



Swisscom Trust Services provides its partners with simple signature processes and identification - secure, recognised in the EU and Switzerland.

Video identification for the qualified electronic signature according to ZertES (Switzerland) and advanced electronic signatures within the scope of Smart Registration Service (SRS)

Smart Registration Service

The Smart Registration Service offers various online procedures according to different requirements:

- Jurisdiction (e.g. EU and Switzerland)
- Quality of the signature (qualified, advanced)
- etc.

Video identification offers identification for qualified signatures in Switzerland and advanced signatures in Switzerland and the EU under SRS Video CH. This identification method has been released in Swiss legislation for all signatories since March 2022.

Authentication and Remote Signature

If an electronic signature is issued based on a remote signature, this can only be done if a sufficiently secure and audited means of authentication has been used. This means must already be assigned to the signatory during registration.

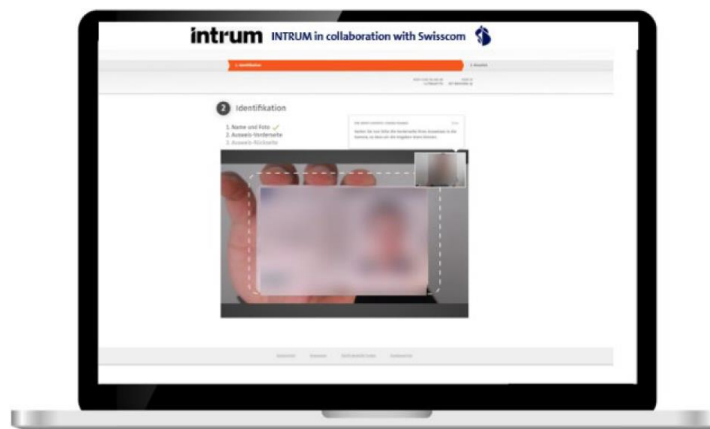
Cooperation with Intrum

In the area of video identification, Swisscom works together with the Swiss company Intrum, which is already very well known in the banking sector. The video identification process can be carried out within the framework of SRS together with a registration for the standard authentication means of Swisscom Trust Services (MobileID or password/OTP-SMS combination). This means that customers who use this video identification in cooperation with Swisscom can directly connect their signature applications to Swisscom's signing service without any further audit costs and approval procedures.

Video identification can be done via browser (PC only) or app with an operator from INTRUM based in Switzerland. A good resolution camera and sufficient internet connection is required. INTRUM imports the evidence directly into the registration database of Swisscom Trust Services.

How to obtain







Video identification can either be purchased via a Smart Registration Service contract alongside other identification methods or via Swisscom's portal using voucher codes.





The information in this document does not constitute a binding offer. We reserve the right to make changes at any time. In this document, Swisscom expresses its opinion and view, also regarding legal assessments but without any guarantee or liability. It is the sole responsibility of each party concerned to carefully study the circumstances themselves and draw their own conclusions. Swisscom recommends that each party consult experts as necessary.

Facts & Figures

 Partner Intrum AG	Intrum Inc, 8603 Schwerzenbach, Switzerland Partner for digital onboarding, since 2016 over 100 customers with over 150,000 video identifications annually in Switzerland (e.g., Neon, Postfinance, Swisslife, Bitcoin Suisse, Berner Kantonalbank etc.). Coverage of ID documents from 195 countries , exclusive partner of IDnow in Switzerland. The service is available Monday to Saturday, from 7am in the morning to 10pm in the evening.
 Requirements for the signatory	What does the signatory need? The signatory must identify himself with an ID document from one of the 195 countries covered. For this purpose, he uses the browser with webcam of his PC or smartphone. The video identification takes place in a live chat in German, English, French or Italian, considering all the requirements of the client and the specifications of the Signature Act and the requirements of data protection.
 Authentication	Register once – sign multiple Video identification must be performed only once until the ID document expires or within 5 years. Based on the mobile phone number stored during the video identification, the signatory can sign as often as desired and only has to release the signatures with one of the following authentication procedures: <ul style="list-style-type: none">• Mobile ID (available for Swisscom, Sunrise and Salt customers), https://mobileid.ch• Mobile ID app, app with second factor biometrics option, https://mobileid.ch• Combination of password (set during registration) and additional one-time code transmitted by SMS
 Subscriber application	Subscriber Application (Signature Application) The signature application is provided by partners of Swisscom, see https://trustservices.swisscom.com for more details. The document always remains in the signature application, Swisscom only receives a hash of the document. For this purpose, a signature order is placed, and the operator of the subscriber application signs a regulatory declaration of acceptance for the operation of the subscriber application.
 Signature quality	Signature Quality: Advanced electronic EU/CH or Qualified electronic CH Qualified signatures for Switzerland can be issued or advanced signatures for Switzerland and the EU (eIDAS jurisdiction area). All signatures are displayed with a green tick in Adobe.
 Cost	Cost The following cost arise in combination with the Smart Registration Service: <ul style="list-style-type: none">• Setup costs for end customers• Annual fees for the signature connection of the subscriber application• Annual fees for the Smart Registration Service and additional cost per identification• Transaction costs per signature• Option DocuSign Adapter: Annual fees for financial intermediary account

Are you interested in making the signature experience with video identification as easy as possible? Do not hesitate to contact us – we appreciate your request! <https://trustservices.swisscom.com>