

## How to order a certificate (also known as an official extract)

### 1 Order Online

You can search for and order birth, death, marriage, divorce, civil partnership and dissolution of civil partnership, census and old parish register certificates online for **£12 per certificate** at [www.scotlandpeople.gov.uk](http://www.scotlandpeople.gov.uk). You will need a credit or debit card to use this service

### 2 Information you need to order a certificate

Event Type		Information Needed
Statutory – Birth, Marriage, Death, Civil Partnership, Divorce, Dissolution		Full name of the person(s) whose certificate you require. Date and place the event took place. Names of parents (including mother's maiden name) for common surnames.
Census		Year Full name and address of the person
Old Parish Register	Birth/Baptism	Full name, date or year, parent's names, place of birth.
	Marriage/Banns	Full name of both parties, year and place of marriage.
	Death/Burial	Full name, date or year of death, place of death.

### 3 Order by post or in person

You can order by post or in person. You can download and print out the relevant application form from the NRS website.

- [SU3 application form](#) – birth, adoption, marriage, civil partnership, divorce, death, dissolution, or old parish register certificates.
- [SU9 application form](#) – census certificate
- [SU19 application form](#) – certificate(s)/no trace divorce letter

### 4 Order by phone (Not available for census or old parish register certificates)

If you have a credit or debit card you can also order a birth, marriage, death, civil partnership, dissolution, divorce and adoption certificate by phone on

0131 314 4411 (+44 131 314 4411 from outside the UK) **9.00 to 16.30 Monday - Friday**

### 5 No trace divorce record

Although not an official certificate, we issue a formal letter in support of a divorce application through the Courts as evidence of an individual's marital status within Scotland. This letter has to cover the period from the date of marriage to the present date. Both parties' names, date and place of marriage must be provided. You can apply in person at New Register House, by post, or form SU19. The cost is £5.00 for each five year period searched from the date of marriage.

Method of Request	Cost (excluding postage)	Target From date of order	No trace charge for each five years (or part thereof)
In Person at New Register House - <b>Priority Service</b>	£15 per certificate £30 per certificate	Issue within 5 working days Ordered before 1 pm – Issue 4 pm same day Ordered after 1 pm – Issue by 11 am next working day	£5 Not Applicable
ScotlandsPeople Centre	£10 per certificate	Issue within 5 working days	Not Applicable
Telephone, Post, Form SU3 (other than OPR) – <b>Priority Service</b>	£15 per certificate £30 per certificate	Issue within 8 working days Issue next working day	£5 £20
Post, Form SU9 SU19 and SU3 (OPR)	£15 per certificate	Issue within 8 working days	£5

## 6 We accept payment by these methods

Order made in person at New Register House	Order by post	Order by telephone
Cash Debit/Credit card Sterling cheque with cheque card Travellers' cheque in sterling	Debit/Credit card Sterling cheque British postal order	Debit/Credit card

If you apply in person at New Register House, you may pay in cash, but please do not send us cash by post. If paying by Credit/Debit card please quote your card number, cardholder's name, signature and address, start/expiry dates, security code (the 3 digit number on the reverse of the card) and, for Maestro transactions, the issue number where applicable. (Please note that we do not accept American Express cards.) For security reasons we do not recommend sending credit/debit card details by email.

Payments by sterling cheque/British postal order should be crossed, and made payable to the 'Scottish Government'. If, when paying by cheque or postal order, we will refund, by cheque, any excess funds remitted over £4 (£5 for international orders). We will not automatically refund monies below these amounts.

## 7. Postage

All certificates are issued by 1st class UK mail or standard airmail or by the alternative delivery option selected by the customer.

<b>Collection at New Register House</b>	<b>NIL</b>
<b>UK Standard 1<sup>st</sup> Class</b>	<b>£0.89</b>
<b>Standard Airmail</b>	<b>£3.10</b>
<b>UK Recorded Delivery 1<sup>st</sup> Class</b>	<b>£1.99</b>
<b>UK Special Delivery</b>	<b>£6.25</b>
<b>UK Special Delivery (Saturday)</b>	<b>£10.50</b>