

## **Common Questions and Answers**

### **Will Security Benefit accept photos of wet-signed forms?**

Yes. Images must be legible and cropped to take up the full frame before conversion to a PDF. Images can be emailed directly to:

- Annuity Operations: [AAWF-FI@SecurityBenefit.com](mailto:AAWF-FI@SecurityBenefit.com)
- Mutual Fund Custodial Operations: [SecurityBenefit@DSTSystems.com](mailto:SecurityBenefit@DSTSystems.com)





## Tips for Submitting Images



- Before taking a photo, make sure the form is flat with folds and creases removed as much as possible.
- Take the picture in adequate lighting so the form does not have shadows or other imperfections that would interfere with legibility.
- Center the form so that it takes up the full frame. We want to be able to see the whole image and not just a portion of it.
- Edit the picture and crop it to ensure you've achieved the best quality possible.
- Ensure the image being submitted is a high-resolution picture or it will likely not be legible. On most phones, you are given the option to send a low-, medium-, or high-resolution picture. Always select high resolution. Although the transmission time will take longer, the image will be clearer, critical for legibility.

## Converting Images to PDFs With Your Phone

### iPhone, iPad, or iPod touch Using the Notes App

With Notes, you can scan documents, add a signature, or manually sign a document on your iPhone, iPad, or iPod touch.

#### Scan a document

1. Open a note or create a new note.
2. Tap,  then tap Scan Documents.
3. Place your document in view of the camera on your device.
4. If your device is in Auto mode, your document will be automatically scanned. If you need to manually capture a scan, tap  or one of the Volume buttons.
5. Drag the corners to adjust the scan to fit the page, then tap to keep the scan.
6. You can add additional scans to the document or tap Save when you're done.

### Android Devices

#### Scan a document

1. Open the Google Drive app.
2. In the bottom right, tap Add.
3. Tap Scan.
4. Take a photo of the document you'd like to scan.
5. Adjust scan area: Tap Crop.
6. Take photo again: Tap Re-scan current page.
7. Scan another page: Tap Add.
8. To save the finished document, tap Done.

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## If the transferring company will accept a copy of a signature or e-signature instead of requiring an original wet signature, will Security Benefit accept a picture of the transfer form?

We will not be able to know whether the transferring company will or will not accept an e-signature. We will forward what we receive and if they accept it, then they will process the application. If the company doesn't accept an e-signature, then the application will be deemed to be Not in Good Order. However, if the picture with the e-signature is legible, it should be acceptable. We will not be able to know whether the transferring company will or will not accept an e-signature. We will forward what we receive and if they accept it, then they will process the application. If the company doesn't accept an e-signature, then the application will be deemed to be Not in Good Order. However, if the picture with the e-signature is legible, it should be acceptable. We will not be able to know whether the transferring company will or will not accept an e-signature. We will forward what we receive and if they accept it, then they will process the application. If the company doesn't accept an e-signature, then the application will be deemed to be Not in Good Order. However, if the picture with the e-signature is legible, it should be acceptable.

## Related Resources

- [Conducting Client Business Electronically](#)
- [Virtual Business as an Alternative to Face-to-Face Appointments](#)

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