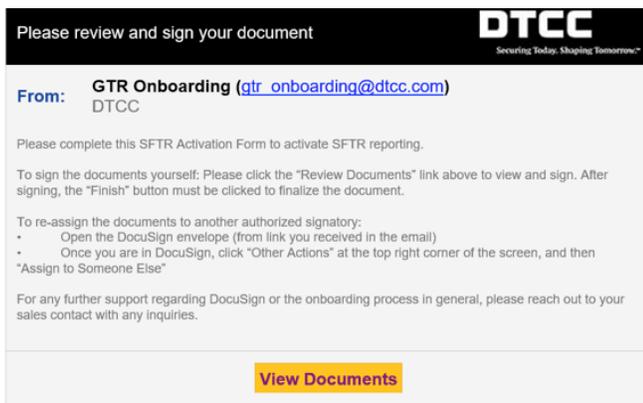


GLOBAL TRADE REPOSITORY (GTR) DOCUSIGN

Frequently Asked Questions

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

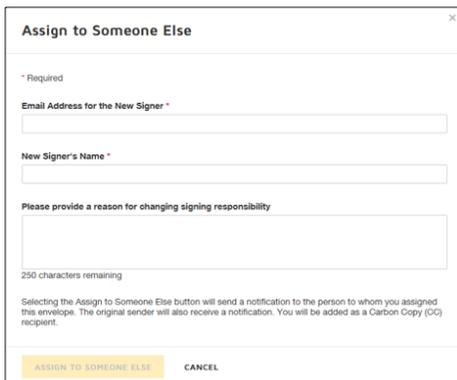
A: The email was sent from DocuSign directly - dse_na2@docusign.net. And will have a similar look to below:



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

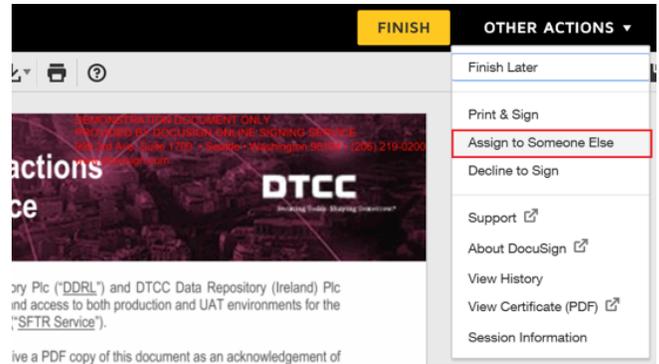
A: Open the DocuSign envelope (from link you received in the email)

- 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"):



The screenshot shows the "Assign to Someone Else" form. It includes fields for "Email Address for the New Signer", "New Signer's Name", and a text area for "Please provide a reason for changing signing responsibility". There is a character count of "250 characters remaining". At the bottom, there are "ASSIGN TO SOMEONE ELSE" and "CANCEL" buttons.

- Lastly, click "Assign to Someone Else"



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

A: Please contact your legal department for guidance.

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

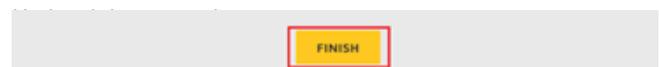
A: Please use Google Chrome if you are not already. It is the recommended browser for DocuSign. Contact Onboarding GTR-Onboarding@dtcc.com for further assistance.

Q: My firm requires a 2nd authorized signer.

A: Please reach out to Onboarding GTR-Onboarding@dtcc.com and we will issue a new form with the option for a 2nd signer. This must be completed prior to completing the first signature.

Q: I signed the form, but I have not received a finalized copy via email.

A: 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.**



Q: How do I stop the DocuSign email reminders?

A: The email reminders indicate that you have outstanding envelopes that require signing. Please complete the form(s) or contact Onboarding GTR-Onboarding@dtcc.com for assistance.

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

A: 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:

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

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:

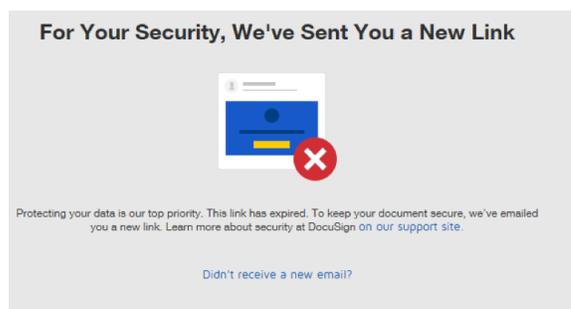
- Click 'Download' to save a copy of the agreement. The PDF will include faxing instructions. Simply fax the signed form back to the number indicated on the cover sheet.
- If you choose this option, please ensure that you have received a completed copy.

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

A: The information has been taken from our existing records, which is why it is not editable on the form. Please contact Onboarding GTR-Onboarding@dtcc.com for assistance if this information is no longer up to date.

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

A: 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 Onboarding GTR-Onboarding@dtcc.com.

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

A: If you receive an email containing the message, this means that we have corrected the envelope and sent it to a different recipient upon instruction from someone at your firm. Please discuss internally to locate the new recipient of the DocuSign.

