

# eSignature FAQs



## Is eSignature legally valid?

Yes. eSignature is legally compliant with federal E-SIGN standards for legal recognition, as well as dozens of other government and industry standards including: UETA, FINRA/SEC, Digital Signature Standards by National Institute of Standards and Technology, ETSI, Title 21 CFR Part 11, SSAE16, ISO 27001, HIPAA, the IRS's IVES Electronic Signature Requirements, the US Department of Education's 34 CFR 99.30 and PCI DSS.



## How can I prove compliance with eSignature?

eSignature provides a compliant audit trail document that's saved in Rubex with retention and governance rules, allowing you to prove compliance without having to contact a third-party for signature verification.



## How do I add eSignature to my Rubex account?

All you need to do is contact your eFileCabinet account manager who will be able to activate it for you. The eSignature dashboard will be added to both the browser interface and the desktop application.



## Is eSignature available on eFileCabinet Online or eFileCabinet Desktop?

Currently, eSignature is only available on Rubex.



## Can I still use DocuSign and RightSignature integration?

Yes, if you prefer to use DocuSign and RightSignature integrations, you can do so, but not while on an eSignature plan.



## Can I automatically renew my signatures?

You can arrange for signatures to be added to your account on a regular basis. Speak to your account manager to set that up.



## Do I need a separate account for eSignature?

There's no third-party account you need to sign up for. All you need is your Rubex account.



## How much does eSignature cost?

Pricing can be provided by your account manager who will be able to set a fixed price for the purchase of signature transactions. When you sign up for our eSignature product you get a three-year plan.



## Do I need to use my signature transactions for each signature I request on a document?

Having multiple signers on one document is only considered one transaction. A group of documents that are bundled together and sent for signatures is also counted as one transaction.



## Is there a limit to how many signatures I can purchase?

There is no limit to the number of signatures you can purchase per account, and you can put in a request for more signatures with the press of a button. Your account manager will immediately be notified and will contact you shortly.



## What updates and improvements will be added?

eSignature templates will be available mid-2020, which will allow users to save signature layouts for common forms. Knowledge based authentication (KBA) will also arrive mid-2020 and can be added to your account for an additional fee.



## Can I utilize eSignature in my automated workflows?

Yes, eSignature requests can be added to workflow steps similar to adding file requests.