AFTER

STEP-BY-STEP GUIDE

Ordering a death certificate online, **through VitalChek**

Ordering certified copies of your loved one's death certificate, made simple. What to gather, where to go, and exactly what to click — in about ten minutes.



BEFORE YOU START

What you'll need, and **what to know first**

ONE THING TO CHECK

VitalChek is an official online ordering partner for more than 450 government vital records agencies — but not every state or county offers online ordering through them. If a location isn't listed during the steps ahead, you'll order directly through that county or state's vital records office instead. We note where to look for that in Step 3.

Have these six things ready and the order takes about ten minutes.

- ✓ A government-issued photo ID — driver's license, state ID, or passport
- ✓ Your relationship to your loved one — spouse, child, executor
- ✓ Your loved one's full legal name and date of death
- ✓ The city, county, and state where the death occurred
- ✓ A credit or debit card — Visa, Mastercard, Discover, or Amex
- ✓ An email address, for your order number and confirmation

Good to know: the certificate ships to the billing address on file with your card. If the shipping and billing addresses don't match, the order gets held up.

PLACING YOUR ORDER

Nine steps, **start to finish**

1 Go to VitalChek's death certificate page

Open your browser and visit the link below.

vitalchek.com/v/death-certificates

2 Click "Start Your Order Now"

It's the orange button near the top of the page. It takes you into VitalChek's secure order form.

3 Select the state, and county if asked, where the death occurred

The certificate must be ordered from the location where the death was officially recorded — not where the person lived. If that state or county isn't available online, VitalChek will point you to the correct local vital records office instead.

4 Fill out the application form

Enter the deceased's full name and date of death, your name and contact details, your relationship to them, and your reason for ordering — estate settlement, an insurance claim, or personal records.

5 Choose the number of copies

Most institutions — banks, insurers, Social Security — want an original certified copy, not a photocopy. Order one extra copy for each institution that requires an original, so you don't have to order twice.

6 Verify your identity

Most orders verify electronically in the background. If you're asked for a photo ID or proof of relationship — a will or a hospital record — you'll upload it securely after checkout using your order number and PIN.

7 Choose your shipping method

Standard mail is cheapest but untracked. Expedited, trackable shipping like UPS Next Day costs more, but it lets you follow the package and confirm delivery — worth it for a document this important.

8 Enter payment and submit

Pay with a credit or debit card, and double-check that the billing address matches your shipping address. Fees are non-refundable even if the record can't be located — so accuracy back in Step 4 matters.

9 Save your order number and PIN

They arrive in your confirmation email, and they let you track status, upload documents, or check on delays any time at vitalchek.com/order-status-signon.aspx.

AFTER YOU ORDER

What to expect **from here**

Once your order and any required documents are complete, the government agency handles the rest. VitalChek doesn't control this part, and doesn't have access to the record itself.

- ✓ Processing takes anywhere from a few days to several weeks
- ✓ Certificates print and ship directly from the government agency
- ✓ Certified copies are never sent by fax or email — only by mail
- ✓ You'll get tracking info if you chose trackable shipping

COMMON QUESTIONS

Any questions? **We've got answers**

My relationship isn't in the dropdown — now what?

Some agencies limit who can order online. Visit that state or county's vital records office website directly.

I don't know the exact date or place of death.

Reach out to your Care Specialist at After — we can look that up and provide it for you.

Can I make changes after submitting?

In most cases, no — orders can't be edited or cancelled once they're complete. Review everything carefully before you submit.

What if there's an error on the certificate itself?

Reach out to your Care Specialist at After — we can help you request an Amendment to the Death Record.

We're here if **you need us**

Ordering paperwork while you're grieving is hard. You don't have to figure it out alone — call any time, day or night.

844-905-2639 care@after.com after.com