

*Bank Account Application Form*

*Instructions: Answer all questions in order to avoid a delay in review of application.*

1. Applicant Agency: \_\_\_\_\_

2. Agency Number: \_\_\_\_\_

3. Request Type:  New Bank Account  Approval of an Existing Bank Account

4. Type of Account:  Cash  Payroll  Travel  Other

5. Interest Bearing Account:  Yes  No

6. Method of Compensation for Bank:  Direct Payment  Compensation

 Click here to sign

Signature of Applicant



Cancel Apply

-  Fill and Sign
-  Scan & OCR
-  Protect
-  More Tools

# Thrive in the face of change.

Eight digital document advancements for banks and insurance companies.

As banks and insurance companies navigate today's rapidly changing business environment, they are having to reshape and reimagine almost every aspect of their business. Financial services companies are building on the gains they made pre-pandemic by doubling-down on digitizing their business—from processes like applications, service requests, and approvals to workforce productivity processes like onboarding, training, and certification.

Digital document processes help meet high customer expectations as well as relieve cost optimization pressure.

Let's look at how eight digital document processing advancements can help banks and insurance companies.

# Thrive in the face of change.

Eight digital document advancements for banks and insurance companies.

- 1** Accelerating the adoption of e-signatures
- 2** Using digital identity verification
- 3** Growing digital self-service capabilities
- 4** Expanding digital onboarding
- 5** Extending mobile offerings
- 6** Enabling remote workers and agents
- 7** Ensuring the security and compliance of digital document processes
- 8** Improving corporate sustainability

# 1 Accelerating the adoption of e-signatures.

Banks and insurance companies are moving from traditional brick-and-mortar strategies to offering digital solutions that facilitate customer and employee onboarding and servicing. With in-person signatures no longer a feasible option, e-signatures and online forms are a critical part of these solutions.

[Adobe Sign](#) e-signatures allow fast and easy completion of online forms, all the way through to legal, binding e-signatures—and can be completed from anywhere.

## **Integrate with the apps you already use.**

A critical component of any e-signature solution is integrating with the applications that are used every day. Adobe Sign integrates with the entire [Microsoft 365 suite](#), and [Salesforce](#), [Workday](#), [ServiceNow](#), Guidewire, and many more applications to leverage existing technology investments. Or use Adobe's [robust APIs](#) to create custom integration with websites or proprietary systems. With [Adobe Sign integrations](#), you can create, send, sign, and manage directly within these applications for maximum productivity.



# 80%

of businesses that implement e-signatures are more likely to have high customer satisfaction.<sup>1</sup>

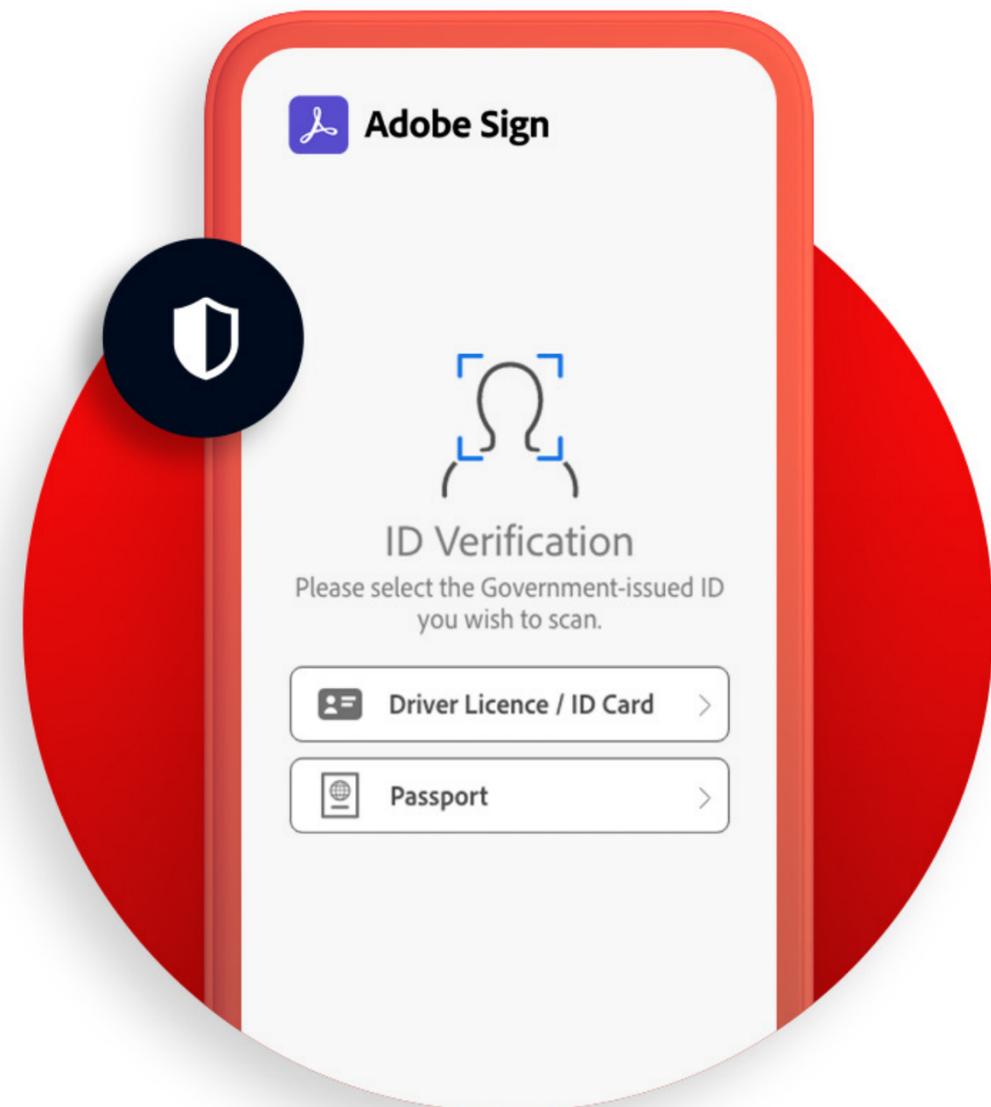
## 2 Using digital identity verification.

Banks and financial institutions require high levels of security and authentication to do business confidently, securely, and efficiently. Biometric-based authentication accelerates due diligence and Know Your Customer (KYC) activities, and delivers fast and frictionless onboarding experiences that can take minutes, not hours.

ID-based authentication is a sophisticated authentication system that delivers a fully digital user experience. It uses government-issued IDs such as a driver's license or passport. Once provided, the signer can also be required to take a selfie, which is compared to the signer's photo ID.

### Implement an even higher level of security.

For the highest level of signer identity verification, use certificate-based [digital signatures](#) (also known as advanced and qualified e-signatures). Digital signatures use certificate-based digital IDs from trust service providers and demonstrate proof of signing by binding signatures to the document using a private key.



With Adobe, rest assured that application processes are protected, legally binding, and compliant. Adobe Sign offers multiple methods of [advanced authentication](#) including SMS, knowledge-based authentication (KBA), and government ID.

# 3 Growing digital self-service capabilities.

Despite the shift to digital banking, a number of banking and insurance processes still have paper or manual-based steps, slowing cycle times and reducing customer satisfaction:

- Close to one in five banks still rely on manual processes for KYC compliance—including phone calls, emails, letters, and in-person meetings.
- 14% of banks involve 20 or more people in the onboarding process for a complex client.
- One in seven banks report needing to get in touch 10+ times for data or documents to onboard new clients.<sup>2</sup>

## Use Adobe Experience Manager Forms with Adobe Sign.

Banking and insurance institutions are investing in seamless, multichannel, digital experiences for [enrollment](#), onboarding, communications, and servicing, including all the forms and signatures they require. Using [Adobe Experience Manager Forms](#) along with Adobe Sign provides a fast, cost-effective way to create dynamic, digital forms at scale. It automates processing workflows to support an even better business as usual. According to a recent International Data Corporation (IDC) report,<sup>3</sup> customers using Adobe Experience Manager Forms benefit from:

**64%** higher team productivity.

**61%** faster new customer onboarding.

**56%** faster time to update forms and documents.

# 4 Expanding digital onboarding.

Over 88% of consumers expect brands to have online self-service.<sup>4</sup> From banking to insurance to wealth management, this expectation carries over into all financial services. Digitally savvy investors are becoming more empowered and expect easy-to-use applications and websites to help them enroll in services and take ownership of their finances.

Slow onboarding could cost banks up to

# \$22.75 billion

in revenue.<sup>5</sup>

Online forms can vastly speed onboarding by automating manual processes. Create, publish, and manage forms for customers across your business with [online forms](#) that are efficient and easy to implement.



At the onset of COVID-19, the British bank TSB transformed its onboarding experience in under a week. Using Adobe Sign, TSB set up e-signatures and launched online forms, removing the need for customers to risk leaving their homes to visit their local branch. In just eight weeks the bank successfully released 18 digital service forms and processed over 80,000 interactions online.

With Adobe Sign, 15,000 potential in-branch visits have been transformed into digital-only interactions.

# 5 Extending mobile offerings.

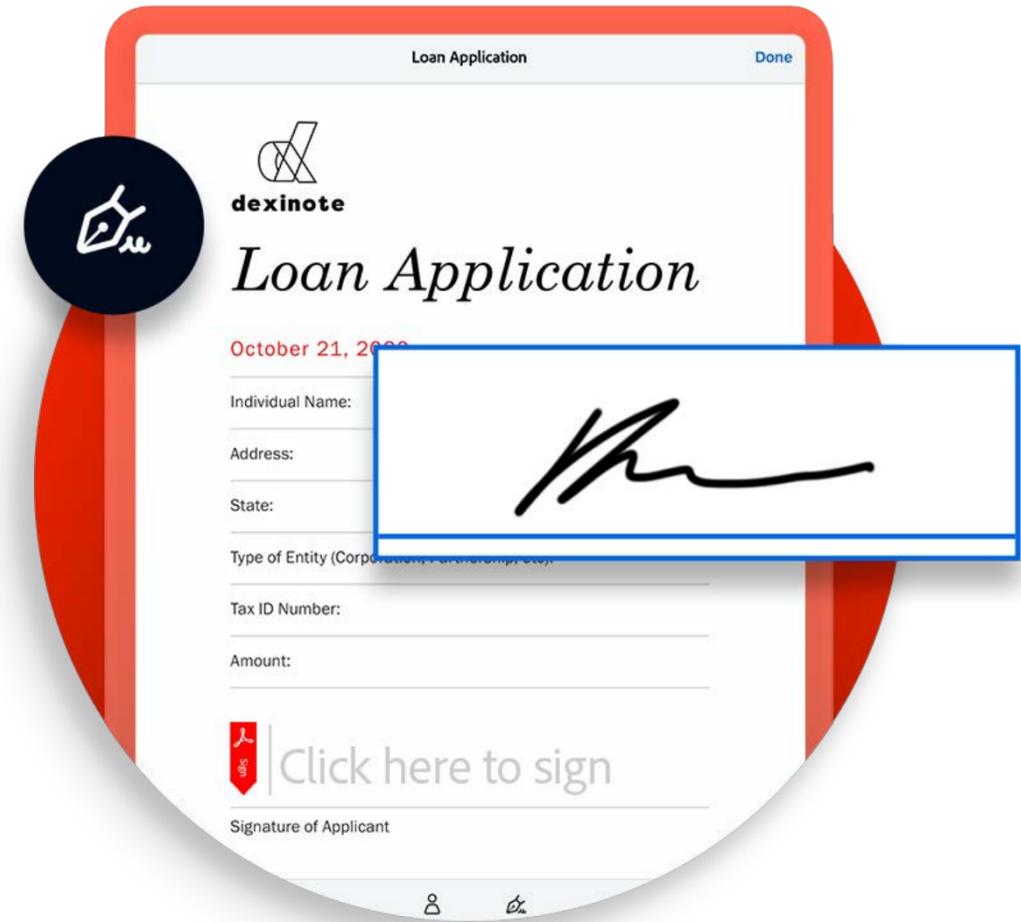
The global pandemic is further accelerating mobile adoption due to shelter-in-place restrictions:

- Teller transactions are down 30%-40%.<sup>6</sup>
- 24% of customers are planning to use branches less or stop visiting them entirely.<sup>7</sup>
- 44% of millennials and Generation Z consumers have enrolled in online or mobile banking for the first time.<sup>8</sup>

More and more, mobile capabilities are becoming the primary way for customers to interact with their financial institutions.

- 45% of global financial institutions say that mobile banking is key for improving the customer experience.<sup>9</sup>
- 36% of companies are personalizing mobile site experiences, and 12% are personalizing their mobile applications.<sup>10</sup>

For organizations that want to stay relevant now and in the future, keeping an eye on the [latest mobile trends](#) is crucial.



With mobile rapidly expanding, customer experiences, including e-signatures and forms, must be personalized, optimized for mobile, and allow customers to interact whenever they have time.

Adobe Sign collects signatures from any browser, on any device. Signers get an email with a link to the document—they simply click the link to open and sign. No downloads or special mobile apps are required. Use the [Adobe Sign mobile app](#) to send documents for signature, track e-signing progress, and get real-time updates all on your mobile devices.

# 6 Enabling remote workers and agents.

Remote work is here to stay. Financial services respondents anticipate that 40% of their workforce will continue to work remotely on a regular basis post-pandemic, up from 20% pre-pandemic.<sup>11</sup> Accordingly, banks and credit unions are prioritizing remote work as a top investment for the next six months.<sup>11</sup>

Opportunities enabled by the digitization of document processes will last post-pandemic as a majority of organizations (71%) say that it improves employee collaboration and keeps business moving while working remotely.<sup>12</sup>

## **Work with documents wherever you are.**

Adobe Sign helps automate digital workflows to increase the productivity of your remote workers and agents. It starts by easily allowing the scanning, creation, and management of digital documents, all with the tools already in use. Use your mobile device to [scan documents into PDFs](#) and automatically recognize text. Easily send for signature from within Microsoft applications like Word, [Teams](#), and SharePoint, and then seamlessly store and manage them in your document management system, [Microsoft SharePoint](#), [Box](#), or [Adobe Document Cloud](#).



# 7 Ensuring the security and compliance of digital document processes.

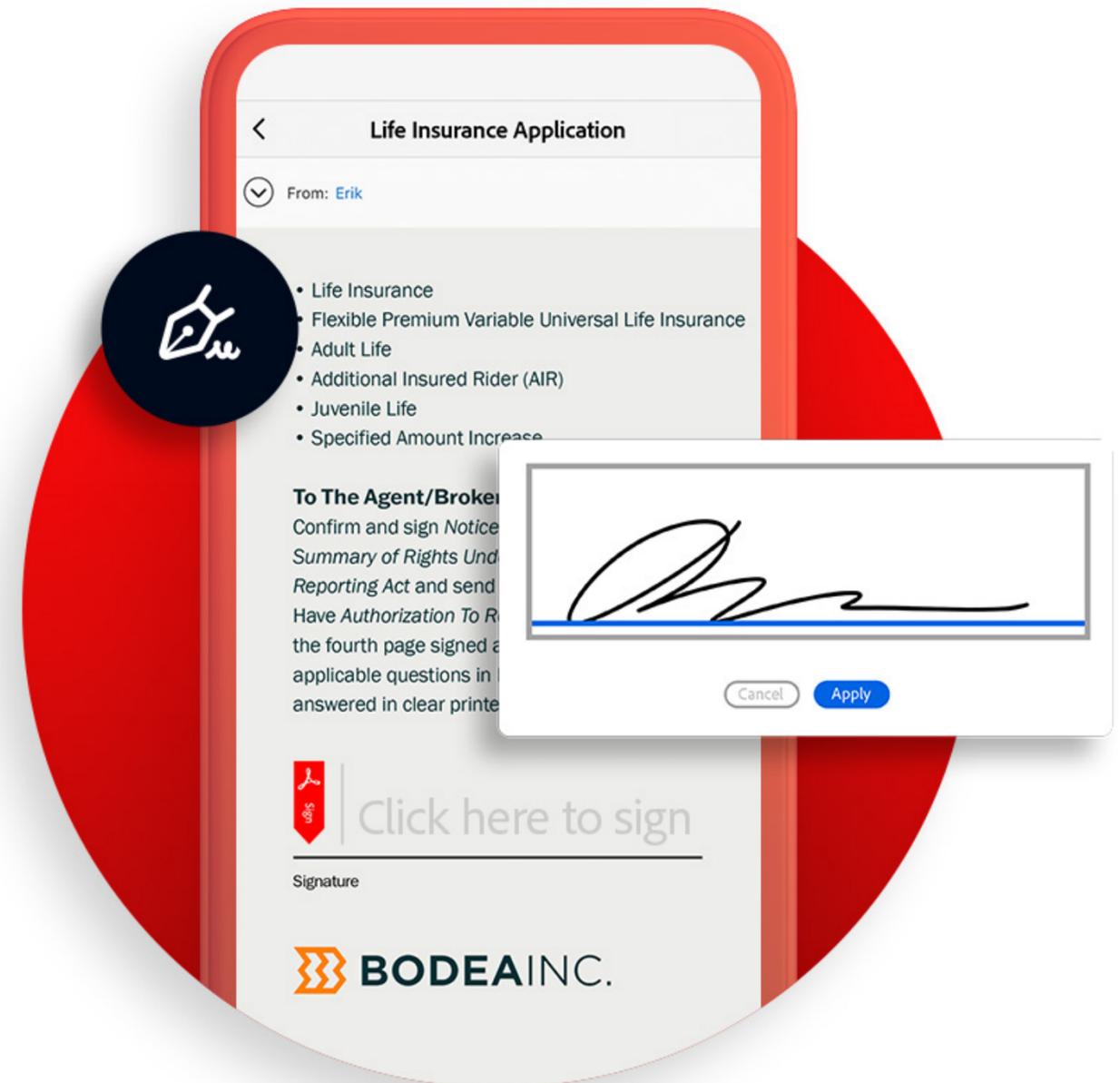
When it comes to banking, security is always a top concern. Consumers want to feel safe about their interactions. In fact, 76% of consumers cited security and privacy as key considerations when digitally enrolling for a banking service.<sup>13</sup>

Digital document processes are secure, legal, and compliant. From automated audit trails to centralized, streamlined document management, digital document processes help banks and insurance companies increase transparency and reduce risk.

## Support for compliance regulations.

Adobe Sign complies with the most demanding [electronic signature laws and industry-specific regulations](#) around the world. With six billion transactions a year, Adobe knows signature compliance and is certified compliant with ISO 27001, SOC 2–Type 2, FedRAMP Tailored, and the Payment Card Industry Data Security Standard (PCI DSS). Adobe Sign is uniquely qualified to help you comply with Europe’s Electronic Identification and Trust Services Regulation (eIDAS).

Adobe Sign is the first e-signature solution that delivers open, certificate-based digital signatures in the cloud. Adobe worked with industry leaders to establish the [Cloud Signature Consortium \(CSC\)](#), so you can sign confidently with Advanced Electronic Signatures (AdES) and Qualified Electronic Signatures (QES) backed by certificates from expert Trust Service Providers (TSPs).



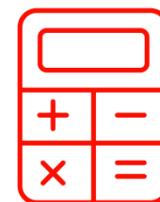
# 8 Improving corporate sustainability.

According to the World Economic Forum (WEF), banks have started to prioritize sustainability.<sup>14</sup> In 2019, approximately 80 banks across the globe endorsed “[The Principles for Responsible Banking](#)” during Climate Week to align the banking industry with the Paris Agreement and with the UN Sustainable Development Goals.

## Financial institutions worldwide are prioritizing sustainability as a key initiative:

- Morgan Stanley [announced it will start measuring the CO2 impact](#) of its loans and investments.
- The [Partnership for Carbon Accounting Financials \(PCAF\)](#) is a multitrillion-dollar group of global financial institutions developing a standardized method for carbon accounting.
- Bank of the West launched a checking account that will support climate action by donating 1% of net revenues to [not-for-profit climate change organizations](#).

Adobe Sign not only streamlines document flows and tasks across entire teams through desktop and mobile, it helps reduce inefficiencies and waste, helping to make meaningful progress on sustainability goals. Moving paper-based processes to 100% digital workflows supports the efforts of banks and insurance companies to reduce their environmental footprint.



Use Adobe’s resource saver calculator to help identify the savings and environmental benefits your institution can realize by going digital.

[View the calculator >](#)

# Why Adobe?

Adobe Sign helps financial services institutions thrive in times of change by delivering exceptional customer and employee experiences and driving efficiencies—across any surface, at any scale. By digitizing processes complete with e-signatures and forms, banks and insurance companies are able to transform existing processes into uninterrupted, 100% digital document workflows that are legally binding and globally secure.

Adobe's market-leading security and compliance standards help ensure everything is in place to protect institutions and their customers, while freeing staff to focus on delivering the best possible customer experience. Already trusted by many of the world's leading financial institutions, your path to digital document advancement is just a call or click away.

[Learn more >](#)

[Contact us >](#)



© 2020 Adobe. All rights reserved.

Adobe, the Adobe logo, Adobe Document Cloud, the Adobe PDF logo, and Document Cloud are either registered trademarks or trademarks of Adobe in the United States and/or other countries. All other trademarks are the property of their respective owners. Any reference to Bodea or Dexinote, their logos, and/or their products or services is for demonstration purposes only and is not intended to refer to any actual organization, products, or services.

# Appendix

- <sup>1</sup> [“How E-signatures Can Accelerate Workplace Transformation for All Areas of Your Business.”](#) June 2020. Aberdeen eBook, sponsored by Adobe.
- <sup>2</sup> “New Research Shows Banks Could Lose \$22.75BN to Slow On-boarding.” October 25, 2019. Irish Tech News.
- <sup>3</sup> [“The Business Value of Adobe Experience Manager Forms.”](#) September, 2018. IDC.
- <sup>4</sup> [“The Changing Face Of Wealth Management In The Digital Era.”](#) CMO by Adobe.
- <sup>5</sup> [“Improving Banking Experiences With Biometrics.”](#) July 10, 2020. Infosecurity Magazine.
- <sup>6</sup> [“Analyst: 20,000 Bank Branches or More Could Close After COVID-19.”](#) July 8, 2020. Pittsburgh Post-Gazette.
- <sup>7</sup> “COVID-19 Set to Radically Accelerate Digital Transformation in the Retail Banking Industry.” May 6, 2020. Boston Consulting Group (BCG).
- <sup>8</sup> [“The Business Impact Of Investing In Experience.”](#) May 2018. A commissioned study by Forrester Consulting on behalf of Adobe.
- <sup>9</sup> [“Customer Experience Comes First.”](#) July 11, 2018. Adobe blog.
- <sup>10</sup> [“How Digital Document Processes Are Shifting From Best Practice to Business Necessity.”](#) August 2020. A commissioned study conducted by Forrester Consulting on behalf of Adobe.
- <sup>11</sup> [“How COVID-19 Is Affecting the Banking Industry.”](#) June 2020. Future Branches research report.
- <sup>12</sup> “How COVID-19 Is Affecting the Banking Industry.” June 2020. Future Branches research report.
- <sup>13</sup> “People Aren’t Ditching Bank Branches For Online Banking.” CMO by Adobe.
- <sup>14</sup> [“Banking on sustainability—what’s next?”](#) September 21, 2019. World Economic Forum.