

eSignatures™ Let Customers “Speak” on the Dotted Line

Obtain legally binding voice biometric signatures with eSignatures

Reduce Your Costs, Provide an Exceptional & Secure Customer Experience

Obtaining customer signatures is a time-consuming, labor-intensive and often frustrating process. Not only is it costly, but managing paper forms can be detrimental to your customers' experience and your organization's success.

In fact, customers favor companies that do not require old-fashioned, cumbersome paper signature forms. Customers also appreciate organizations that are “going green” and reducing paper use.

Research shows there is a 30-55% fallout rate when a paper process is used to obtain a signature via telephone or smart device. That dropout rate is reduced to 5% or less when a voice eSignature is used.

Simultaneously, administrative costs can be reduced by up to 80% or more by using voice eSignatures.

Voice Biometrics Replace Recordings

Recording a customer's voice as their signature isn't new. Old-fashioned voice recordings have been in use for decades to approve and sign contracts. However, traditional voice recordings can be altered. They are difficult to store and maintain — and may degrade over time becoming useless in the event of legal actions.

The advent of voice-biometric authentication allows organizations like yours to use leading edge voice biometrics to create legally-binding signatures.

Within the voice biometric transaction, ENACOMM and our trusted partners act as a 3rd party in delivering the voice eSignature capability. This status extends to repudiation claims where we are able to securely and accurately provide voice biometric evidence that the person



making the claim did in fact “voice sign” the disputed transaction.

Versatile, Flexible and Compliant

Voice eSignatures can be used within any phone or smart device based process where a traditional handwritten signature would normally be required.

No special hardware or software is required and eSignatures can be easily incorporated into virtually any system or process.

Voice eSignatures satisfy FFIEC and FCC CPNI compliance, HIPAA/CMS guidelines, and are recognized as legally binding e-signatures by the FDA. Voice eSignatures are recognized as being legally binding under the American Bar Association's test for a legally-binding signature, US E-Sign Act, FDA 21 CFR 11 regulations.

For more information and a demonstration video, visit enacomm.net

