



Intrum Auto-ident

This identification procedure is an automated identification based in Switzerland and enables registration for pan-European e-signatures (EU/CH)

Embedded signing platform Smart Registration and Signing Service

Swisscom Trust Services' Smart Registration and Signing Service offers various online identification procedures tailored to meet different e-signing requirements and use cases:

- Jurisdiction (e.g., EU and Switzerland)
- Level of e-signature (qualified, advanced)

Intrum's auto-ident method allows signatory registration for qualified and advanced e-signatures in European (eIDAS) and Swiss (ZertES) jurisdictions.

Multiple Authentication Broker

During the e-signing workflow of a partner's application, Swisscom Trust Services' integrated broker orchestrates between 3 main scopes:

- Registration of the signature approval means
- Identification of the signatory
- E-signing and approval

No audit of the journeys: All three scopes are certified, allowing the building of user-friendly e-signature journeys with high conversion rates and great usability.

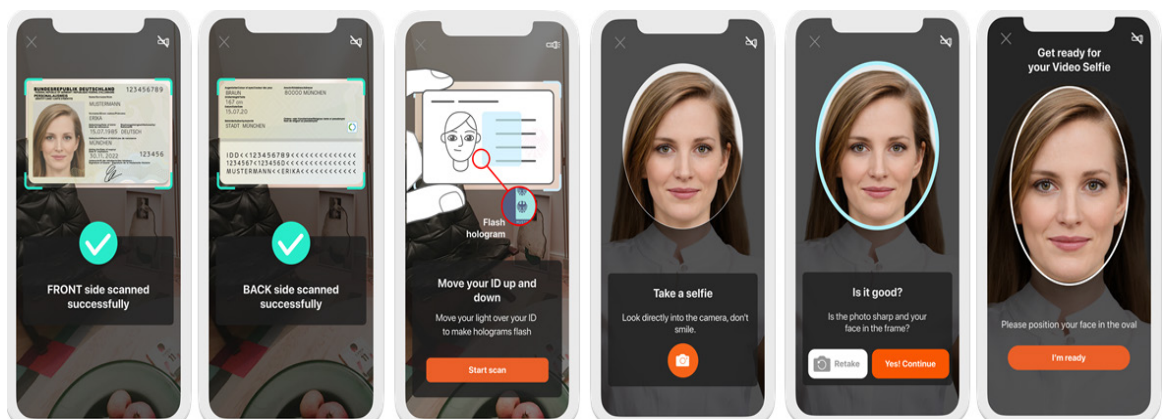
During the e-signature registration, users can select their preferred signature approval method through the signature application's selection or default. If users still need to register, they will be directed to an identification process that aligns with the required e-signature level and jurisdiction.

Identification method of Intrum

Intrum's auto-identification method allows users to verify their identity and register their e-signature by scanning an ICAO 9503 ID card or passport and taking a photo of them without the attendance of an agent. Users need to download an app to use their smartphone camera and microphone. The app guides users through the identification process with different steps to check their liveness, to compare similarities with their ID card/ passport photo, and to verify the ID document's authenticity. During the process, the camera is automatically switched. Intrum's agents will reassess the results in the background shortly after the user's identification. Intrum uses the IDnow app and software and operates only with agents located in Switzerland with top service quality. Data processing is done in Switzerland.

Register once and use the signature approval method

Our e-signature registration and identification process is designed with simplicity in mind. Once completed, it's a one-time process that allows for easy e-signing in the future. The process must only be repeated upon the expiration of the ID card/passport or after two years. We offer a variety of approval methods on the Swisscom Trust Services' Smart Registration and Signing Service, giving users the freedom to choose the method that suits them best.





Facts and figures



Intrum Ltd., Schwerzenbach Switzerland

Audited partner for various onboarding procedures according to ETSI TS 119 461.

Partner Intrum

The service is available from 7 am - 10 pm, Monday through Saturday. It is not available outside these hours due to mandatory background processing. The service licenses the IDnow app (Germany); data processing is done in Switzerland.



Requirements for the signatory

What does the signatory need?

The signatory must have an identity card or passport. The signer must need to choose a signature approval method beforehand for repetitive e-signing. The following ID cards and passports are supported by the [IDnow app](#).

Please note: Only EU/EEA and Swiss ID cards are accepted.

Languages: English, German, French, Italian, Spanish, Portuguese – more upon request



Authentication

Register once - e-sign as often as you like

After registering the signature approval method, the signatory can sign multiple times. The approval is only required once, using any of the specified authentication procedures.

- Mobile ID (Swiss SIM card add-on available for Swisscom, Sunrise, and Salt customers)
- Combination of password (set during registration) and additional one-time code transmitted via SMS
- Passkey based on FIDO2 standard

The following approval methods require the download, installation and setup of the respective app:

- Mobile ID app worldwide, app with second-factor biometrics option; visit www.mobileid.ch for more information
- Signature Approval app, based on hardware identification rather than mobile number



Participant application

Subscriber application (signature application)

Swisscom Trust Services' partners offer the signature application. Visit our [partner directory](#) for more information. The signed document's content always remains in the signature application, while Swisscom Trust Services only receives a hash value of the document. A signature request is managed by the Multiple Authentication Broker of the embedded signing platform Smart Registration and Signing Service, which operates depending on the required jurisdiction and level of signature, the necessary registration and signature approval, and acceptance of terms of use. Based on the token received from the Broker, the signature application can send the signature activation data back to Swisscom Trust Services.



Facts and figures



Signature level: Advanced EU/CH or Qualified CH (Qualified EU starting in June 2024)
Qualified and advanced e-signatures can be issued for the EU (eIDAS) or Switzerland (ZertES). All e-signatures are displayed in Adobe with a green checkmark.

Signature level



Data use

In use cases where a partner intends to use the data collected during identification for purposes besides e-signing for its workflow, Intrum supports providing this data set concurrently to the partner.

Data use



Costs

Our Smart Registration and Signing Service offers various price packages and options depending on the expected transaction volume.

Costs

You can purchase the service as stand-alone with credit card payment or voucher on:

www.srsident.trustservices.swisscom.com

Are you interested in making the signature experience smoother with this identification method? If yes, feel free to get in touch with by visiting our website We are always here to help and look forward to hearing from you.

www.trustservices.swisscom.com