



ApplyOnline eSign Available for All Applications

We are pleased to advise from **24 October 2023**, eSign will be available for all new loan and variation applications.

For customers who still prefer to physically sign (wet signature) an application, a decline option in DocuSign will be available allowing a manual process.

If eSign has not been successfully completed, an application error checklist will be triggered in ApplyOnline.

Submit Application

Checklist Item	Status
Submission Checklist ready	✘ Failed
Approval Checklist ready	--
Preparing document	--
Validation Check	--
Policy Manager Check	--
Submit to gateway	--
Receipt received	--

Access our new 'How-To Videos' via the Learn tab, to gain more time-saving tips!



✘ Error

This lender requires the use of electronic signatures. Please refer to [\[Supporting Documents\]](#) for more details.

Close

For instances where the eSign email has not been received, please follow the trouble shooting steps below.

1. Validate the email address entered is complete and without error.
2. Advise the customer to check their 'junk' mail folder.
3. Advise the customer to check the domain '@esign.bendigoadelaide.com.au' has been added as a safe sender with their email provider.

If you have any questions, please contact Select Assist on 1300 738 336 or your Partner Relationship Manager.

Regards,

Natalie Sheehan
Head of Broker Distribution



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The legal privilege and confidentiality attached to this e-mail is not waived, lost or destroyed by reason of a mistaken delivery to you.

If you have received this message in error, we would appreciate an immediate notification via e-mail to ContactUs@bendigoadelaide.com.au or by phoning 1300 BENDIGO (1300 236 344), and ask that the e-mail be permanently deleted from your system.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178

