INSURANCE TECHNOLOGIES

Agent Remote Sign

FIRELIGHT BASE

FireLight®

Platform

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iConnect 258890 Design Approach – Agent Remote Sign

Project Overview

With this enhancement, agents will have a new option during the signing ceremony to "Sign Later" using a link provided via email. The "Sign Now" option will remain intact for agents who wish to complete signing at the time of activity completion. Providing the option to remote sign using a FireLight link will add flexibility to the base platform and allow agents additional signing options.

Changes will be made at the admin side keep track of number of agents signing the application and their information. FireLight will also record process through which agents sign the application, i.e., Sign Now or Sign Later. Information for both FL and non-FL agents will be captured.
Application Signer and Interested Party tables will be populated throughout the entire process of data entry and signature ceremony to reflect correct information for reporting and auditing purposes.

Impact:
- This enhancement will impact signature process for agents. Option to sign the activities via email link will be made available to the agents.
- Embedded APIs will have an impact that are used for Agent remote signing (such as in IXN E-App process, Embedded UIs, etc.)
- Application Signer table will be populated throughout the data entry process. This will allow the table to retain partial information to find out the number of agent parties.
- Interested Party will store information about the primary and additional agents signing through Sign Now or Sign Later process. To retain the Interested Party info after the purge, System User table will be used.
- New email template will be created when an email is sent to the primary or additional agent for Signature.

1   App Changes: Allow Remote Sign for Agent

The option to send an email request to allow agents to sign later/remotely will be built. This feature will be added for both FL and non-FL agents. During the signing ceremony, when the agent attempts to sign the application, both these options will be presented - "Sign Now" and "Send Email Request".

① DATA ENTRY ✓	② SIGNATURES	③ FINALIZE

Agent Signature Choice for Agent : Agent Test

Please indicate below the method you would like to use to obtain the client signature.

Sign Now   **Send Email Request**

React UI mockup:

① DATA ENTRY ✓	② SIGNATURES	③ FINALIZE

Request Signers for 222-copy-app

Agent	Test Agent	✓
Agent 2		☐

If the applicant represents more than one signer type, select each signer type that is applicable and click the "Sign Now" button.

Sign Now   Send Email Request

Manage Requests

Name	Role	Email	Status/Date	Actions
Test Test	Owner	owner@insurancetechnologies.com	COMPLETE 26/04/2022	Re-Sign
Valued Client	Investment Advisor Representative	iar@insurancetechnologies.com	COMPLETE 26/04/2022	Re-Sign

Sign Now functionality for agents will work the same way as it does currently for client signing, by presenting the signature screen to the agent. When the agent selects "Send Email Request", a screen like the client remote signing will appear.

For agent remote signing, a screen will display to the activity owner (ie: agent, case manager, representative, etc.) pre-filled, including Full Name and Email. The activity owner will confirm/complete the Signer Full Name and Signer Email information of the agent to receive the

signature request. The activity owner will be the role code creating the application. This can be the case manager, registered representative, or a primary agent.

Primary agent on the application when sending the email request will be identified by the "Signer Type" on the Signature Box. Signer Type "Agent" will be the primary agent on the application and all other signer types for the agent (such as Agent 2, Agent 3, Agent 4 & Agent 5) will be the non-primary agents.

Agent authentication will be performed via passcode verification. Text from new email template "Agent Signature Request" will be selected to send the email request (refer to Pt 4 below).

Text boxes for the user to enter signer info will be:
- Signer Name: This is a required field where the user will enter signing agent full name for the remote sign request to be sent to the agent. When the remote sign request is sent to the client, user will enter the full name of the client.
- Signer Email: This is a required field where user will enter signing agent email for the sign request to be sent to the agent. When the remote sign request is sent to the client, user will enter client email.
- Your Name: This will be auto filled with the activity owner's full name.
- Your Email: This will be auto filled with the activity owner's email sending the request.

Below are the mockups for MVC and REACT UIs, depicting these fields for Agent remote signing. In current scenario, these screens already appear when a remote sign request is sent to a client. We will be using the same workflow enhancing them to support agent remote sign.

React UI mockup:

Send Email To Agent To Request Signatures

If you use `Send Email Request`, your signer will receive an email message with instructions to complete the electronic application process.

Signer Name

Signer Email

Your Name

Test Agent

Your Email

testagent@insurancetechnologies.com

Authentication via Passcode

Subject

222-copy-app - Please complete your signature

Message

Dear <RECIPIENT_NAME>,

Thank you for applying for ' 222-copy' of instech.

Use the link included at the bottom of the email to start the signing process. You will be asked to acknowledge your acceptance of the disclosure terms and consents. The

[Send Email Request]   [Generate Link Without Email]   [Cancel]

Conditions:

1. When remote signature request is sent to the agent, a new field for Agent ID will be added. Agent ID will be a mandatory field in which Agents (FL and non-FL) will enter their Agent ID while signing. This will not be a field for client signature request.

React UI mockup:

2. When "Use SMS Text" property is used for an Agent Signature field, a 'Signer Mobile Number" field will be shown on the send email request screen. The number entered will be used to send the validation passcode.

| 1 DATA ENTRY ✓ | 2 SIGNATURES | 3 FINALIZE |

Send Email To Agent To Request Signatures

If you use `Send Email Request`, your signer will receive an email message with instructions to complete the electronic application process.

Signer Name

[   ]

Signer Email

[   ]

Your Name

[Test Agent   ]

Your Email

[testagent@insurancetechnologies.com]

Signer Mobile Number

[(___) ___-____]

Authentication via Passcode

Subject

[222-copy-app - Please complete your signature]

Message

Dear <RECIPIENT_NAME>,

Thank you for applying for '222-copy' of instech.

Use the link included at the bottom of the email to start the signing process. You will be asked to acknowledge your acceptance of the disclosure terms and consents. The

| Send Email Request | Generate Link Without Email | Cancel |

3. Tele-sign will not be supported when agent remote signing is selected.

Acceptance Criteria

- At the time of agent signing, both options display: "Sign Now" and "Send Email Request".
- If agent (primary or additional agents) selects to sign the application via email, they are presented with the screen to enter signing agent information along with the email template box that will be sent to the agent for signing.
- When option to send email request for agent is selected, authentication is done via passcode.
- When remote sign request is sent to the agent and they proceed to sign, "Agent ID" is displayed as a required field.
- If agent (primary or additional agents) selects to sign the application now, they are taken into the signing ceremony.
- After the signer type Agent signs the application remotely, audit displays that agent as the primary agent.
- Property "Use SMS Text" on agent signature field when checked on the form shows mobile field on send email request for agent signature screen.
- Property "Use SMS Text" option on agent signature sends passcode for verification on agent's mobile number when agent signing via emails is selected.
- Tele-sign option is not available when agent signing via emails is chosen.
- Embedded APIs support agent signing via emails.
- Remote sign changes appear on both MVC and REACT interfaces.

2 App Changes: Agent digital signature entry in activity request

The entry for Agent remote signing should be maintained in the Other Actions -> Requests screen.

See below mockups for pending agent remote sign request and complete agent remote sign request screens.

Acceptance Criteria

- A new entry in the requests screen shows when an Agent has been sent a request to remote sign.
- Agent signature request shows the agent's email and timestamp of when it was sent.
- Pending request pop-up shows when remote sign request was sent to agent.
- This feature is available for both Legacy and REACT environments.

3 App Changes: Agent digital signature entry in application history

The entry for Agent remote signing will be saved in the Other Actions -> History screen.

A new entry will be added to the application history when agent selects "Send Email Request" option while signing the activity.
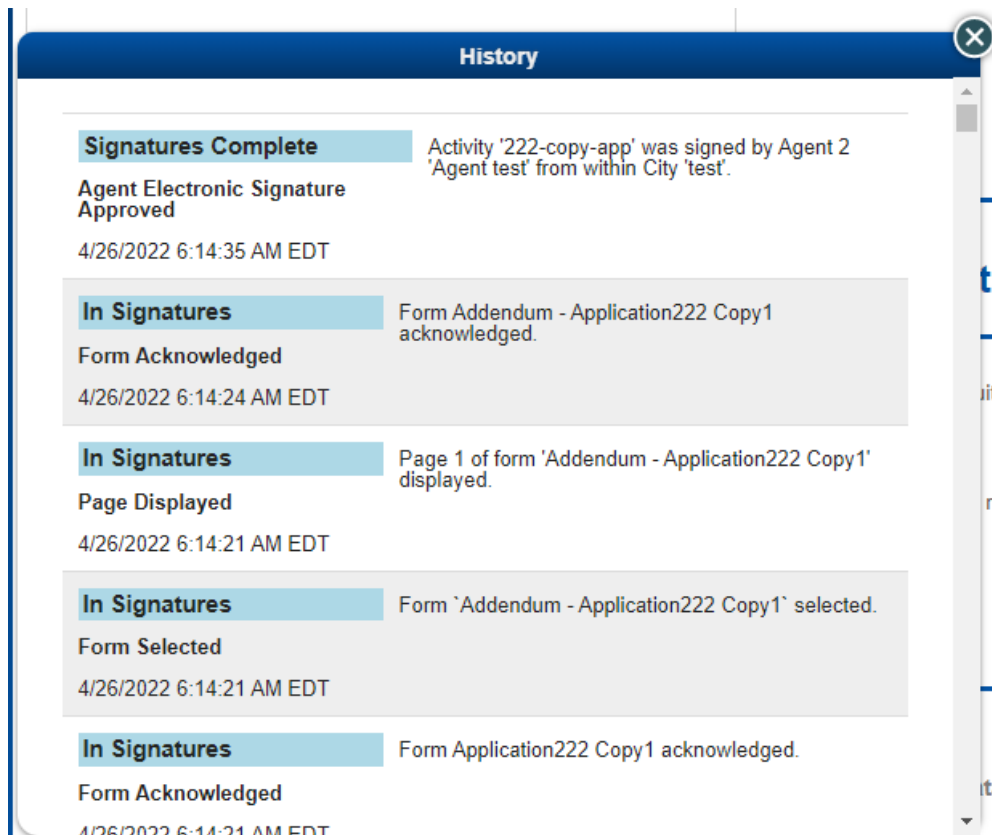
Acceptance Criteria

- A new entry in the application history shows when an Agent remotely signs the application.
  - This entry shows the agent's name and city where it was signed along with the application name and agent signer role.
  - This feature is available for both Legacy and REACT environments.

4 Admin Changes: Email template to request agent signature

A new email template will be created when an email request for agent to sign later is sent. This email template "Agent Signature Request" will be created under email category "Activities".
This email will be sent to the signing agent (refer to Pt 1 above). To address the recipient, a new replacement variable will be created as <RECIPIENT_NAME>.

Default email text for this template will be:

"Dear <RECIPIENT_NAME>,

<APPLICATION_NAME> is ready for your signature.

Use the link included at the bottom of the email to start the signing process. You will be asked to acknowledge your acceptance of the disclosure terms and consents. The instruction for completing your 'Electronic Signature' will be provided as well.

To login, please use passcode sent to you in another email.

For any questions, feel free to contact me.
If you need help signing, please watch this short guide: https://vimeopro.com/user47344059/firelight-training/video/263943487

Sincerely,

<AGENT_NAME>

To sign your application, click on <HYPER_LINK URL="<URL_LINK>">Click Here</HYPER_LINK>, enter the last 4 digits of your SSN, and your birth date. If a new window does not automatically appear, you may have to copy the link and paste it into the address bar of a new browser window."

Acceptance Criteria

- New email template "Agent Signature Request" is added under email category "Activities".
- Content from the email template "Agent Signature Request" is sent when sending email request to an agent to sign the application.
- New replacement variable "<RECIPIENT_NAME>" is available to be used for the new email template "Agent Signature Request".
- New replacement variable "<RECIPIENT_NAME>" will function the same as <CLIENT_NAME>. Recipient name is semantically same for both Agent and Client signatures
- User can edit the subject and text for this new email template.
- Email localization is taken care based on client preference.

5   Admin Changes: Verify Agent Auditing

When agent signing is requested/completed using the send email request option, this step must be captured into the audit document. Agent information that is captured from the Sign Now process will also need to be captured when the agent is signing through email in the audit. The audit will contain the timestamp of when the email was sent, the status of the application within the signing process, event type, and actions taken. The information captured for the agent will be the same information captured when a client is signing remotely.

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Participant Identifier	020403f6-9487-461b-b6e0-d55d2421e45b	
Signature Identifier	2607b584-a4b4-4574-9f35-dc05d66afa87	**Timeline**
Signing as	Agent	2/22/2022 16:24:20
Captured Name	~~[redacted]~~	
Captured State	California	
Captured City Name	test	
Captured Signature		
Identity Check Type	Agent Verification	
	Agent ID:	FLADemo_Test0893
	Identification Type:	
	Identification Number:	

New Application - iSured Lifetime Income-2
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FireLight Packet Audit Report

	Identification State:	
Using IP Address	10.20.1.32	

FireLight Packet Audit Report

Timestamp (UTC)	Status	Event Type	Action Taken
2/22/2022 16:24:03	In Signatures	Begin Signing Ceremony	Signer 'Agent', logged in as ~~[redacted]~~, beginning signing ceremony.
2/22/2022 16:24:03	In Signatures	Page Displayed	Page 1 of form 'Application222' displayed.
2/22/2022 16:24:09	In Signatures	Form Acknowledged	Form Application222 acknowledged.
2/22/2022 16:24:20	Signatures Complete	Agent Electronic Signature Approved	Activity 'New Application - iSured Lifetime Income-2' was signed by Agent '~~[redacted]~~' from within City 'test'.

Acceptance Criteria

- Agent signing info is captured into the application audit report.
- When agent selects "Sign Now" option, the details are captured in the audit report.
- When agent selects "Sign Later" option, the details are captured in the audit report.
- The audit will capture the timestamp, status, event type, and actions taken throughout the signing process for the agent.

- The information captured in the audit during remote sign for the agent will mirror the same information captured for clients in a remote signing ceremony.
- This agent signing information (Sign Now and Sign Later) shows for both History and Audit.
- Agent ID is captured and displayed in the Agent Report, for both FL and Non-FL type of agents.

6 Admin Changes: Make agent available for Sign Later

The group setting "Disable Send Email Request" will work for both agent and client remote signing.

Tag "FLI_DISABLE_SIGN_LATER" will be available for agent remote signing also. It will work the same as it works currently for client remote signing. A value of "false" will disable the sign later option and "true" will allow sending email requests for remote signature.

Group setting "Agent Not Required to View All Pages" will have no impact on this enhancement.

Acceptance Criteria

- "FLI_DISABLE_SIGN_LATER" is used to suppress and allow agent remote signature.
- Group setting "Disable Send Email Request" works for both agent and client remote signature.
- Group setting "Agent Not Required to View All Pages" does not impact agent remote signature process.