

**Frequently Asked Questions
about e-Signing & DocuSign**

Gütersloh, June 2017

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e-Signing with DocuSign

What is DocuSign?

DocuSign is the leading e-signature platform on the market, allowing easy, efficient and secure electronic contract execution. For more information about DocuSign, please visit www.docusign.com.

Why has Arvato Systems introduced DocuSign as a standard workflow for signing documents?

There are many benefits for Arvato Systems and its partners. Using DocuSign to sign documents digitally is faster and easier, compared to manual paper based processes. For more information about e-Signing at Arvato Systems, please visit IT.arvato.com/eSigning-en.

What are the main advantages of processing and signing contracts electronically?

Electronic contract execution offers many benefits for all parties:

- **It saves time:** Contracts can be signed quickly and easily; anywhere, anytime, from any internet-enabled device.
- **It reduces process costs:** Paper contracts do not have to be sent via mail and scanned afterwards.
- **It provides security and enforceability:** The platform meets all requirements of eIDAS regulation as well as US and European certified standards regarding protecting, encrypting and securing contracts.
- **It enhances transparency:** All parties involved can easily track the status of a contract, so missing documents or data are no longer an issue.
- **It improves usability:** It is easy, convenient and user-friendly to use DocuSign's web based interface. Simple instructions guide the signer through the signing process.
- **It increases productivity:** Contracts can be processed easily and stored without requiring additional manual steps. This frees up administrative resources so that you can focus on more important tasks.
- **It is environmentally friendly:** By no longer using printing material, packaging, and shipping, we save valuable resources.
- **Signing is free:** Signing a document with DocuSign is always free.

e-Signatures definition und usage

What is an electronic signature?

Electronic signatures enable you to legally sign digital documents and replace paper based handwritten "wet" signatures. Electronic signatures, or e-signatures, are a broad category of methods for signing a record or a document. An electronic signature as defined by the EU Regulation No. 910/2014, also known as eIDAS Regulation, is 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.

For which documents can e-signatures be used?

DocuSign can be used for all contracts, offers or documents between two companies where the applicable law is either US or EU law, as long as no explicit exception for hand written "wet" signatures is agreed on or required.

Are electronic signatures legally binding?

Electronic signatures are valid and legally binding in many countries around the world, including the whole of the EU and US. DocuSign's solutions enable you to sign electronically and go beyond the

stringent requirements of the eIDAS Regulation in the EU and the ESIGN Act and the Uniform Electronic Transactions Act in the United States. eIDAS, the EU Regulation for Electronic Identification and Trust Services was implemented by all EU member states on July 1st, 2016.

The legitimacy of electronic signatures does not depend on the country where the parties are located, but on the applicable law under which the contract is entered into.

For more information, please visit www.docusign.com/how-it-works/legality or IT.arvato.com/eSigning-en/legality.

What is the difference between an "electronic signature" and a "digital signature?"

Electronic signatures, or e-signatures, are a broad category of methods for signing a record or a document. A digital signature is a type of e-signature that uses a specific technical implementation. Digital signature providers like DocuSign follow the PKI (Public Key Infrastructure) protocol.

Both digital signatures and other e-signature solutions enable you to sign documents and authenticate the signer. However, the purpose, technical implementation, geographical use, and legal and cultural acceptance of digital signatures versus e-signatures varies.

Which type of electronic signature is executed?

The eIDAS regulation (Regulation for Electronic Identification and Trust Services) in the EU defines three types of electronic signatures: the standard, advanced and qualified electronic signature. Arvato Systems executes the simple electronic signature. For more information, please visit or IT.arvato.com/eSigning-en/Whitepaper-eIDAS.

Are electronic signatures secure?

Arvato Systems selected the DocuSign platform because it offers the most trusted, reliable and secure digital evidence of any electronic signature system. Each electronic signature placed via DocuSign is unique, documentable, encrypted, and tamper-evident. For each executed envelope, DocuSign creates a Certificate of Completion, which provides a rigorous audit trail of the DocuSign transaction, including who signed and when. DocuSign is ISO 27001 certified as an information security management system (ISMS).

For more information, please visit IT.arvato.com/eSigning-en/Security-Privacy or www.docusign.com/how-it-works/security.

What is the Certificate of Completion (CoC)

Sometimes a complete audit trail of the DocuSign transaction is required. The Certificate of Completion provides a full audit trail of your DocuSign transaction. If a participant in the transaction repudiates their signature, or if there is any question about the transaction, this audit trail can resolve all such objections. These records are available to all participants in a transaction. The audit trail includes information such as the signer's email address, name, authentication method, IP address with time stamp.

Does DocuSign store the documents forever?

No. Arvato Systems uses DocuSign only for executing the e-signature. Fourteen days after the last signature completes the transaction DocuSign will delete the documents. Only the Certificate of Completion will be available for at least 10 years. All participants of the transaction are informed by email about the deletion.

Where does DocuSign store its data?

DocuSign has two different data rings with three data centers each. One data ring is located in the US and one in Europe with data centers in Germany, France and Netherlands. European Arvato Systems companies use the European ring to store and execute e-signatures.

Prerequisites for e-Signatures

Is it necessary to adopt the contract between Arvato Systems and its partner before using e-Signing?

Using e-Signing with the standard electronic signature requires that both parties agree contractually to the use of text form pursuant to eIDAS. If existing contracts require "Schriftform" i.e. hand written signatures, e-signing can only be used after closure of an amendment.

Does the DocuSign signing process require installation of software?

DocuSign does not require installation of any additional software. Standard internet browsers (e.g. Internet Explorer, Firefox, Chrome, Safari) can be used to review and process the document in DocuSign. DocuSign also offers a mobile app allowing you to review and sign documents from your mobile device.

Are there any costs for me as a signee?

No. Signing with DocuSign is always free.

Is a personal DocuSign account required to sign documents?

No, you are not required to create a personal DocuSign account to sign documents electronically. There is a link provided in the DocuSign email notification to open the document on the platform. Via the link, you can review the document and sign it electronically. If you want to use DocuSign's mobile app or if you want to check the status of all your transactions on a dashboard you are asked to create an account with no additional costs.

How do I authenticate myself?

Arvato Systems executes the standard electronic signature as defined by eIDAS Regulation. There is no authentication required for this signature type. When you get an email notification from Arvato Systems via DocuSign, no further authentication is necessary in order to sign.

Why does not Arvato Systems use the advanced electronic signature with two-factor authentication?

An advanced electronic signature is created with the use of an electronic signature key that is assigned solely to the signer and over which he has sole control. This can be a PIN that the signer uses one time for this transaction and receives on his mobile phone. Because Arvato Systems assumes that we generally do not know or should not even know the signer's mobile phone number, we do not consider this type of two-factor authentication to be practical. The standard electronic signature is typically used in business.

How will I be informed when I am supposed to sign a document?

You will receive an automatic email notification from Arvato Systems via DocuSign with a link to the document. With this link, you can open and review the document and sign it electronically.

Why haven't I received a notification email from DocuSign?

If you have not yet received an email notification from DocuSign, please check your spam filter. If the email was blocked, you will need to change your settings to allow emails from DocuSign (DocuSign EU System sender address dse@eumail.docusign.net).

Execute e-Signatures

How do I sign with DocuSign e-signature?

Signees get an email via DocuSign. With one click on the link provided by the email, you can open the document and start the document signing process on virtually any internet-enabled device. Tabs and simple instructions guide you through the signing process. Once you are done signing, click Finish. That's it!

Do I have to scan my signature and upload it to DocuSign?

DocuSign's electronic signature does not require your scanned signature. However, if you prefer your signature to resemble your hand-written signature use the draw feature to accomplish this or upload a photo of your signature. Normally it suffices to use your full name. Within DocuSign, you can choose between different styles in which your name appears on the signature stamp.

Why is there a virtual signature on the document and not my scanned hand written signature?

The signer has the choice to represent his signature electronically with a predefined DocuSign font, with a drawing on the touchscreen or a scan of his hand written signature.

The presentation of the name in the DocuSign e-Signature stamp follows the idea that a signature captures the signer's name.

The e-signature stamp with the signer's name is not legally binding but rather the click on the button "Finish" on the platform. It is crucial that DocuSign additionally signs the document and the Certificate of Completion digitally with a certificate. With this certificate, DocuSign ensures that the documents have not been tampered with after and during the signing process and that the transaction has been executed according to the audit trail.

How can I add suffixes such as i.V. or ppa. to the signature?

Suffixes to the signature such as i.V. or ppa. are added as a suffix to the name, i.e. you alter your name in DocuSign to e.g. "i.V. Max Mustermann".

What alternatives does DocuSign offer if I cannot sign the document electronically?

DocuSign offers two alternative workflows, which will be accepted by Arvato Systems if you are unable to sign electronically:

- Print the document from the DocuSign page, hand-sign it and upload a scanned copy to DocuSign
- Print the document from the DocuSign page, hand-sign it and fax it back to DocuSign.

In both scenarios described above, the document is fed back into the DocuSign workflow to allow DocuSign to control the workflow.

I have received the DocuSign email, but I am not the actual signee. Can I forward the signing privileges to the signee?

Yes, it is possible to forward the document to another with signing privileges if you are not the signee of the document. When you open the document, you can use the button "Change Signer" to hand over signing privileges to the correct person. Please do not forward the DocuSign email notification, because the recipient of the email could sign on behalf of you with the DocuSign link attached.

How will I be informed when all signees have signed the document?

As soon as all signees have signed the document, you will receive an email notification from DocuSign informing you that the document has been fully executed. Attached to this email you will get a copy of all signed documents and the Certificate of Completion.

How to get access to the signed document and Certificate of Completion?

As soon as all signees have signed the document, you will receive an email notification from DocuSign informing you that the document has been fully executed. Attached to this email you will get a copy of all signed documents and the Certificate of Completion. Additionally, you can follow the link to DocuSign provided by the email. Following this link, you can download all signed documents and the Certificate of Completion from the platform.

Whom do I contact with questions about the document?

Please contact your Arvato Systems representative (sales or account manager).

Can I make changes to a document that I am supposed to sign?

When reviewing the document in DocuSign, you have the option to decline the document if changes are required. You will be prompted to state a reason for declining the document. Please contact your Arvato Systems representative (sales or account manager) before declining so s/he can address the required changes.

Is it possible to revoke my e-signature or denial?

No. After finishing the process by clicking on "Finish", the workflow record will be saved and documented by DocuSign. This act cannot be undone or revoked.

After executing the transaction, you are asked to register. What is it all about?

DocuSign offers the option to register at the end of each transaction. Generally, it is not necessary to register or login in order to sign. Normally this request can be denied. But creating an account is free and offers the signee some additional features such as using DocuSign's mobile app or checking the status of all your transactions on a dashboard or upload your scanned signature to integrate it in the e-signature stamp.

Help

I have never used DocuSign before. Is there a user guide available?

A user guide (Signer Guide) explaining the DocuSign signing workflow is available: Follow

- IT.arvato.com/eSigning-en/SignerGuide-short-version for a short version or
- IT.arvato.com/eSigning-en/SignerGuide for an extended version

For more information, please visit

- support.docusign.com/en/articles/DocuSign-Signing-FAQs or
- support.docusign.com/en/articles/Common-signing-issues or
- www.docusign.com/products/electronic-signature/how-docusign-works.

How to use DocuSign on my smartphone or tablet?

If you are able to access your emails on the device and if an internet browser is installed you can sign electronically via DocuSign on any smartphone or tablet.

Additionally, the DocuSign electronic signature app provides signers with a simple way to legally sign and return documents, providing immediate access to the signing status from anywhere, anytime, on any device. DocuSign electronic signature apps are available at Apple App Store, Google Play and Windows Store. Signing and using the app is free.

Whom can I contact if I have additional questions?

If you have additional questions regarding e-Signing or the process, please visit IT.arvato.com/eSigning-en, contact our [Arvato Systems Contract Management](#) or take a look at www.docusign.com/faq