



DocuSign Implementation

*Electronic Signatures and
FHLBank Indianapolis*

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*If you have any questions,
please contact your
department representative
or account manager
below:*

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In order to manage our agreements electronically, FHLBank Indianapolis is utilizing DocuSign (a third-party electronic signature management tool) for certain documents/contracts. The intention is to hasten the process of executing and returning documents without the time and expense associated with routing, executing, and mailing the physical documents.

As this tool is implemented, you will receive emails on behalf of FHLBank Indianapolis from DocuSign.

Please note:

- These are not spam or phishing attempts. The emails will include links for electronically executing FHLBank Indianapolis related documents.
- Not all documents/contracts will be integrated for electronic signatures.

Included below is a list of commonly used terms and definitions as well as a list of frequently asked questions and helpful links related to the usage of the DocuSign application for electronic signatures.

Glossary

Electronic Signatures – Any electronic symbol, process, or sound that is associated with a record or contract where there is intention to sign the document.

Envelope – The email communication notice that includes the documents that need signed.

Frequently Asked Questions (FAQ)

1. How will I sign the document?

Answer: Recipients will click an emailed link from DocuSign to open the agreement on an internet-enabled device (mobile phone, tablet, or computer). The web-based application will guide the user with simple instructions through the signing

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process, even adopting an electronic signature. The recipient clicks **Finish** to save the signed document. A step-by-step guide as well as a video detailing the process can be found [here](#).

2. Do I need an account with DocuSign?

Answer: No. You will be able to sign without having to log into an account.

3. If I do not have an account, how do I create my signature?

Answer: Once you begin the signing process, you will have the chance to “adopt” a signature. More details can be found in steps 3-6 [here](#).

4. Will I be charged a fee for using the DocuSign application?

Answer: No. All fees associated with the service will be covered by FHLBank Indianapolis.

5. Should I expect all documents to be sent via DocuSign?

Answer: Not all documents used by FHLBank Indianapolis will be integrated with the electronic signature tool. Usage of DocuSign is determined at the discretion of the departments and product lines. Examples of documents that will use DocuSign include: Advices of Credit, Master Commitment Contracts (MCCs), Third Party Custodian Agreement, Affiliate Collateral Agreement, and MCC amendments.

6. Who will be receiving the notice from DocuSign?

Answer: The notice will be sent directly to the party responsible for executing the document.

7. Why do I keep getting notifications on signing and how do I stop it?

Answer: The department sending the document sets a notification cycle. You will stop receiving the notifications once you sign or decline to sign the document or the document is cancelled by the sender. If you receive multiple email notifications, please contact the FHLBank Indianapolis staff member or department help line.

8. How do I receive a final copy of the document I sign?

Answer: A completion email will be sent with a link to the completed envelope/document.

9. What if I choose not to use the DocuSign application and prefer to continue the use of physical documents and wet signatures?

Answer: If you elect not to use the DocuSign process for electronic signatures, please contact the related department at FHLBank Indianapolis to make your preference known.

The process described above for utilizing the DocuSign application is intended for the purpose of executing certain documents and/or contracts with FHLBank Indianapolis and is NOT related to eNotes. For information on eNotes, please visit our website at [FHLBank Indianapolis eNotes](#).