DocuSign®

Deliver a Frictionless Policyholder Experience with DocuSign Notary

Notarized agreements are essential to completing key insurance transactions, from processing total loss claims to authorizing policy changes. With customer trust and security at stake, notarizations are essential to safeguard the authenticity and integrity of important documents, but the process is often tedious and time-consuming. Close to 65% of notarizations in the insurance sector have historically been completed on paper and in-person.[1] This causes delays, increases the risk of noncompliance and results in a poor customer experience. It's time for a better, modern approach. With DocuSign Notary, insurance companies can securely conduct remote online notarization transactions for critical documents, leveraging DocuSign's trusted eSignature platform.

Delight policyholders with convenience

Policyholders today want their interactions with insurance companies to be easy and digital, with 41% of customers stating they are likely to switch insurance providers due to lack of digital capabilities.[2] Insurance companies can cultivate a competitive edge by improving customer experience at key moments—like finalizing a total loss claim. With Notary, instead of the logistical hassle of meeting a notary public in-person, policyholders can complete agreements over secure two-way audio-visual sessions from almost any device.

Mitigate risk and reduce fraud

As more transactions move online and fraudsters employ increasingly sophisticated tactics, data security and fraud prevention are essential priorities for insurance companies. To protect customers from identity fraud and comply with state-by-state remote online notarial requirements, secure identification of parties is an important first step. With Notary, insurance companies can have higher confidence in their identification processes, using both knowledge-based authentication and identity verification via government-issued IDs to ensure transactions are legitimate.

Reduce document turnaround and processing time

Time-intensive, paper-based processes are frustrating for both employees and policyholders. Outdated workflows can create delays and errors in updating policies and resolving claims. By digitizing the notarization process and integrating with existing systems, insurance companies can cut down preparation time, ensure proper document execution, and reduce "not in good order" (NIGO) risk with easy Notary-specific drag-and-drop fields and templates.

Ensure compliance

As a growing number of states adopt data security regulations, ensuring processes maintain clear and complete documentation of notarized forms is necessary. Notary provides a detailed audit trail for every notarial transaction, including Certificates of Completion for insurers and secure audio-visual recordings and electronic journals for the notaries public.
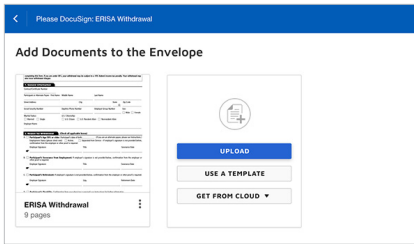
Common use cases

Total loss claims
Property claims
Life and annuity claims
Policy changes
Payment redirects
Adjuster licensing

Common forms or notarial acts

Power of attorney
Proof of loss
Claims settlement form
Withdrawal form
Change of ownership form
Licensing application
Signature witnessing
Copy certifications
Affidavits

How it works

Send an agreement

Easily upload an agreement or use a template. Add signers and the notary public, then quickly drag and drop fields onto the document.
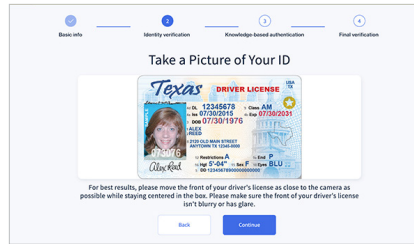
Verify signers' identities

Securely authenticate your signers' identities with identity verification and knowledge-based authentication— before they can access the agreement.
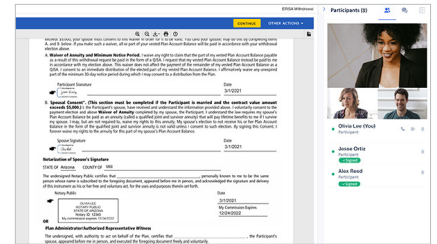
Sign and notarize

Remotely sign and notarize agreements in a live, two-way audio-visual session that's secure, easy to use and auditable.

Get started with Notary

To learn more about Notary, consult the product datasheet. For further discussion, contact us or reach out to your sales representative.

1   DocuSign research conducted by Qualtrics, May 2021
2   PWC, COVID-19 consumers and coverage: Survey shows what insurance buyers want now, 2020

DocuSign Agreement Cloud

About DocuSign
DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

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