

## ABN AMRO Bank NV

### The case study

One of EUs leading commercial banks, ABN AMRO, is on a journey to future proof the bank. In 2021, ABNAMRO set out to adopt digital processes in key fields of commercial banking, adopting the latest and greatest in remote identification and electronic contract signing.

ABN AMRO worked with its e-signing platform provider Evidos and selected ZealiD App, a state-of-the-art eIDAS qualified identification and e-signature app. Following integration, ABN AMRO is migrating over 70 processes to digital remote qualified signing.

### Benefits in Numbers

Remote contract signing process excellence:

**80%**

Reduced contract signing time

**70+**

Paper processes migrated to digital

**60+**

Nationalities covered

**75%**

Reduction in cost of signing processes

# Future of banking: digital signing of credit notes and guarantees



*“We are building a future-proof bank, digital by design... Our business clients can now sign their credit and guarantee documentation digitally with ZealiD, a provider of qualified*

*electronic signatures and a partner of ABN AMRO.” -*

**Robert Swaak, CEO at ABN AMRO**

## What were the challenges?

- Migrate paper based credit notes and guarantees to digital, whilst mitigating risks arising from digital.
- Ensure that any and all digital agreements have the same legal effect as paper.
- Ensuring a smooth end user experience of electronic signing contracts.

## The solution & benefits



### Company Benefits

Risk mitigation - all digital credit notes and guarantees of highest legal integrity



### User benefits

Smooth and easy in-app registration that welcomes all nationalities. Once registered, users only need the in-app Touch or Face ID feature to sign.



### Legal benefits

KYC compliant identification (all EU) leads to an EU Trusted list qualified signature - by EU regulation valid in all EU.