

*We have received your request for an apostille or authentication but are unable to fulfil your request. Please see below for the steps to follow to amend your documents for resubmission.*

*Date:* \_\_\_\_\_ *By:* \_\_\_\_\_ *Order #:* \_\_\_\_\_

## REASONS FOR DENIED CERTIFICATE REQUESTS

- ☐ **1.Lack of Payment:** The fee is \$10 per certificate requested for standard service or \$35 per certificate requested for expedited service.
- ☐ **2.Incorrect Format:** You must submit original documents or properly notarized photocopies. The signature and seal of the notary or official must be original. We cannot certify photocopies of a notary's signature or seal.
- ☐ **3.Lack of Document(s):** You have requested more certificates than the documents you submitted. Each certificate is affixed to its own document upon processing.
- ☐ **4.Unknown/Incorrect Recipient(s):** A valid country has not been listed on the order form. Please list the country requesting the certificate. WE CANNOT PROCESS DOCUMENTS FOR USE IN THE USA.
- ☐ **5.No Notary or Public Officer:** Your document has not been notarized or signed by a public officer. Have the document appropriately signed by a notary public or request a certified copy from the appropriate public officer. See the reverse for samples of notarial statements.
- ☐ **6.Incomplete Notarization:** The notary must list the venue, make a statement, list their expiration date, sign it, seal it and date it. See the reverse for samples of notarial statements.
- ☐ **7.Improper Notarial Statement:** Please return the document to your notary and have it notarized with the correct statement. See the reverse for samples of notarial statements.
- ☐ **8.Notary Overstep/Not Authorized:** Notaries only have the authority to make statements such as those listed on the reverse. Notaries do not have the authority to make statements about the company's status, the signer's legal capacity to sign, or any other declarative statements within a document. Statements within the document should be made by the signer, an attorney (who is not the notary), or another party privy to the information. See the reverse for samples of notarial statements.
- ☐ **9.Submit Elsewhere:** Document originated in another jurisdiction. Please submit your document to the authority overseeing that jurisdiction for processing.
  - ☐ a. The notary public/public officer is not from Wisconsin.
  - ☐ b. Federally issued documents must be submitted to the U.S. State Department for authentication.
  - ☐ c. Please obtain an original document from the jurisdiction in which it originated, we are unable to process notarized copies of documents originating outside of WI.
  - ☐ d. Please seek an original from the authority from whom it originated. We are unable to process photocopies/screenshots of web pages.
- ☐ **10.Illegible:** The name of the notary or official is not legible by their seal or signature.
- ☐ **11.Mismatched Records:** The notary's signature, notarial seal, or expiration date does not match the state's records. Please have the notarization corrected if possible or have the document re-notarized.
- ☐ **12.Incompatible Document:** We cannot certify birth certificates created by hospitals or marriage certificates signed by churches. Please obtain a certified copy from either the Register of Deeds or the State Registrar at the Vital Records Office.
- ☐ **13.Not Recent Enough:** Please contact the agency which issued the documents and request a new certified copy.

**Other/Further Notes:**

---

*If you paid for this order via check or cash, a refund check reflecting the unused portion of your payment will be mailed directly from the Department of Administration to the address you provided on your order form. If your order was paid online, the refund will be electronically processed back to the original payment method used for the transaction. You may resubmit your documents with the requested corrections and new payment at your earliest convenience.*

**Refund Amount:** \_\_\_\_\_

# NOTARY PUBLIC SAMPLE STATEMENTS

## ATTENTION NOTARY:

1. Simply signing your name and affixing your notary seal has no legal meaning. Documents which require a notarization must always include a statement by the notary public. If the statement is not provided on the document to be notarized, then it is your responsibility, as a Wisconsin notary, to write, type, or attach the statement to the document.
2. A notary's signature must always be a physical signature. Do not use signature stamps, electronic signatures, or signatures by other people in the office who have power of signature. The notary is the only person who can perform a notarization. Please also make sure your signature and seal match what you have submitted to the state to obtain your commission.
3. If a photocopy is presented to you for notarization and the party did not bring the original document, the party should make a statement before signing the document verifying the validity of the photocopy. The party should NOT simply sign the document and have the notary perform the witness a signature notarial act.

## Sample Notarial Statements:

### **If the notary witnesses someone sign a document:**

State of Wisconsin  
County of *(insert name of county where notarization is performed)*

This document was signed before me on *(date)* by *(name of person signing before the notary)*.

Notary's signature  
Notary's expiration date  
Notary's seal



### **If the notary witnesses and administers an oath:**

State of Wisconsin  
County of *(insert name of county where notarization is performed)*

Signed and sworn to before me on *(date)* by *(name of person taking the oath before the notary)*.

Notary's signature  
Notary's expiration date  
Notary's seal



### **If the signor presents a document they have already signed and the notary can authenticate the signature:**

State of Wisconsin  
County of *(insert name of county where notarization is performed)*

This signature was acknowledged before me on *(date)* by *(name of person whose signature is acknowledged)*.

Notary's signature  
Notary's expiration date  
Notary's seal



### **If the notary makes a notarized copy (notary photocopies the original document presented to the notary):**

State of Wisconsin  
County of *(insert name of county where notarization is performed)*

I certify that this is a true and correct copy of a document in the possession of *(person's name whose original document you have copied)* which was copied on: *(date)*.

Notary's signature  
Notary's expiration date  
Notary's seal

