, for most documents you will no longer need to visit a branch just to sign a document.

**Q: How much does it cost for me to use?**

A: Using Adobe Sign to electronically sign documents is free. It costs nothing to use.

**Q: How do I set it up?**

A: There is nothing to set up to use Adobe Sign. When SSSCU sends you a document through Adobe Sign, you receive an email with a link to the document. When you click on the link, your document is displayed on a guaranteed secure website.

**Q: Is Adobe Sign secure?**

A: Yes. Adobe Sign meets the most rigorous security certification standards and uses the strongest data encryption technologies available.

**Q: What if I want to sign in person?**

A: Of course, we are always glad to see you. Your electronic document can be signed in any branch using a signature capture pad. This is the same device we use when we ask you to authorize a withdrawal from one of your accounts.

**Q: When does this go into effect?**

A: Adobe Sign is available and in use now.

**Q: The Adobe Sign signature I selected does not look like mine – is it still legal?**

A: Yes. Clicking or typing your Adobe Sign signature is legally the same as signing the document with a pen. It is a digital representation of your agreement to abide by the terms and conditions of the document. The signature shown on the document is there to help us interpret your intentions.

**Q: If I sign a document electronically, can I change my mind?**

A: Using Adobe Sign is legally the same and has the same legal ramifications as signing a paper document with pen and paper.

**Q: How do I get a copy of the signed document?**

A: Once the document has been signed and routed to all applicable parties, you will receive an email with the final (signed) version of the document. You can download this document to your computer for your records.

**Q: Can I decline/refuse to sign?**

A: Yes. There are sign or decline options presented when you open the document. There is also a dropdown list of optional actions on the view of every Adobe Sign document. Decline is one of those options.

**Q: How do you know it is me signing the document?**

A: We have your current email address on file. If we are not certain, we can also send you an access code to view the document, or we can even have Adobe Sign call or email you a series of questions to verify your identity.

**Q: What if there are errors in the document?**

A: If you find errors in the document, you can decline to sign. When decline is selected, a text box appears so you can enter the reason you declined to sign. Any errors in the document can be pointed out in the decline text box.