

INTER

OFFICE

MEMO

DATE: May 4, 2011

TO: All Nebraska Funeral Establishments

FROM: Stanley S. Cooper, Administrator, Vital Records Office

RE: **Funeral Establishments Counter Service Policy**

Traditionally, the Vital Records Office has expedited funeral establishments' counter service requests for death certificates. As part of the counter service, death records dropped off by the funeral home have been either processed while you waited (urgent requests) or could be picked up as early as the next business day. It is important that our staff be able to verify who your designated runners are. In addressing tightening of security measures, it has been necessary to implement the following counter service changes:

Death Certificate Counter Service Policies:

- Firms requesting counter service will provide a list of DESIGNATED STAFF AUTHORIZED TO ACT ON BEHALF OF THE FIRM TO DROP-OFF OR PICKUP CERTIFICATES/CERTIFIED COPIES.
- Notify Vital Records Office when changes are made to the designated list.
- Notify Vital Records Office in advance when a relative of the deceased, instead of the staff member, will be picking up counter requested certificates.
- The funeral home's designated staff should be prepared to show personal identification (i.e., driver's license) and/or proof from the firm they represent.
- Remind the deceased's family members that they will be required to demonstrate proper purpose and show appropriate identification when purchasing additional copies of the death certificate.

You may drop-off, mail, or fax (402-742-8326 or 402-471-8230) your list or updates of designated staff. If you have any questions about the above security policies, please feel free to contact me at 402-471-0915 or e-mail stan.cooper@nebraska.gov.