

RedZed digital signature user guide

RedZed has introduced digital signature functionality for our Residential and Commercial loan applications forms. This is our guide to assist you with this process.

Acceptable signature types

Digital signature

A document with software algorithms and technology that establishes verified identity between parties and binds a digital certificate with an embedded security audit trail.

Wet signature

Signing with a pen or writing instrument on a physical paper document.

Cut and paste or scanned signature

Tools used to copy, snip, or scan a signature and then paste these into a document in lieu of a wet or digital signature.

Electronic signature

Documents unable to be verified by the digital signature process and/or have been signed using typed font added to look like a signature.

How to proceed with digital signatures







If you are considering the digital signature option, it is important to understand the following steps:


- 1 Identify and discuss with your customer their desire to utilise digital signatures.
- 2 Choose a digital signature vendor e.g. DocuSign, Adobe Sign etc (making sure the vendor meets RedZed's validation requirements below).
- 3 Make sure you understand your selected digital signature vendor process.
- 4 Explain the digital signature procedure to your customer – how it works, what they will receive, what they need to do and the time frame they must complete within.
- 5 Verify the individual email addresses for all borrowers/guarantors (**NOTE:** each must have their own unique email address).
- 6 Fully complete the loan application forms and follow the process of your chosen digital signature vendor to send the forms for signing to the customer.
- 7 The customer will need to follow the digital signature vendor instructions and digitally sign the Loan Application forms.
- 8 The forms once executed will be returned to you for lodgement to RedZed.

Key validation requirements

Only digital signature vendors using Adobe Approved Trust List (AATL) protocols are acceptable to RedZed.

You will need to provide RedZed with the following evidence to support the digital signature application:

-  The original digitally signed application form
-  Details of the digital signature vendor platform used
-  Who sent the document for signing to the customer (including the email address)
-  Who was the document sent to for signing (including individual email addresses)
-  What document was sent for signing
-  When the document was signed

 Conveniently, digital signature vendors will normally provide all of this information in a certificate or vendor statement that accompanies your documents once signed by the customer. You should always include this with your application supporting documents.

Frequently Asked Questions

- 1 **Can I use digital signatures if I have two borrowers with a single shared email address?**


No, each individual applicant or guarantor must have their own independent email address to enable the digital identity process.
- 2 **If I have joint borrowers, which borrower do I send the Loan Application form to?**

Both, all borrowers will need to digitally sign the same form.
- 3 **Why has my form not been validated for digital signatures by RedZed?**

A form may not validate for a number of reasons, these could include: You may have sent a copy of the signed form instead of the original. The digital vendor may be unacceptable as it cannot meet AATL protocols. The signatures have been copied, cut and pasted or are simply typed font.
- 4 **Is the digital signature process available for applications created in Loanapp?**

Not yet. We are working with Loanapp on embedding the digital signature process as an option using DocuSign. We will let our brokers know once the embedded process is available. You can however take the PDF application forms created in the Loanapp process and using your digital signature vendor have them signed digitally by your customers.
- 5 **Does a customers digital signature have to match their actual signature?**

No, digital signatures can and generally will be completed differently based on the process of signing used by your digital signature vendor.

 **If you have merged or split the signed document it will not be able to be validated.**