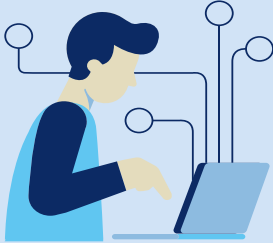


# A guide to eSignatures

## – Group Life Claims



From time to time we may ask you to provide us with your signature, on a form for example, but instead of sending you a paper form to complete, we'll send you a digital form and ask you to complete it using eSignatures.

### What are eSignatures?

eSignatures are basically a way for you to provide an electronic signature online, removing the need for paper copies and significantly speeding up the time it takes to submit required forms.

### How to use eSignatures

1. Once we've been notified of your claim, we'll send you a link to the appropriate online form for you to complete.
2. When you click on the link, you'll be required to provide the name and email address of the individual who'll be completing the form.
3. The form will need to be signed by one of the authorised signatories of your scheme, so, when you open the link, you'll be asked to nominate a signatory.
4. If you're not sure who the authorised signatory for your scheme is, you'll find a list in the Notification email we recently sent to you. If you still can't find this information, please speak to your case manager who'll be able to help you.
5. Once you've completed the form and it's been electronically signed by the authorised signatory, it's automatically saved and a copy will be available for you to download. A copy will also be automatically sent to the Life Claims team, ready for your claims manager to review.

There are straightforward instructions to help guide you throughout the completion of the form and signing process.

If you'd prefer to complete the form without the use of eSignatures, you can download the form from our website to print it out and sign it. Please send a scanned copy of the completed form to: [zcr.life.claims@uk.zurich.com](mailto:zcr.life.claims@uk.zurich.com)

### What are the benefits of using eSignatures?



#### Speed

Completing our claim form using eSignatures means you can quickly and easily provide the information and signatures we need. These forms are often returned the same day, drastically speeding up the time it takes for us to review a claim.



#### Completeness

eSignatures will prompt you if the form has any unanswered questions and/or missing signatures, meaning we can gather all the information we need in one go.



### Need a form to be signed online that has been started without eSignatures?

All you need to do is:

1. Email the partially completed form to us at [zcr.life.claims@uk.zurich.com](mailto:zcr.life.claims@uk.zurich.com)
2. In the email, confirm the name and email address of the authorised signatory.

Once received, we'll aim to have the form sent to the authorised signatory within 48 hours, so they can easily sign the form online using eSignatures.

### Hints and tips:

Need to finish the form later?

- You have the option to select 'finish later'. A copy of the form you started will be emailed to you, so you can carry on completing it when you're ready.
- If it's the same person completing and signing the online form, the name and email address details will need to be entered into both boxes once the link is opened.
- If you've received the link and you need the form to be completed by someone else, you can forward the link.