

1. What is DocuSign®?

As a pioneer in digital signature technology, DocuSign provides Union Bank® the ability to securely capture and manage client document signatures electronically.

2. Where can I find instructions on how to operate DocuSign?

Please refer to the **DocuSign Process Guide** included in the application kit.

Alternatively, you can also access the DocuSign Process Guide from the “Forms and Documents” section of this website (www.unionbank.com/jcsu).

3. How many days until the link will expire? Where can I print the documents after the link expired?

If you complete the electronic delivery process within **4 days** after receiving the email, you will receive a “Completed” email with the “VIEW COMPLETED DOCUMENT” link from DocuSign. You will be able to access this link or the “REVIEW DOCUMENTS” link in the original email from DocuSign for downloading the documents.

If the electronic delivery process is not completed within **4 days**, we will mail you the documents.

The DocuSign links expire **90 days** after the first log in. After 90 days, you can also print the required documents from the “Forms and Documents” section of this website (www.unionbank.com/jcsu).

4. I cannot view the documents from the DocuSign e-mail link.

The latest "Adobe Acrobat Reader" may be required to view the documents in a PDF format.

Please check your Adobe Acrobat version and try again.

5. I would like to have the documents sent to me by mail.

If you do not complete the electronic delivery process within 4 days after receiving the email, we will mail you the documents.

6. Which documents by DocuSign, do I need to submit after opening an account?

Following documents are available for submissions:

Funds Transfer Authorization (FTA), Funds Transfer Setup (FTS), Change of Address Request Form, Form W-9.

- To use the wire transfer service, you need to submit Funds Transfer Authorization. It is optional to submit Funds Transfer Setup for repetitive set-up.
- If you move to the U.S., you will need to submit Form W-9 and Change of Address Request Form once you receive your Social Security Number (SSN) and you have a residence address in the U.S..
- If you move overseas, you will need to submit Change of Address Request Form once you have a residence address overseas.

For more details, please read the **Next Step Guide** enclosed with Acknowledgement Letter.

7. Where should I mail the required documents?

Please mail the documents to the Union Bank Japanese Customer Service Unit.

You can also print out the mailing label from the “Forms and Documents” section of this website (www.unionbank.com/jcsu).

Mailing address:

Union Bank Japanese Customer Service Unit

50 Pointe Dr., Suite 300, BREA CA 92821, USA