

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. You have provided no money or not enough money with your order.
- 2. You must submit original documents, certified documents, or properly notary certified photocopies for processing and affixing Apostille or Authentication Certificates.
- 3. You have requested more certificates than the documents you submitted. You must submit as many originals as you are requesting certificates. (A multi-page document that receives one certificate requires one fee)
- 4. The country has not been listed on the order form. Please list the country to which you intend to submit your authenticated/apostilled document(s). Please do NOT list the USA
- 5. No Notary or Public Officer. Your document has not been notarized, certified, or signed by a public officer. Have the document appropriately signed by notary public or request a certified copy from the appropriate public officer. See the reverse for samples of notarial statements.
- 6. Document was improperly notarized. The notary must list the venue, make a statement, sign it, seal it and date it. See the reverse for samples of notarial statements.
- 7. Notary used an 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. Not Authorized. Notaries only have the authority to make 4 statements as 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 notary statements.
- 9. The signer's, notary's and/or official's signature and seal must be original. We cannot certify photocopies of signatures or seals.
- 10. The notary public or public officer's name is not legible on either the seal or by their signature.
- 11. The notary's or official's signature, seal, or expiration date does not match the state's records. Please have this corrected if possible or have the document re-notarized or re-certified.
- 12. We cannot certify any photocopies or notarized copies of vital records, birth certificates created by hospitals or marriage certificates signed by churches. Please obtain a certified copy from the Register of Deeds or contact the State Registrar at the Department of Vital Records at 608-266-1373.
- 13. The notary public/public officer is not from Wisconsin. Documents issued or notarized outside of Wisconsin cannot be apostilled or authenticated by our office. Please send your documents to the appropriate state or country.
- 14. Federally issued documents must be submitted to the U.S. Department of State for Apostille or Authentication.
- 15. Not recent enough. Please contact the agency which issued the documents and request a new certified copy.
- Other/Additional Information:

NOTARY PUBLIC SAMPLE STATEMENTS

ATTENTION NOTARY:

1. Simply signing your name and affixing your notary seal is meaningless. 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

