

Homeowner DocuSign Authentication FAQs



Here are answers to the most commonly asked questions by homeowners about the DocuSign authentication process.

- **Why am I being asked these questions?**

For your protection, EverBright is verifying your identity. You are the only person who should know the answers to all these questions which prevents another person from signing an EverBright agreement on your behalf.

- **Who has access to my personal data?**

DocuSign is pulling in questions from LexisNexis, a third-party knowledge base. LexisNexis collects information from public records and multiple proprietary data sources in order to maintain its knowledge base as a source for these questions. EverBright, DocuSign, and your installer do not ever see these questions or the answers you submit.

- **Why do I need to enter my home address and optional last 4 digits of my SSN and date of birth?**

The information you provide will be used by NexisLexis to find your record and generate your personal questions. Providing the optional last 4 digits of your SSN and date of birth will help LexisNexis find enough data on you to generate the required number of questions.

- **What happens if I don't know the answers to all the questions?**

If you do not pass the authentication, there is no need to worry. Your DocuSign package will be automatically canceled and a new package will be generated and emailed to you within a couple of minutes. This new DocuSign package will include a step requiring you to upload a copy of your photo identification for EverBright to review. For your security, only EverBright will be able to see your uploaded ID.

- **What happens if one joint signer passes the authentication, but the other joint signer fails?**

If one joint signer fails the authentication, the entire DocuSign package will be canceled and will be regenerated with the photo ID upload step in lieu of the questions. Both co-signers will need to upload copies of their photo IDs to have their identities verified.

- **Will I need to go through this authentication process again if I need to resign a document?**

Yes, if you need to sign another document you will need to go through the identity verification process again.