



CITY OF ALBANY  
VITAL STATISTICS  
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KATHY M. SHEEHAN  
MAYOR

DANIELLE GILLESPIE  
CITY CLERK

March 19, 2020

Dear Funeral Directors:

We are working to provide services to you as you work with grieving families. Due to the COVID-19 outbreak our staffing levels have been seriously reduced. Here are some things that you can do to help us limit the disruption and delays in processing requests for certified copies of death certificates:

- Please email your request to [vital@albanyny.gov](mailto:vital@albanyny.gov) or alert us in the comment section of EDRS
- We can accept credit card payments but there is currently a 6.00 payment processing fee
- You can prepay by sending in a check. I would suggest increments of \$100.00 and we will keep track of credit balance and let you know when your funds are low

We are trying to ensure that when we receive your requests they are being mailed out to you within 24 to 48 hours.

This is a very fluid situation and things are changing rapidly. We are trying to put together an email distribution list so we can contact our directors should things change, please use the above email address to provide us with a good email for you.

Thanking you so much for your patience and service.

Sincerely,

Danielle Gillespie