

# Kemper eSignature

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### 1) What you need to know about Kemper eSignature

**Important:** Your customers must enter their access code (mailing zip code) to review and eSign documents. Customers do not have to set up a Kemper account or a DocuSign account to eSign.

#### **When to use Kemper eSignature**

Use eSignature at new business - eSignature allows new business customers to sign Kemper policy documents electronically.

#### **Using eSignature at the agency office**

Customers can easily eSign in their agency's office using any mobile device or computer that can access the insured's email account provided for eSignature.

#### **Kemper eSignature for endorsements**

eSignature is currently only available for new business documents. It will be available for endorsements in the future.

## Kemper documents that cannot be eSigned

Most documents that require a signature at new business can be eSigned with the exception of the following: CA – Domestic Partner Affidavit

FL – Florida Motor Vehicle Pre-Inspection Form

IN – Compliant Exception Affidavit – Unacceptable Prior Carrier

OH – Bond Application

OR – Auto Application Supplement – OR – 100 and Mass Transit

OR – Commercial Application Supplement – Social Service Transport Questionnaire

TX – Affidavit of Common Law Marriage

Nationally - Additional Equipment information

**Remember:** Check the last page of the application for any additional documents you may be required to fax or email to us.

## 2) Selecting Kemper eSignature

### Application Signature Options

**Kemper eSignature:**  
Complete the following to use [Kemper eSignature](#)  
\*Insured Email Address   Same as above  
All required documents must be submitted in 5 days.

**Print or Agency eSignature:**  
 Click box to print application for signature or to use your Agency's eSignature Process

Customers have two signature options at new business:

- A) **eSignature** - Complete the required email field(s) on the Application Signature options section. [View application page steps](#)
- B) **Print/Sign** – If your customer chooses to sign a paper application or you choose to use your agency’s own electronic signature solution, you will need to check the box labeled, “Click box to print application for signature or to use your Agency’s eSignature process.”

### Producer’s eSignature

There is no need for the producer to complete an eSignature. Simply selecting to enroll the insured in eSignature during the application upload will automatically eSign the application on behalf of the producer.

### California Broker Fee Disclosure Forms

We offer the convenience of attaching your own Broker Fee Disclosure information to be eSigned, eliminating the need for additional paperwork. All while keeping your

documentation in one easy to access file. Learn how to add use the Broker Fee Forms [here](#).

### 3) eSigning Kemper documents

#### [View customer screen shots and steps](#)

##### **When eSignature process is not completed**

Customers will receive an email reminder every 3 days until the documents are eSigned or another action is taken for up to 45 days. After 2 weeks, our underwriting department will review and update the policy according to underwriting guidelines.

**Saving eSignatures in the middle of the process** eSignatures are only saved once you have completed the process and clicked the finish button.

### 4) Printing completed policy documents and ID card

#### [View screen shots and steps](#)

### 5) Tracking eSignature

#### [View screen shots and steps](#)

### 6) Troubleshooting eSignature emails

##### **Invalid email address message**

In order for your customers to complete the eSignature process, a valid email address is required. Please do not use your agency email address, since the customer's email address is used as part of the authentication process and must be unique to the customer. If the customer insists the email is correct, the domain may be configured in a way that causes us to return an error message. Suggest the customer use a different email address.

##### **Email bounce back**

An email may bounce back if:

- The mailbox is full and cannot accept new messages
- The mailbox has blocked the email as spam
- The mail server is experiencing a problem

Click [here](#) to return to the Kemper eSignature site.