

NotarEase - FAQs

21 November 2024

1. What is NotarEase?

NotarEase is a platform that you can use to electronically sign and notarise documents. The process of signing and notarising documents is 100% online on NotarEase. Our notaries are specifically vetted and trained for the purposes of online notarisation.

2. What is the process followed by NotarEase?

You can find our one pager process flow chart here to understand the NotarEase process: <https://www.notarease.com/HowNotarEaseWorks.pdf>.

3. Is NotarEase legal? What can I use NotarEase for?

We have used NotarEase for filing affidavits and other documents before different courts. The Delhi High Court has accepted the process adopted by NotarEase in multiple orders that can be found here: <https://notarease.com/resources>.

You can use NotarEase for electronically signing and notarising any PDF document.

However, please note that NotarEase does not offer any legal advice. We do not make any guarantees about the legal applicability or validity of NotarEase. Users using NotarEase shall do so at their own risk. We recommend that you engage a qualified advocate / lawyer who can advise you according to your individual circumstances. We also recommend that you read and understand our Terms of Use here: <https://www.notarease.com/Terms%20of%20Use.pdf>.

4. What signature modes are available for electronically signing documents on NotarEase?

You can use any of the following methods for signing documents online on NotarEase for the purposes of online notarisation:

- Aadhaar e-sign mode (requires mobile-linked Aadhaar card)
- USB token based DSC mode
- NE-KYC mode (passport required) - recommended for international residents / citizens who do not have an Aadhaar card or USB based DSC

5. Which signature mode is best for me?

We recommend that signatories use the Aadhaar e-sign mode if they have access to their Aadhaar card and the linked phone number (to receive the OTP during the electronically signing process). You will need access to this phone number during the notarisation meeting to electronically sign the document.

Else, we recommend that signatories use the NE-KYC mode. More information available here: <https://www.notarease.com/WhatIsNE-KYC.pdf>.

6. What are the acceptable IDs for using NotarEase?

We only accept Aadhaar card or Passport as ID for using NotarEase. This can depend on the signature mode chosen by you:

- Aadhaar e-sign mode: Aadhaar card
- USB token based DSC mode: Aadhaar card or Passport
- NE-KYC mode: Passport

7. Can I use NotarEase if I do not have an Aadhaar card?

Yes. You do not need an Aadhaar card or USB token DSC in order to use NotarEase to sign and notarise documents electronically. You can use our NE-KYC method to use NotarEase to electronically sign and notarise documents?

8. What is DSC?

DSC refers to Digital Signature Certificate. In NotarEase's context, it refers to the USB-token based digital signature method which requires a user to insert a USB-token based device and then sign documents using it. You can acquire a digital signature certificate from any licensed certifying authority, for example, eMudhra (<https://emudhradigital.com/buy-certificate>).

9. What is NE-KYC?

NE-KYC, referring to NotarEase-KYC, is our in-house solution for facilitating the online signing of documents using NotarEase, where the signatory goes through a short KYC video call (NE-KYC appointment) before his/her first notarisation appointment. This method is for signatories who do not possess a mobile-linked Aadhaar card or USB token DSC.

You require a valid passport to use the NE-KYC method.

You can find more details about NE-KYC here:

<https://www.notarease.com/WhatIsNE-KYC.pdf>

10. How do I book an NE-KYC appointment?

Email us at hello@notarease.com to book your NE-KYC appointment before your first notarisation appointment with NotarEase. The cost of the NE-KYC appointment is covered in the cost of the notarisation appointment.

11. What do I need for my NE-KYC appointment and how long will the appointment take?

You need your original passport with you for the NE-KYC appointment. The appointment should not take longer than 15 minutes.

12. Can the NE-KYC appointment be the same as my notarisation appointment?

No, the NE-KYC appointment has to be done before the notarisation appointment and has to be separate. Once you have been KYC'd, you can use NotarEase without Aadhaar / DSC.

13. Do I need to get documents notarised on NotarEase apostilled or legalised if the signatory is based outside India?

No (generally). For documents that are drafted for the purposes for filing in India, you do not need to get documents apostilled or legalised if the signatory is signing from outside India. On NotarEase, the document is being signed and notarised in the presence of a Notary registered and qualified in India. Courts have accepted documents signed by signatories outside India, in the presence of a Notary registered and qualified in India, without any legalisation or apostillation. You can find the orders here: <https://notarease.com/resources>.

However, the situation may be different for different types of documents and the source of the document. We recommend that you engage a qualified advocate / lawyer who can advise you according to your individual circumstances.

14. How much does NotarEase cost?

You can find our pricing information here: <https://www.notarease.com/pricing>.

If you are a lawyer or a law firm that wishes to use NotarEase on a regular basis, please reach out to us and we can explore a tailor-made pricing structure for you.

15. A normal notarisation appointment costs less than INR 200. Why does NotarEase charge this much?

At NotarEase, we value the time of our clients. Getting documents notarised physically and legally is a cumbersome process. NotarEase offers a convenient and legal solution to those who value doing things right and from the comfort of their home.

16. Do I need to sign the document physically before using NotarEase?

The NotarEase process includes the process of electronically signing the document during your online notarisation appointment. So, generally, you do not need to sign the document before your online notarisation appointment. However, this might not always be the case and we recommend that you engage a qualified advocate / lawyer who can advise you according to your individual circumstances.

17. What do I need to do in order to prepare a document for electronically signing and notarisation on NotarEase?

Prepare the document as per the Document Preparation Guide available here: <https://www.notarease.com/DocumentPreparationGuide.pdf>.

Some important things to note (which are available in the Guide PDF linked above)

- The document needs to be final and ready for signatures and notarisation.
- You need to leave a margin at the bottom of each page for the electronic signatures.
- There is a file size limit applicable on the PDF.
- You can only sign and notarise one PDF at a time.

18. I am unable to find a time slot that works for me. What should I do?

Email us at hello@notarease.com and we will be happy to provide you with time slots that work for you. Please note that additional charges may apply for time slots that are not available on our website by default.

19. I am a lawyer. Can I book an appointment for my client?

Yes! You and your client will have to sign up on NotarEase and upload your IDs. When booking the appointment as an organiser, enter your client's email address and untick the box which says "Organiser is a signatory". This way, only your client will sign the document. You can add multiple signatories using this method and organise the meeting for your client.

20. Can I compile multiple PDFs together and sign them at once, and then separate them? Can I compile PDFs together after signing them electronically on NotarEase?

Changing / compiling / modifying the PDF after signing electronically can lead to the signatures being invalidated. However, if you wish to do so, you may use the Print PDF function to preserve the visual features, text and format of the digital signatures on the document. However, this invalidates/removes the digital signatures.

It is your responsibility to use the signed PDF responsibly and legally. You are responsible for preserving the original PDF with valid electronic signatures. NotarEase shall NOT be liable or responsible for any unauthorised use or misuse of signed / notarised documents.

We recommend that you engage a qualified advocate / lawyer who can advise you according to your individual circumstances.

21. What should I do if there are annexures or other attachments referred to in the PDF that is being signed and notarised, but these annexures / attachments are not present in the PDF being signed online on NotarEase?

The Notary may, at his/her sole discretion, ask the signatory / signatories to provide oral / written confirmation relating to any contents of the documents,

especially relating to other documents referred to in the document being signed and notarised. This can be annexures, attachments, or any other documents referred to in the document being signed.

22. On which pages will the electronic signatures and notary seal be visible?

The electronic signatures will be placed on the bottom left of all pages of the document. The notary seal and signature will be placed on the bottom right of all pages of the document. You must leave sufficient space at the bottom of the document in order to accommodate the same (depending on the number of signatories).

Refer to the Document Preparation Guide available here for more information: <https://www.notarease.com/DocumentPreparationGuide.pdf>

23. What happens during the notarisation appointment? What do I need for it?

All signatories and witnesses on the document that is being signed and notarised need to be present during the appointment with a device that has a functioning camera and microphone - with video on.

You need to keep the original of the ID card you have provided us (based on your signature mode) to show during the notarisation appointment. You also need to have access to your mobile phone (linked to your Aadhaar number) if you have chosen the Aadhaar e-sign based signature mode.

You will need a functioning internet connection, microphone and camera for the notarisation appointment video call.

Note: The Notary may decline notarising the document during the notarisation appointment at his/her sole discretion.

The Notary will be taking screenshots of the video call during the notarisation appointment. These screenshots, along with a signature certificate issued by eMudhra, will also be shared with the signatories via email and organiser once the meeting completes.

24. When will I receive the electronically signed and notarised document?

All signatories, as well as the organiser of the meeting, will receive the electronically signed and notarised document within a few minutes of completion of the notarisation meeting.