



Introducing a new way of receiving and signing documentation from Adelaide Bank.

We understand your time is valuable and being face to face or receiving your documentation through the post is not always a convenient way to accept and sign documentation. Adelaide Bank are introducing DocuSign, a secure, fast and convenient way for you to receive and sign documentation from the comfort of your own home.

Here are some commonly asked questions to support your understanding of this new technology. If you have any further questions, please contact your Broker or Lender.

What is Digital Acceptance?

Digital Acceptance is the electronic processing and signing of documents. Adelaide Bank will arrange for the documents to be sent to you electronically for you to digitally complete, accept and return. No need to send through the post.

How does it work?

You and your Broker or Lender will have discussed receiving your documents digitally. You will receive an email with a secure link to DocuSign where you will be able to digitally complete, accept and return the documents. Each signatory on the account must have their own mobile number and email address to access the documentation through the link; the second applicant will not be able to access and sign the documentation until the first applicant has completed their portion.

Where do I go for help?

If you have questions relating to the content of the digital documents, your Broker or Lender can assist you.

How do I set up a digital signature?

DocuSign will provide you with a suggested signature based on your name. You can choose to adopt this signature or create your own with your mouse or stylus.

I didn't receive the email, what should I do?

Try checking your 'Spam' or 'Junk' email folder. If you're unable to find the email, please contact your Broker or Lender.

I'm having trouble with the SMS code, what do I do?

If an incorrect mobile number is presented to you, if you didn't receive the SMS code, or you are having trouble using the code, please contact your Broker or Lender.

How will I know if I've submitted my documents correctly?

A message will appear stating that you have completed your documents.

Can I attach supporting documents to a digital form?

At this stage, supporting documents cannot be attached to a digital document. Please contact your Broker or Lender to discuss the best way to provide supporting documents.

Can I complete my documents on any device?

Yes, digital documents adapts to any device. If you switch between devices, it may take a few minutes to adjust. It's important to note that using a small device such as a mobile phone, may not be the best experience for some documents.

How long can I access these documents for?

Once everyone who is required to sign has done so, you'll have 30 days to access your documents. During this period, you'll have the opportunity to download a copy for your records. After 30 days, if you'd like to obtain a copy, please contact your Broker or Lender.