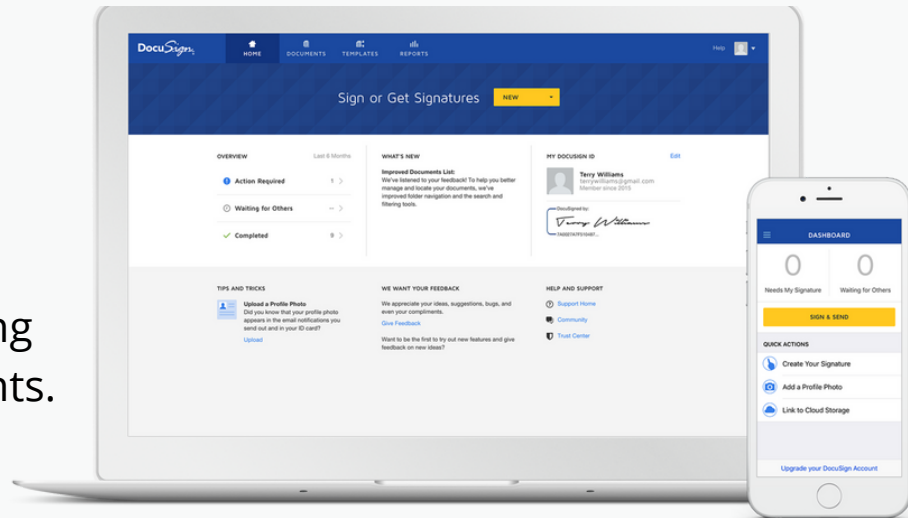




VA Insurance Service Automates with DocuSign

VA Insurance Service automation efforts are improving the customer experience through the use of DocuSign.

- Starting in 2022, DocuSign was made available on VA's Life Insurance website.
- DocuSign is a cloud-based software solution for sending and signing digital documents.
- Beneficiaries now have the option to electronically sign and submit VA-Form 29-4125e to claim the proceeds of VA issued Life Insurance policies.



Benefits of DocuSign Include:

- Ensures all required fields are completed on the claim form
- Improved processing time for delivery of benefits
- No postage cost

Is DocuSign Safe?

Yes!

Unlike wet signatures, DocuSign provides added protection as an electronic record that serves as an audit trail and proof of transaction. Additionally DocuSign uses multi-factor authentication. Multi-factor authentication is a method that requires users to provide two or more verification factors to gain access to a resource such as an application or an online account.

For more information on VA Life Insurance, please visit:

www.benefits.va.gov/insurance