

Electronic Signature

Why jurisdictions should adopt eSignature for Registration & Titling transactions and how it supports online car sales.



Agenda

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- Background
- eSignature timelines
- Lender's eContracting
- Benefits of eSignature
- Wrap up/Questions



Background

Credentialing—Why listen to me?

- My background
 - Started with Dealertrack (under a different business entity name) in 1998
 - Majority of my experience was managing the CA business in the Business Partner Automation Program

Dealertrack Technology

- Company background: Pioneered what is now the largest online credit application connecting over 20,000 dealers with over 1400 lenders
- Dealertrack is working toward allowing consumers to buy their next car from their smart phone. Dealertrack envisions the online and in-store experience to be linked, so the consumer can conduct any or all of the purchase process online.

eSignature

What is an eSignature?

An electronic signature, or eSignature, is an electronic indication of intent to agree to or approve the contents of a document.

If you've made an in-store, retail credit card purchase or signed for delivery of a package within the last few years, you have most-likely provided an eSignature.



Timelines

Broad timeline of eSignature's acceptability

- Mid-1800's telegraph signatures recognized as valid in some jurisdictions
- 1980s fax signatures began to be accepted
- 1986 Truth in Mileage Act
- June 30, 2000 eSign Act (Electronic Signatures in Global and National Commerce Act) – Enforceability

Timeline of capturing the signature(s) required to complete an online car sale

- Current – Reg & title documents are typically sent via courier service (Fed Ex, UPS, USPS) for an online car sale transaction
- Near future – Reg & title documents are completed online with an eSignature and printed
- Long term view – all paper is eliminated



Example

Lender's eContracting as an example of what industry does and why and how it relates to jurisdictions registration & title transactions :

- eContracting overview (DT currently supports 20 lenders)
- process accurate contracts
 - improved legibility
 - verifies contract data – no missed signatures
 - Creates a permanent audit trail, system date/time stamp, IP address verification and other authentication methods.
- Electronic processing – funding can be as fast as same-day
- eliminates overnight shipping

The screenshot shows a software window titled "Buyer's Signature" with a close button in the top right corner. Below the title bar, there is a header section with "eContract" on the left and "1 of 1 documents" on the right. The main content area is titled "Notice of Change Acknowledgement" and contains the text: "I, KERMIT T FROG as the Buyer, HAVE READ and ACKNOWLEDGE that this contract contains the entire agreement of you and us and any change must be in writing and signed by you and us". Below this text is a large rectangular box containing a handwritten signature in cursive that reads "Kermit T. Frog". At the bottom left of the window, there is a blue link labeled "Clear Signature". At the bottom center, there are two buttons: "Prev" and "Next". At the bottom right, it says "1 of 2 signatures".

Benefits

Benefits of eSignature

	Consumer	Dealer	Lender	Jurisdiction
Faster results	✓	✓	✓	✓
Increased efficiency	✓	✓	✓	✓
Time and money savings	✓	✓	✓	✓
Increased security (fraud prevention)	✓	✓	✓	✓
Customer satisfaction	✓	✓	✓	✓
Audit trail, quality assurance and signature ID	✓	✓	✓	✓

Questions

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