

## Digital Income Affidavit – Frequently Asked Questions

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### A. Notarization and Documentation

**Q1. Does the Income Affidavit form need to be notarized?**

**A:** No, you do not need to notarize the online form. 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.

**Q2. If completing the Income Affidavit manually, does it need to be notarized?**

**A:** Yes, you will need to get the paper form notarized.

**Q3. 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.

**Q4. Will shareholders still have access to a notary in the Dreiser Center?**

**A:** Yes, they will.

### B. Registration and Access

**Q1. How do you access the Income Affidavit form & when do you register for online sign up?**

**A:** The form will be available online on April 1st, at midnight. It is accessible at the top of the Home page on the Riverbay website ([www.coopcify.com](http://www.coopcify.com)). There is a link to “Click here for the Annual Income Affidavit Form” which takes you to the Income Affidavit landing page. On the landing page, shareholders will see a brief paragraph with a line that states, “Click here to register to receive your Income Affidavit Digital Form.”

**Q2. Should shareholders automatically go to the website to register for the digital Income Affidavit form or will a reminder and email address be sent out?**

**A:** See response to Q1 in this section.

**Q3. 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 be given access to the Income Affidavit form.

### C. Affidavit and Form Submission

**Q1. When and how will we receive notification when the Affidavit is available/due?**

**A:** The Income Affidavit form will be available on the website ([www.coopcify.com](http://www.coopcify.com)) on April 1st, at midnight. Paper forms will be mailed out to all shareholders. In addition to the website, information will be made available in the *Co-op City Times* and on the Riverbay Crawler.

**Q2. What if I do not want to file my Income Affidavit electronically? Will the paper affidavit form still be available?**

**A:** If you choose not to file electronically, you can file your Income Affidavit manually using the paper form that is mailed to you.

**Q3. Once all the signatures are placed on the form, does it come back to the head of household to do the final submission?**

**A:** No. Once all signatures are placed on the form, it will be deemed completed. No further action will be required from the head of household.

**Q4. What is the process to fix errors after submission?**

**A:** Changes are not allowed once all signatures are secured and the form submitted. The only option to submit changes is to register anew to receive a new form and redo the process.

**Note:** You will be prompted to confirm the overwrite of the previous registration and related information.

**Q5. I did not get a copy of the Income Affidavit form. How will I know I completed it?**

**A:** Once the completed form is submitted with all info and required signatures, you will automatically receive a copy of the completed form.

**Q6. When you receive an electronic copy, is it through DocuSign? And does it expire?**

**A:** Yes, you will receive a link to access the electronic copy through DocuSign. The link expires after a few days, however, it will automatically refresh if you access it after the expiration date.

**Q7. When is the Income Affidavit due?**

**A:** Shareholders are expected to complete the electronic submission by May 30<sup>th</sup>.

**Q8. Once the form is completed digitally, will all signers get a copy by email?**

**A:** No, only the head of household will receive a pdf copy of the completed affidavit once you have completed the process.

**Q9. If I am slow at typing, will I get timed out?**

**A:** Yes, the form will time out for security reasons if left inactive for a period of time, typically around 20 minutes by default. If you do not actively interact with the form within that time frame, your session will expire and you will have to re-access the document to continue the process.

**Q10. What do I do if I am not able to finish filling out the affidavit after I start? 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.

**Q11. What about underaged kids (under 18)?**

**A:** The head of household should capture the info for all underaged children.

**Q12. How does it work w/child over 18 but who is unable to sign?**

**A:** For those cases, the head of household should send an email to [incomeaffidavit@riverbaycorp.com](mailto:incomeaffidavit@riverbaycorp.com) to request a special form that will allow them to sign on behalf of any child over 18 who is unable to sign.

**Q13. How does the digital Income Affidavit form work for someone who is visually impaired?**

**A:** A paper form, which is mailed to your household, should be used.

**Q14. Once completed, how is the form sent to the head of household (HOH)?**

**A:** The head of household will automatically receive an electronic copy by email.

**Q15. Will the head of household be able to enter information for the occupants in the household?**

**A:** Yes, the head of household is responsible for capturing personal and income information for all occupants. Anyone 18 years or older and listed on the Income Affidavit will receive an email and be required to sign their section of the form.

**Note:** The process is complete only when all occupants have signed the form. The head of household is responsible for ensuring that everyone 18 or older signs the form.

**D. Insurance, Income and Tax Information**

**Q1. If you have not filed taxes, what income should be recorded on the document?**

**A:** Zero (0) and check the box "non" for type of NYS Tax Return filed.

**Q2. Is a shareholder required to submit their insurance information online? Can they complete the affidavit without attaching the insurance?**

**A:** Shareholders must submit the declaration page of their homeowners' insurance policy. The Income Affidavit cannot be completed without attaching the insurance documentation.

**E. Power of Attorney (POA) and Head of Household (HOH)**

**Q1. I have POA over HOH, who does not have email. Can I just use my email?**

**A:** Yes, you can use your email. Please remember that you will need to complete the ID verification on behalf of the HOH.

**Q2. How should POA for HOH proceed?**

**A:** See response to Q1.

**Q3. What if HOH does not know how to fill out form, can someone else do it for them?**

**A:** If the person has a POA, then see response to Q1. Otherwise, the HOH should proceed with the paper form.

**Q4. I have POA over HOH who does not have email, can I fill out the Income Affidavit for them?**

**A:** See response to Q1.

**F. Document Formats and Uploads**

**Q1. What format can attached documents be? jpeg? pdf?**

**A:** The attached documents should be in pdf format.

**Q2. How do you attach/upload the homeowners' insurance documents?**

**A:** Please see the "how to video" on the landing page on the website ([www.coopcitiy.com](http://www.coopcitiy.com)) – step 16,18 and 19.

**Q3. Can you post the steps to upload the insurance document in the *Co-op City Times*?**

**A:** Steps to upload the insurance documents will be posted in the *Co-op City Times* and can also be found in the "How to" video on the website, [www.coopcitiy.com](http://www.coopcitiy.com).

**Q4. Do you need to use a scanner to attach a document?**

**A:** Yes, if you do not have an electronic version of the document, you will need to scan it and save it as a PDF.

**G. Miscellaneous**

**Q1. Can you put the "How to" video on Riverbay website?**

**A:** Yes. The "How to" video will be made available on the website, [coopcitiy.com](http://coopcitiy.com).

**Q2. Last year when I completed the Affidavit online, I was not able to get a copy. Will I get a copy this year?**

**A:** Yes, if you contact the Riverbay Finance department with your information, a copy of the completed form will be sent out.

**Q3. Will the original hard copy be mailed out for those not completing online?**

**A:** Yes, it will be.

**Q4. Does the digital form do the calculations automatically?**

**A:** The form will automatically calculate the total household income.

**Q5. How do you get a generic email address?**

**A:** Please use Yahoo or Gmail to create a generic email.

**Q6. What is a T-Code?**

**A:** Your account number or "T-Code" is found on the top right side of your monthly carrying charge statement.