



## Frequently Asked Questions

**What is the benefit of using SignNow™ compared to just signing a document with pen and paper?**

Using SignNow makes document execution faster, cleaner and cheaper (no office supplies required, and completely free).

**Do I have to install anything to use SignNow?**

No. SignNow works on any modern Web browser, including mobile browsers.

**Does SignNow work on all desktop operating systems (Windows, Mac and Linux)?**

Yes. It has been tested on all current desktop operating systems.

**Does SignNow have a mobile solution?**

Yes. SignNow has a mobile-optimized website to make signing on the go as quick and easy as possible. Using a mobile-optimized Web page allows users to send contracts to clients and colleagues for immediate execution without first requiring them to download and install a proprietary app on their phone.

**Can't I e-sign using Adobe® Acrobat®?**

Yes. However, Acrobat requires an expensive software platform and access to a desktop environment. SignNow is free, and can be used on the go if needed.

**Why should I trust my e-signing to a startup?**

E-signing has been thoroughly legally vetted – there is nothing experimental about our service. We have created a tool that is uniquely simple, fast and user-friendly. We use digital certificates issued by Symantec™ and leverage scalable, secure Amazon® servers that are used by countless world-class companies.

**Is there a premium version of SignNow?**

A paid Pro version of SignNow is in the final stages of development and will be ready for deployment in Summer 2011.

**Who are SignNow's competitors?**

There are other SaaS (software as a service) signing platforms, including DocuSign® and EchoSign™. Both of these are designed for large, enterprise businesses and fail to provide a self-signing solution. Adobe Acrobat is an expensive desktop-only example of the service we offer. SignNow's biggest competitor is printing, signing, scanning and emailing (or snail mailing).

**How does SignNow generate revenue from a free service?**

Some users will want power features, which will become available in the paid Pro version later this year. Users are also able to easily notarize documents for a fee through our other product offering, NotaryNow™, currently in public Beta.

**SECURITY:****What assurances are there for user privacy with SignNow? Is my document data protected?**

We do not require registration, so we have nothing more than a user's email address and document (which we quickly delete – see below). We never spam, sell or rent user information. Documents are not made publicly available unless the user explicitly requests to make them so.

**How secure is SignNow?**

All connections use 256-bit SSL to prevent interception of user data – this is the same type of secured connection used by banks. We are also VeriSign® confirmed and use AES 256-bit encryption, which is military-grade and vetted by the National Security Agency as the gold standard for US government cryptography.

**Does SignNow retain copies of my documents?**

SignNow keeps documents for the least amount of time possible. We delete all documents within 21 days of posting or 30 minutes after completion, whichever is earlier. As user data is not kept permanently stored with us, even if someone managed to break into our secure servers, there would be no data to steal in the long term.

**How can I be sure that the right person signed the document I sent?**

SignNow's system actually assures a higher degree of document delivery accuracy than traditional mediums (mail and fax), since mail and fax addresses often serve large numbers of people, while email accounts are typically accessed by only one individual. Moreover, any document can easily be password protected to provide an extra layer of security, and the concerned user may easily choose to convey the password to the recipient via phone or other non-email medium, creating a secondary assurance that only the intended recipient views the document.

If a user is executing a document which requires that signatures undergo identity verification, the user is likely in need of notarial services, which can also be electronically arranged thanks to our service NotaryNow. Check it out at [www.notarynow.com](http://www.notarynow.com).

## **LEGALITY:**

### **What are the legal ramifications of using an e-signature service like SignNow?**

E-signatures are legally accepted for nearly every purpose. Since passing of the UETA (Uniform Electronic Transactions Act) in 1999 and E-SIGN (Electronic Signatures in Global and National Commerce Act) in 2000, there has yet to be a single case involving a document thrown out solely because of an electronic signature. Millions of electronic signatures and records are created daily and trusted by the likes of Fortune 500 companies. Verifying that a document has been unchanged since an e-signing is actually easier than determining the same in a pen-and-paper situation, which can aid in resolution of contract disputes.

### **Is it legally binding to e-sign a document?**

Absolutely. Courts and attorneys have held, time and time again, that it is not the medium (paper or electronic) but the intent that binds.

### **Is it legal in all 50 states?**

Yes, most states have enacted UETA, which allows for electronic signatures. The Federal E-SIGN ensures it is legal everywhere in the US. A very few exceptions exist for niche uses, such as nuclear power plants or air traffic control – most users are unlikely to ever come across such an exception.