



DIGITAL INCOME AFFIDAVIT FAQS

Q1. WHEN WILL THE ONLINE AFFIDAVIT BECOME AVAILABLE ON THE WEBSITE?

A. It will be available online on April 1st, at midnight.

Q2. WHERE ON THE COOPCITY.COM WEBSITE SHOULD SHAREHOLDERS CLICK TO REGISTER TO COMPLETE THE DIGITAL INCOME AFFIDAVIT?

A. Right at the top of the of the website (coopcity.com), shareholders will see “Click [here](#) for the *Annual Income Affidavit Form.*”

On the next landing page, shareholders will see a brief paragraph with a line that states, “Click [here](#) to register to receive your *Income Affidavit Digital Form.*”

Q3. WHAT IF I DO NOT WANT TO FILE MY INCOME AFFIDAVIT ELECTROICALLY?

A. If you choose not to file electronically, you can file your income affidavit manually using the paper form which is mailed to you.

Q4. IF I AM SLOW AT TYPING, WILL I GET TIMED OUT?

A. You will be timed out if there is inactivity for ten minutes or more. If you are actively filling out the form, you will not be timed out.

Q5. WHAT HAPPENS AFTER I COMPLETE THE REGISTRATION PROCESS?

A. After you register, you will receive a verification email from DocuSign, once you have answered the ID verification questions you will get access to the Income Affidavit form.

Q6. WHERE CAN I FIND MY ACCOUNT NUMBER / T-CODE?

A. Your account number / t-code is found on the top right side of your monthly carrying charge statement.



Q7. THERE IS A SECTION ON THE FORM FOR A NOTARY SIGNATURE. DO I NEED AN ONLINE NOTARY?

A. No you do not. Your identity will be validated before you can access the form. You will be required to go through a “knowledge based” ID verification process to securely verify your identity prior to accessing the income affidavit digital form. Everyone 18 years and older will need to prove their identity before beginning the electronic process.

Q8. WILL THE HEAD OF HOUSEHOLD BE ABLE TO ENTER INFORMATION FOR THE OCCUPANTS IN THE HOUSEHOLD?

A. Yes, but only for occupants that are younger than eighteen (18) years. The Head of the Household should capture their information on the Income Affidavit form. Anyone 18 years or older and listed on the income affidavit will receive an email. They will be required to complete their section of the form. After all occupants have done so the head of household will receive the form and complete the process.

Note: The process is complete only when all occupants have entered their information, and the form is returned to the head of household for final submission.

Q9. WHAT DO I DO IF I AM NOT ABLE TO FINISH FILLING OUT THE AFFIDAVIT AFTER I STARTED? AM I ABLE TO SAVE?

A. Shareholders will be able to save and complete the affidavit later. There is a dropdown in the form that allows users to save the form (under "Other Actions/Finish Later"). They can then use the initial link received after registration to resume the process anytime.

Q10. IS A SHAREHOLDER REQUIRED TO SUBMIT THEIR INSURANCE INFORMATION ONLINE? CAN THEY COMPLETE THE AFFIDAVIT WITHOUT ATTACHING THE INSURANCE?

A. Yes, a shareholder can complete the income affidavit without attaching the insurance. They can submit it to the Risk Management office before or after filling out the income affidavit.

Q11. IF A SHAREHOLDER GETS TIMED-OUT WHILE FILLNG OUT THE INCOME AFFIDAVIT FORM, ARE THEY BE ABLE TO RESUME FROM WHERE THEY LEFT OR WOULD THEY HAVE TO START OVER?

A. Typically, DocuSign will take you back where you left off. Additionally, the shareholder / occupant only must fill in a minimum set of information. Some information like name, address, T-Code, apartment and building number will be auto populated.



Q12. WILL I RECEIVE A COPY OF THE COMPLETED FORM FOR MY RECORDS?

A. Yes, you will receive a pdf copy of the completed affidavit once you have completed the process.