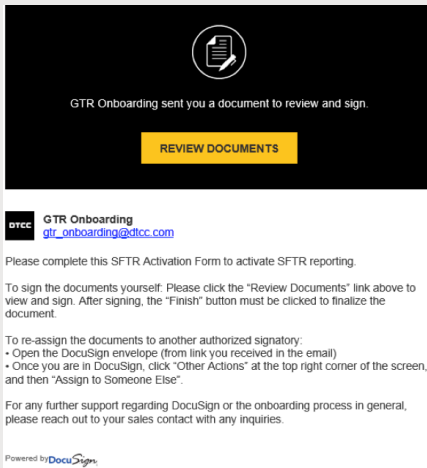


# GLOBAL TRADE REPOSITORY (GTR) SFTR DOCUSIGN FREQUENTLY ASKED QUESTIONS (FAQ)

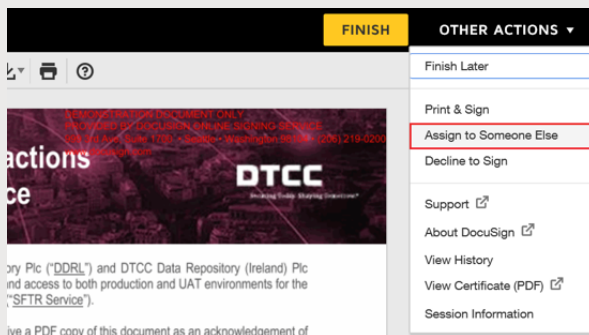
## I cannot find the DocuSign email – where was this sent from?

The email was sent from DocuSign directly - dse\_na2@docusign.net. The subject line is, “Action Required: GTR SFTR Service Activation Form”. The email will look like the below:

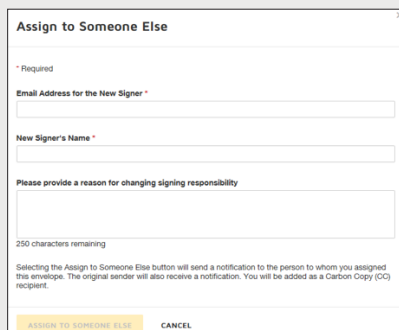


## I do not have authorization to sign this form and/or I would like to assign the form to another representative at my company.

- Open the DocuSign envelope (from link you received in the email)
- Once you are in DocuSign, click “Other Actions” at the top right corner of the screen, and then “Assign to Someone Else”



- Enter the email address & name of the new signer. Optionally, provide a reason for the re-assignment (ie. “Assigning to legal department”):



- Lastly, click “Assign to Someone Else”

## Do I have to be an authorized signer to complete the document?

Please contact your legal department for guidance.

## DocuSign is running very slow / I can't open the form.

Please use Google Chrome if you are not already. It is the recommended browser for DocuSign. Contact your sales representative for further assistance.

## My firm requires a second authorized signer.

Please reach out to your sales representative and we will issue a new form with the option for a second signer. This must be completed prior to completing the first signature.

## I signed the form but I have not received a finalized copy via email.

Please return to the DocuSign form (using the link you received in the initial email). Ensure that you clicked the "Finish" button at the bottom of the page after signing the form. This must be done to finalize the envelope.

Term Commitment incentive will then continue until the end of the Long Term Commitment Period, unless an Early Termination Fee is imposed prior to the expiration of the Long Term Commitment Period, in which case the Long Term Commitment incentive will no longer apply.

6. To continue to receive a Long Term Commitment incentive (if applicable), a Long Term Commitment must be reelected by completion of a new Election Form prior to the end of an applicable Long Term Commitment Period.

7. By signing the Election Form, The Electing Party hereby represents and warrants that it has valid authority or consent to execute and submit the Election Form, on the terms contained herein, on behalf of the Corporate Family and affirms that each member of the Corporate Family remains bound by the terms of the User Agreement between itself and DDRL and/or DDRIE.

DDRL and DDRIE Long Term Commitment Terms and Conditions – April 2019

DTCC Confidential (Yellow)

DDRL DDRIE Long Term Commitment Election TCs 1 of 1

**FINISH**

## How do I stop the DocuSign email reminders?

The email reminders indicate that you have outstanding envelopes that require signing. Please complete the form(s), or contact your sales representative for assistance.

## My company's policy does not allow the e-signing of documentation

DocuSign allows you the option to print and sign the form.

### Option #1: Upload the Form back to DocuSign

- Open the DocuSign envelope (from the link you received in the email)
- Once you are in DocuSign, click 'Other Actions' at the top right corner of the screen, and then 'Print and Sign'
- Click 'Upload' and then 'Continue' from the pop-up window:

**Print & Sign** ×

How would you like to return your signed document?

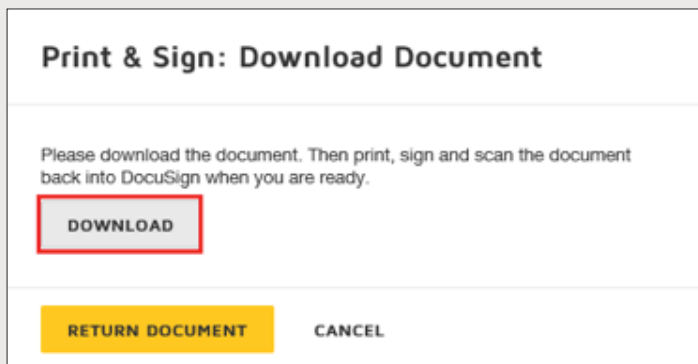
Upload

Fax

**CONTINUE** **CANCEL**

DTCC Public (White)

- Click 'Download' to download and print the agreement PDF



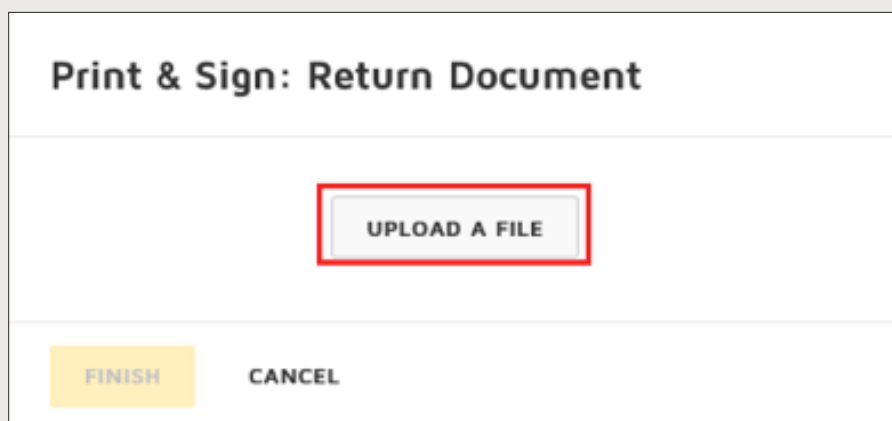
**Print & Sign: Download Document**

Please download the document. Then print, sign and scan the document back into DocuSign when you are ready.

**DOWNLOAD**

**RETURN DOCUMENT**    **CANCEL**

- Upon signing the printed form, scan it back to your PC. Return to the DocuSign page and click 'Return Document'.
- Click 'Upload a file', choose the file containing the signed agreement, and then click 'Finish'



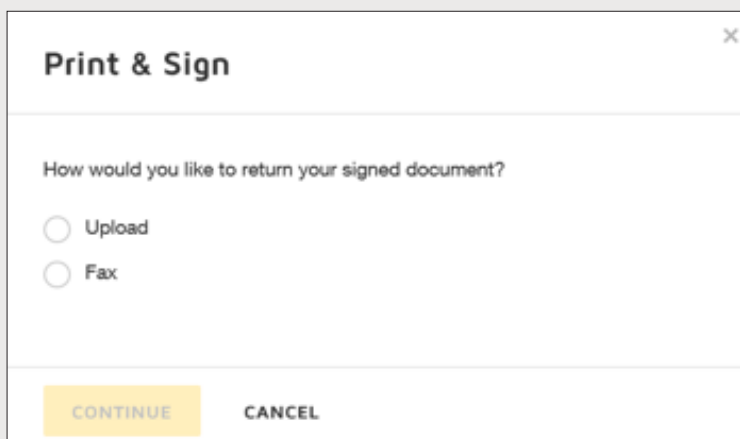
**Print & Sign: Return Document**

**UPLOAD A FILE**

**FINISH**    **CANCEL**

#### Option #2: Fax the Form back to DocuSign

- Open the DocuSign envelope (from the link you received in the email)
- Once you are in DocuSign, click "Other Actions" at the top right corner of the screen, and then "Print and Sign"
- Click 'Fax' and then 'Continue' from the pop-up window:



**Print & Sign** ×

How would you like to return your signed document?

Upload

Fax

**CONTINUE**    **CANCEL**

- Click 'Download' to save a copy of the agreement. The PDF will include faxing instructions. Simply fax the signed form back to the number indicated on the cover sheet.
- If you choose this option, please ensure that you have received a completed copy.

## The information provided on the form (ie. legal entity name, LEI) is incorrect

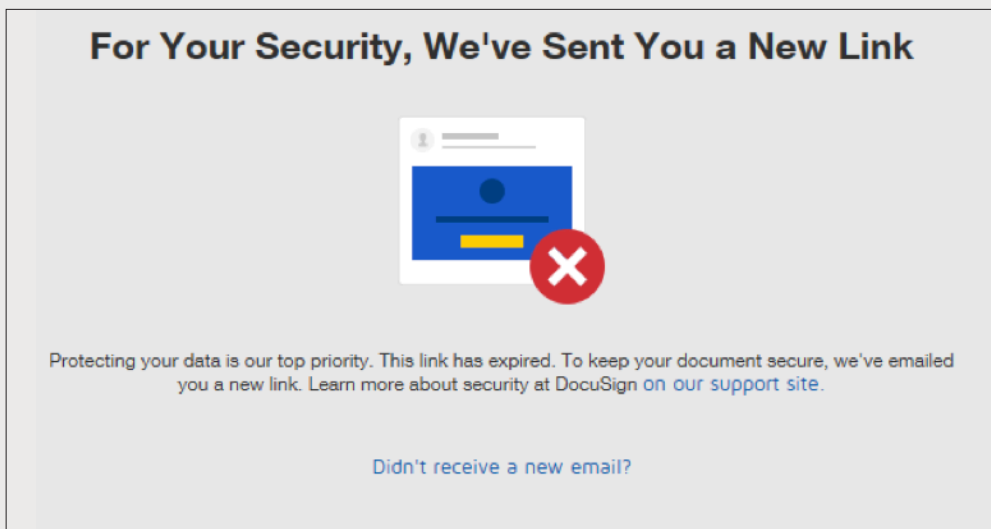
The information has been taken from your existing DDRL User Agreement, which is why it is not editable on the form. Please contact your sales representative for assistance if this information is no longer up to date.

## My email from DocuSign says it has been corrected and I can longer view – why is this?

If you receive an email containing this message, it means that we have corrected the envelope and sent it to a different recipient upon instruction from someone at your firm. Please either contact your sales representative or contact the new recipient of the DocuSign.

## I received the DocuSign email link, but upon opening it, I am being notified the link has expired

As a security measure implemented by DocuSign, the link you have received in the initial DocuSign email may expire after 48 hours, or after 5 total clicks. If you receive the message below, an additional email containing a new link will be automatically sent to your inbox:



If you do not receive the new email within a few minutes, click the “Didn’t receive a new email?” link, which will generate another email. If you still have not received the email, please contact your sales representative.