



Question	Answer
<p>Can you choose different signing methods if you have different documents in the same package?</p>	<p>It is possible to request a different signature method per document and per signatory. It is even possible to give the signatory a choice between a fixed set of signing methods chosen by the initiator or initiating application. For example, he can sign with either belD or itsme®, whichever is most convenient to him at the time of signing.</p>
<p>Could you tell me how much does a license for the solution cost?</p>	<p>Pricing depends on the yearly volume of signatures you require. Please reach out to us through the contact details provided in this e-mail. One of our colleagues will be happy to send you an accurate pricing indication based on your needs.</p>
<p>Is it possible to sign from a mobile phone or tablet?</p>	<p>The signing flow will go through the exact same steps on any device. The signing screens are responsive designed, thereby all buttons as well as the document visualisation will be optimised for the device from which the signature is being placed.</p> <p>Please note that signing with eID on iOS or Android devices, is only available through a dedicated app and by using a Bluetooth-enabled eID-reader. Our SDK can be integrated to facilitate this.</p>
<p>How much time does it typically take to implement the solution for a Financial Services company?</p>	<p>We can deploy very quickly. It will take anywhere between one to five business days to create an eSignatures environment for you. This will give you access to both the API and your very own standalone Portal; branded to your corporate identity.</p>
<p>Is identification- and signing possible in one and the same flow?</p>	<p>Yes. Each signing method inherently provides an authentication of the signatory and seals that authentication into the signed document.</p> <p>An identification results in transmission of data attributes (with the end-client's consent) to a third party (i.e. the customer of Connective/itsme®). This is a separate process and requires access to another API: Connective Identity Hub.</p>

	<p>In the American Express usecase you will see that in the first stage an identification is performed with itsme® (through Connective Identity Hub) and in the last stage a qualified signature is created with itsme® (through Connective eSignatures). Both require an explicit action of the end-client as per the eIDAS regulation.</p>
<p>Do you support other file formats than PDF for signing?</p>	<p>Yes. For PDF-signing, we also support DOC, DOCX and TXT files which the application will automatically convert to a PDF-format (PDF, PDF/A/1 or PDF/A/2) as the technical standards that eIDAS refers to are PDF-based (PADES ETSI Standard).</p> <p>We do not support automatic conversion of Excel-files to PDF as no proper guarantee can be made that Excel-files with multiple columns, rows or worksheets are properly converted when using an automated conversion. We therefore recommend you convert this manually to ensure all necessary information on the Excel-file is represented in the PDF that must be signed.</p> <p>Additionally, we also support XML-signing whereby we visualise the XLM with a PDF representation, and the accompanying XML is signed in accordance with the applicable technical standard (XADES ETSI Standard).</p>
<p>How long are documents stored on the Connective platform?</p>	<p>Connective acts as a data processor for our customers. We process end-client data for the duration of time between initiation and conclusion. This means from the time the document is sent for signature until the time the document is completely signed. Our solution was built following privacy-by-design principles and our Delivery Team will ensure best-practices for integration are followed to ensure the agreed upon Data Retention Policy is respected.</p> <p>You can find out more on the measures taken to ensure this via our Trust Center: https://connective.eu/about-us/trust-center/</p>
<p>Which level of Electronic Signature did American Express use for their renewed digital onboarding process: QES or AES?</p>	<p>American Express chose to implement exclusively qualified signing methods (through the Belgian electronic identity card, itsme® and the Luxembourg electronic identity card).</p> <p>For their usecase (consumer credit acquisition), this is the recommended approach as there is a potential risk of fraud so legal non-repudiation of signatures is advised. For other usecases (e.g. signing internal documents, supplier contracts, non-disclosure agreements, etc.) an AES or even SES may suffice.</p>

<p>What is the cost for a certificate?</p>	<p>The cost of the certificate is included in your subscription for Connective eSignatures.</p>
<p>Is anyone taking care of extending the electronic signature? What happens if the PKI infrastructure falls away?</p>	<p>Connective eSignatures supports the ETSI standard for Long Term Validation and Long Term Archival. Thereby we ensure that the signature can be validated for decades to come, even if hashing-algorithms may become obsolete or certificate infrastructure is deprecated.</p> <p>Services such as re-timestamping or re-hashing can be offered by Connective or any party knowledgeable on the applicable ETSI standards for that matter. There is thus no vendor lock-in whereby you are dependant on Connective for the long term to ensure proper validation of past signatures.</p>
<p>How do you protect the data against unauthorized access by internal employees?</p>	<p>Connective has been certified as a Trust Service Provider. Thereby an audit on subjects such as strong access controls, access audits, segregation of duties and encryption of customer-data was performed by an independent accredited Conformity Assessment Body.</p> <p>Unauthorised or unwarranted access to any customer data by internal employees is stringently guarded in accordance with the eIDAS regulation and the ETSI Trust Service Provider standards.</p> <p>You can find more information on our Technical and Organisational Measures on our Trust Center: https://connective.eu/about-us/trust-center/</p>
<p>Is there an ETA for when we can use the National Registry Number to limit which people can sign with itsme®?</p>	<p>We are working on adding this, but no release date has been confirmed.</p> <p>Currently, for itsme® signing, Connective can already perform a check at the time of signing on whether the right signatory is actually signing with his itsme® qualified certificate. We thereby check the first name, last name and date of birth that was provided by the initiator or initiating application and map this to the first name, last name and date of birth from the signing certificate. You will be able to configure to remove date of birth from the check if you wish to do so.</p> <p>If the data from your application does not match the data from the certificate, the signature is blocked. A margin of error can be defined for end-client's whose name may be saved differently in the customer database than it is saved on the qualified certificate.</p>

	<p>For beld this check can already be performed on the National Registry Number.</p>
<p>We work with Salesforce, is it possible to integrate your eSignatures API with Salesforce?</p>	<p>Yes. Our flexible REST API can be easily integrated within any existing application landscape.</p> <p>Additionally, Connective provides native integration with a number of business applications including (but not limited to) Salesforce, Microsoft 365 and SAP.</p> <p>Our Salesforce connector can be found in the Salesforce AppExchange: https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000EcsyTUAR</p> <p>For a full overview, please contact one of our colleagues through the contact details provided to you in this e-mail.</p>
<p>What signing methods do you offer in other countries?</p>	<p>Both Connective Identity Hub and Connective eSignatures offer support for a wide range of signing methods in many different countries. In fact, we have just released a blog-post detailing the list of newly added identification- and signing methods:</p> <p>https://connective.eu/connective-expands-eid-coverage-worldwide/</p> <p>If you would like to know more about a specific country in this list (or a country not in the list), please reach out to us through the contact details provided in this e-mail. One of our colleagues will be happy to provide more insight and information.</p>
<p>Where can we find the legal opinion from DLA Piper?</p>	<p>You can download the whitepaper from our website!</p> <p>https://connective.eu/after-being-eidas-compliant-dla-piper-also-confirms-legal-compliance-of-connective-esignatures-to-ueta-and-esign-act/</p>
<p>Do you have a newsletter I can subscribe to for updates?</p>	<p>Currently we do not have a newsletter but we are launching one soon!</p> <p>We will be updating our entire website and you will be able to subscribe to a monthly newsletter for all the latest news.</p> <p>We also consistently post updates through LinkedIn. Don't hesitate to follow us to receive the latest!</p> <p>https://www.linkedin.com/company/connective/?viewAsMember=true</p>

<p>What assistance does Connective provide to integrate your API's with our business applications?</p>	<p>Connective's Delivery Team will gladly provide expertise, best-practices and support when integrating our API's. Aside from that, we have a strong network of partners that are experienced and knowledgeable on our solutions but also have other specific competencies which may be helpful for your integration project.</p> <p>please reach out to us through the contact details provided in this e-mail. We will gladly provide an overview of our integration partners.</p>
<p>Who do we contact for itsme® signing? Do we reach out to itsme® or do we contact Connective?</p>	<p>For itsme® signing your contracting partner will be Connective, so please feel free to reach out to us.</p> <p>For itsme® Identification Services you can also contact Connective, or you can contact itsme®.</p> <p>Connective will offer the itsme® Identification Service through the Identity Hub thereby also facilitating identification through other identity means (e.g. Belgian electronic identity card).</p>
<p>We have a lot of internal and external signers that will be using the application? What is the cost per user?</p>	<p>Connective eSignatures maintains a transaction-based cost model whereby the most important cost-determining factor is the volume of digital signatures required, the amount of signatures that are successfully placed each year.</p> <p>There are no user-based costs, you are therefore welcome to have as many users, internal signatories or external signatories as you require!</p>
<p>We are a SaaS company offering a portal for procurement-contracts. Can we acquire a license to add eSigning to our platform for our different end-clients?</p>	<p>Yes. Connective also provides specific licenses for value-added-resellers that wish to integrate our solution as a new feature within their own application.</p> <p>One of our partners who have done this is TalentSoft, you can see an example of such an integration below:</p> <p>https://connective.eu/integrations/talentsoft/</p> <p>Please reach out to us through the contact details provided in this e-mail. One of our colleagues will be happy to provide more insight and information.</p>
<p>Do you have any resources I can share internally whereby you show the solution?</p>	<p>Certainly! You can find some helpful video-material showcasing how the eSignatures Portal works as well as the user-experience of signing on our YouTube channel!</p> <p>https://www.youtube.com/watch?v=xymgtoY1ID4&list=PLFYWbiUI0JBoRZHdybsiaLDdlpIXFDPq1</p>

For identification or signing with the eID, do you offer compatibility with Mac?	Yes. For belD we do not make use of any middleware installation in order to connect the browser with the card-reader. Rather we offer a browser-plugin with a very simple installation procedure that can facilitate this. We offer compatibility with Windows and Mac OS, on multiple browsers (Internet Explorer, Firefox, Chrome, Safari).
How can I check if a document was signed with an itsme® Qualified Signature and not with an Advanced or Simple signature?	When you open the document with your PDF Reader (e.g. Adobe Acrobat Reader), you will be able to check the certificate details of the signature. You can thereby check whether a qualified certificate was used that was issued by itsme®!