



**COOK COUNTY CLERK DAVID ORR**

69 W. Washington, Suite 500, Chicago, Illinois 60602



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September 20, 2017

Dear Funeral Home Directors:

I am writing to share with you a new policy regarding ordering death certificates from the Cook County Clerk's Office. As of October 2, 2017 we will only accept orders through the following methods:

**(1) Vital Check.**

- \$2.50 flat rate, per decedent, if paying with an electronic check.
- \$4.75 per decedent if paying with a credit card.
- For each additional certificate over 10, the fee increases by \$0.50 per decedent.
- VitalChek waives the fee for 30 days for new customers.
- Funeral Home Portal site at <https://funeralhome.vitalchek.com>
- For more information about Vital Check contact: Marcus McBride, Product Manager, VitalChek, 615-372-6810 Direct or [marcus.mcbride@vitalchek.com](mailto:marcus.mcbride@vitalchek.com)

**(2) In-person counter orders.**

**(3) In-person counter orders to be picked up within 3-5 days from order. These orders must be paid for at the time the order is placed.**

**NOTE: We will no longer accept orders via fax, telephone or email.**

We know our office will continue to provide excellent customer service to your businesses. As a reminder, the Cook County Clerk's Ethics Code prevents any employee from soliciting, accepting, receiving any good or service from any customer of the Cook County Clerk's Office. We always welcome emails and phone calls to tell us when an employee provides you excellent service. Please send any comments to my email at [sarah.resnick@cookcountyil.gov](mailto:sarah.resnick@cookcountyil.gov).

Thank you.

Sincerely,

Sarah Garza Resnick  
Chief of Staff  
Cook County Clerk