Intrum Video-ident

The identification method is a video agent-based identification based in Switzerland and enables registration for pan-European (EU/CH) e-signatures.

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 the e-signature (qualified or advanced)

Intrum's video identification method allows signatory registration for qualified and advanced e-signatures in European (eIDAS) and Swiss (ZertES) jurisdiction.

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 video identification method allows users to verify their identity and register their e-signature by presenting an ICAO 9503 ID card or passport to a video agent in an encrypted video conference. Users must download an app to use their smartphone camera and microphone. Intrum's trained video agents speak multiple languages depending on the user's correspondence language. The video agent guides the user through the identification process, asking them to present their ID card or passport, move their face around for a liveness check, and to answer security questions. During the process, the camera is automatically switched. Intrum uses the IDnow app and software and operates with video agents 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 five 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

Partner Intrum

Intrum Ltd., Schwerzenbach, Switzerland
Audited partner for various onboarding procedures according to ETSI TS 119 461 for eIDAS (EU) QES/AES and Switzerland ZertES QES/AES.

The service is available from 7 am-10 pm, Monday through Saturday. It is not available outside these hours. The service licenses the app of IDnow (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 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: German, English, 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, with second-factor biometrics option: www.mobileid.ch
- Signature Approval app is 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	**Signature level: Advanced for EU/ CH or Qualified for CH (Qualified EU starting in June 2024)** Qualified and advanced e-signatures can be issued for the EU (eIDAS) or Switzerland (ZertES). All signatures are displayed in Adobe with a green checkmark.
Data use	**Data use** In use cases where the partner intends to use the collected identification data for other workflow purposes besides e-signing, Intrum supports providing the data set directly to the partner.
Costs	**Costs** Our Smart Registration and Signing Service offers various price packages and options depending on the expected transaction volume. You can purchase the service as a 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 us by visiting our website. We are always here to help and look forward to hearing from you!
www.trustservices.swisscom.com