



E-signature – FAQs and Infographic

To simplify doing business with Fannie Mae, we partnered with [DocuSign®](#) to provide an easy, fast, and secure way to execute some documents with us. Electronic signatures improve operational efficiency for all parties.

Check out the infographic on p. 4 to see the simple e-signature process.

FAQs

General

Q1. What are the benefits to using e-signatures when executing documents with Fannie Mae?

[DocuSign®](#) provides a simple, efficient, and secure way to execute documents that require signature. The software is intuitive and simple to use and automatically walks the user through the signing process.

Q2. How secure is this application?

DocuSign meets and exceeds the most stringent U.S. and global security standards and is [ISO 27001-certified](#) and [SSAE 16-certified](#) (SOC 1 and SOC 2). Numerous processes are in place to ensure the security and integrity of documents, including tamper-evident technology and encryption. For more information, refer to the [DocuSign Trust Center](#).

Q3. Do lenders need to purchase a license to use DocuSign to e-sign Fannie Mae documents?

No license, registration, or user fee is required to e-sign a Fannie Mae document via DocuSign. Authentication is based on the recipient's email.

Q4. Do lenders need to create an account to e-sign a document?

Creating an account is not required to use DocuSign. However, creating a free account allows you to save your signature and more quickly sign documents in the future.

Receiving and Signing Documents

Q5. Will I need to get my company's approval before using DocuSign with Fannie Mae?

E-signature approval will vary based on company policy.

Q6. Are firewalls an issue in receiving documents via DocuSign?

Fannie Mae is not aware of any issues with lenders' firewalls. Documents are not sent as attachments to emails; recipients access the documents on DocuSign's secure website via a link in an email from Fannie Mae.



Q7. Can the signing process continue if one of the signers is out of the office? Can I forward the e-document to someone in my company to sign who was not designated by Fannie Mae as a signer?

With DocuSign, signers outside the office can access and sign documents using an iPhone and Android (and, to a limited extent, Blackberry). A signer also has the option in DocuSign to redirect (through the “Action” option dropdown) the document to an alternate signer.

Q8. I am my company’s point of contact for Fannie Mae contracts but do not sign these documents. Will I be included in this new process? Will I have the ability to forward the notifications sent for e-signatures or will the new emails go directly to the signer?

Documents requiring e-signatures will go to the signer and the point of contact will be copied. The point of contact also has the option of re-directing (through the “Action” option dropdown) the DocuSign “envelope” to the signer.

Q9. Does the e-signature look like the signer’s personal signature?

Before e-signing, the signer has the option of choosing one of many script-like fonts to use for the e-signature, which may appear like an actual signature. It is not legally necessary for one’s signature to match a certain appearance.

Q10. How will I know my document is fully executed in DocuSign and how do I review, print, and maintain copies of these documents?

You will receive a message from DocuSign when the document is fully executed, which will allow you to review, print, and download a PDF of the final, fully executed document. We recommend downloading and saving signed documents for your files. You also may contact your Fannie Mae customer account manager for a copy of the document.

Q11. Does Fannie Mae require e-signing, or can lenders still opt to print and physically sign documents?

To improve operational efficiency for both Fannie Mae and lenders, e-signatures are now the preferred process for executing many documents with Fannie Mae. Lenders still have the ability to print and wet-sign documents when using DocuSign. To complete the process with a wet signature, select “Other Actions”, then “Print & Sign” and the application will walk you through the steps to fax or scan and upload the document to DocuSign.

Q12. Is there a contingency plan in the event DocuSign is not available?

Documents may be printed, wet-signed, scanned, and returned to Fannie Mae via email.

Q13. Is training required to use DocuSign?

No. The application is easy to use and walks the user through each step of the signing process. When you receive a document for e-signing from Fannie Mae, the email contains a link to the document. You will then enter the DocuSign application which will guide you through the signature process (see the sample email below). Additional resources are available via the DocuSign [Support Center](#).



Sample Email

This is a sample of the email with a link to the Fannie Mae documents requiring your e-signature you will receive from DocuSign.



Fannie Mae™



Ivy Martin sent you a document to review and sign.

REVIEW DOCUMENT

Mary Smith

m_smith@fanniemae.com

E-signing Documents with Fannie Mae: Click. Sign. Done.

To simplify doing business with Fannie Mae, we are partnering with DocuSign® to provide an easy, fast, and secure way to execute some documents with us. Fannie Mae is now using e-signatures in order to simplify the signing process and improve operational efficiency for all parties.

The document(s) linked to this email may be the first document(s) you will sign for Fannie Mae using the new e-Signature process. Be assured that the software is intuitive and simple to use. No license, registration, or user fee is required to e-sign your document(s).

To begin, please click on the "Review Document" button above to access the documents to be signed. When they are open, the software will automatically walk you through the steps to e-sign them. Then click on "Finish" when all steps are complete. You will receive a final copy of the documents when all parties have signed the documents. It's that simple.

If you have any questions or should encounter any problems, please contact me.

Questions about the Document?

If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly or replying to this email.

If you are having trouble signing the document, please visit the [Help with Signing](#) page on our [Support Center](#).

Infographic on p. 4

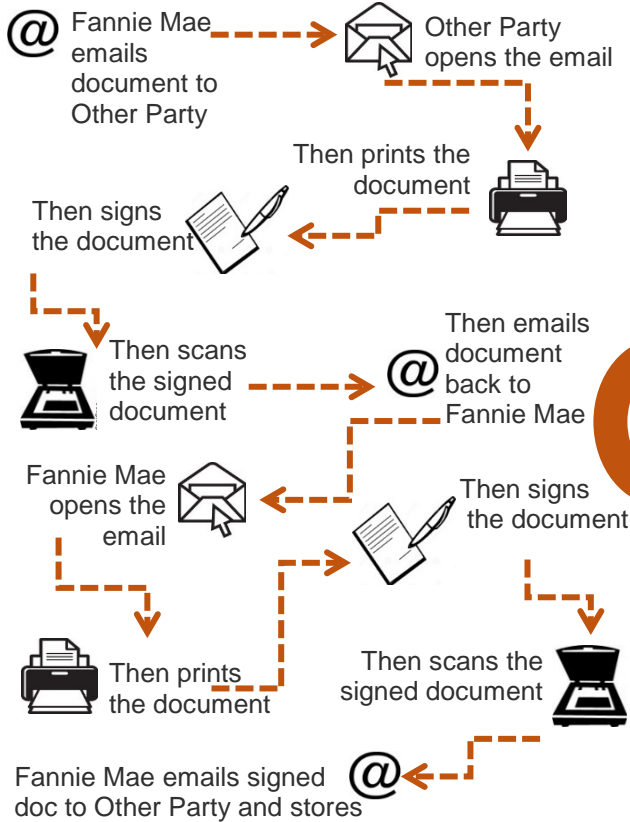




Infographic

THE OLD WAY

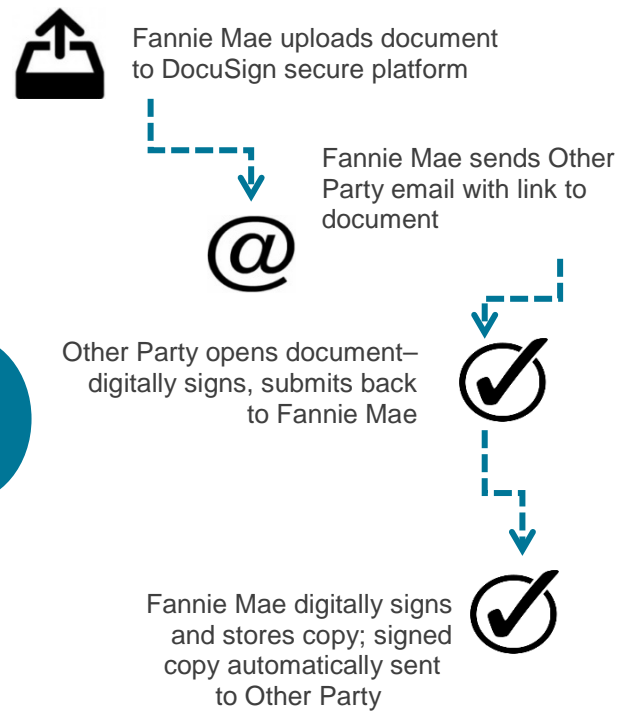
OF SIGNING DOCUMENTS



VS.

THE NEW WAY

OF SIGNING DOCUMENTS



The new way of signing is easy and intuitive. No training required!
 No license, registration, or user fee required for signer.

Electronic signatures are legally enforceable under the Electronic Signatures in Global and National Commerce Act.