

Your guide to DocuSign

Making it easier to do business with Nationwide

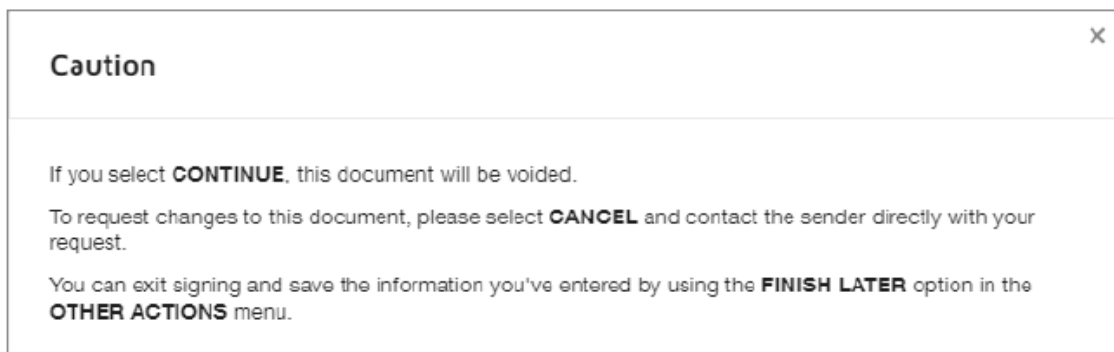
Frequently asked questions

What happens if I don't know the envelope access code?

In the DocuSign access code prompt, there is a hyperlink that you can click if you don't know the access code. The CM will then contact you to provide the code and to resend the email.

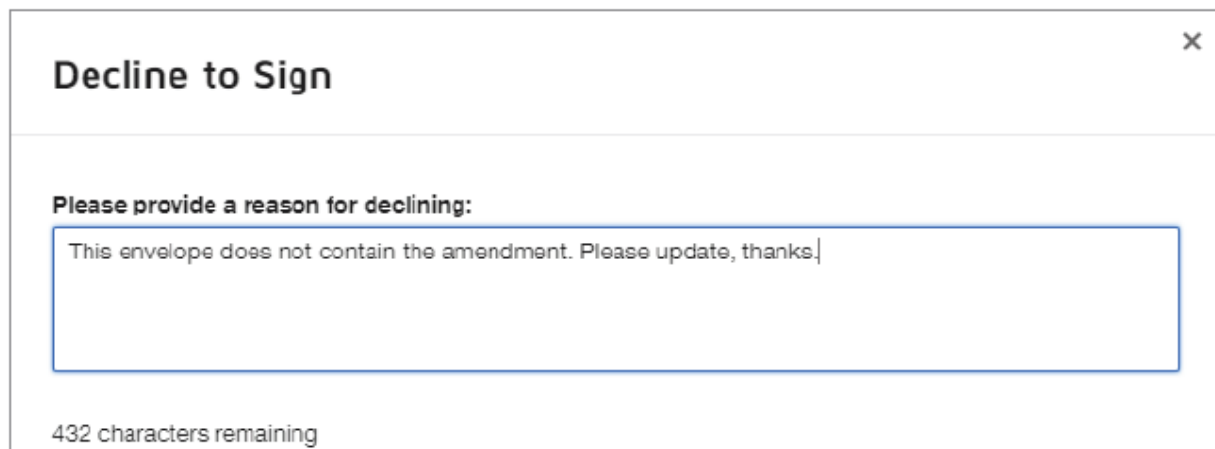
What happens if I decline the envelope?

- You or any other recipient can decline an envelope if it's incomplete or contains errors by clicking the "Decline" button in DocuSign.
- After the "Decline" button is selected, a pop-up will display, stating the following:



The screenshot shows a 'Caution' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'If you select **CONTINUE**, this document will be voided. To request changes to this document, please select **CANCEL** and contact the sender directly with your request. You can exit signing and save the information you've entered by using the **FINISH LATER** option in the **OTHER ACTIONS** menu.'

- This pop-up provides additional information before you continue with declining the envelope.
- If you continue to decline, another pop-up will display, allowing you to enter free-form text with your reason for declining:



The screenshot shows a 'Decline to Sign' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'Please provide a reason for declining:' followed by a text input field containing the text 'This envelope does not contain the amendment. Please update, thanks.' Below the input field, it says '432 characters remaining'.

Do I need a DocuSign account in order to approve or decline envelopes?

No, envelope recipients do not need an existing DocuSign account in order to view, approve/decline or sign an envelope.

How will I know that the DocuSign envelope has been approved/signed by all recipients?

Each recipient included in the DocuSign envelope will receive a completion email when the envelope has been reviewed/signed by the last recipient. This is your confirmation that the envelope is complete and that no further action is required.

[Am I ever required to sign a document within a DocuSign envelope?](#)

No, you act only as an approver/decliner of the DocuSign envelope. You will never be required to e-sign a document.

[At what point does a DocuSign email link expire?](#)

Incomplete envelopes will expire 45 days after the send date.

[Will I receive a copy of the completed, signed policy packet after the DocuSign envelope is completed?](#)

Yes, all recipients will receive a completed copy of the documents via a systematic DocuSign email. The email will include the completed attachments and can be saved for personal record.