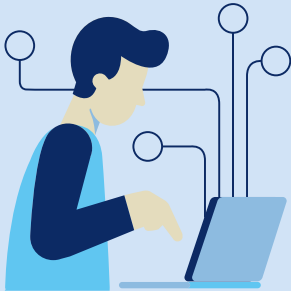


# A guide to eSignatures – Medical Underwriting



## What is eSignatures?

eSignatures provides us with online electronic signatures technology, removing the need for paper copies and will significantly speed up our Medical Underwriting service.

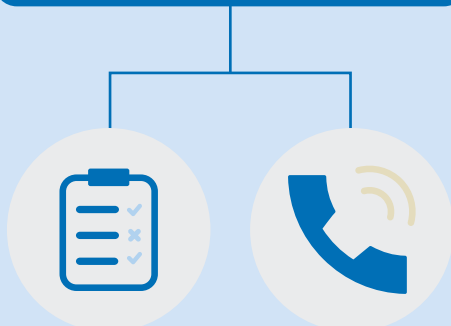
## How to use eSignatures

We will send an email to the employee containing a link to our Health & Activities form. Simple instructions guide them through the completion of the form and signing process. Once the form is complete, a copy will be sent to their own email address and a copy will come to Zurich for assessment.

### Telephone interview

If the employee would prefer to provide their disclosures over the phone, they simply need to choose the option to request a Tele-Interview on the form. This gives us their consent to pass their details to a nurse at Medicals Direct Group who will call them to gather the information we need over the phone, at their convenience.

**EMPLOYEES**  
HAVE TWO WAYS TO FILL IN THE FORM



## What are the benefits of using eSignatures?



### Speed

Completing a Health & Activities form with eSignatures allows the employee the option to complete it straight away and return it to us, enabling us to begin the assessment. This approach can cut days, weeks or even months out of the process.



### Completeness

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



### Automatic reminders

eSignatures allows us to automatically email the employee to remind them if we are waiting for information to proceed, every month for three months.

We launched this service in our claims team in 2017 and, on average, 50% of their consent forms were received back the same day and 75% were received back by the end of the following day.

## How to get started?

All we need is:

- Employee's name
- Employee's email address (work or personal)
- Scheme details (name and number)



**Alternatively,** provide us with an email address for a representative at the customer's HR dept. and we'll contact them directly for the employee's information.

If you'd prefer the employees to complete the paper form, you can download it from our website [www.zurich.co.uk/corporate-risk/document-library](http://www.zurich.co.uk/corporate-risk/document-library)