

Frequently Asked Questions: Authentication Services

1. How long will it take to process my documents?

Document processing times typically takes 3-5 business days from the date we receive your documents in our office. Please note, processing times does not include mailing time.

- You must follow all requirements and procedures. If you fail to do so, we will return your documents by regular mail, and they will not be authenticated.
- If we encounter any delays with your documents, we will contact you.
- We are not responsible for lost documents once they leave our office.
- **We do not offer expedited or same-day services.** Requests are processed in the order they are received, so please plan accordingly.

2. Do I need to get my documents notarized before sending them for authentication?

If your document is **NOT** an original Vital Statistics certificate, post secondary diploma from the University of Saskatchewan or the University of Regina, or a court document signed and stamped by a Court Official, then we require the document to be notarized by a valid Notary Public or Lawyer for the Province of Saskatchewan.

3. What happens after the Apostille certificate is attached to my documents?

As part of the authentication process, an Apostille certificate is securely bound to your document(s). Once bound, the documents must not be separated, as doing so will invalidate the Apostille certificate.

Should you wish to preserve your original document(s), we recommend providing a notarized certified true copy instead. Before doing so, check with and confirm whether the country where your documents will be used accepts certified true copies or requires the original.

4. Where can I find a Notary Public to notarize my documents?

You can find a Notary Public at:

- Insurance agencies
- Banking institutions
- Law offices (all lawyers are Notaries Public)

- Online directories
- Local phone listings

There may also be a Notary Public in your community who offers this service.

Please note, your documents must be notarized before submitting your request to our office. **Our office does not provide Notary Public services.** If your documents are not properly notarized, we will be unable to authenticate them, and they will be returned to you by regular mail.

5. Is there a fee for authentication?

Yes. The processing fee for authentication is \$50.00 per Apostille certificate or per signatory.

- Example: If you need two documents processed separately, the total cost would be \$100.00.
- Please check with the country where your documents will be used to confirm whether they require documents packaged together or separately, as we cannot separate them once they are bound.

Payment options:

- In person: Credit or debit
- Over the phone: Credit card
- By mail: Cheque or money order payable to “Minister of Finance”

Important:

- We **do not** accept cash, so please **do not** send cash with your documents.

6. How will my package be returned?

Depending on your preference, we will either mail your documents back to you OR we will call you for pickup from our office once your documents have been authenticated.

We send documents from our office by regular mail, which does not include a tracking number, unless you provide an alternative option such as a pre-paid envelope, electronic waybill, or have scheduled a courier.

If your documents need to be returned to an address different from the one your documents have been mailed from, please include the correct return address when you submit your documents.

7. What documents do I need to send you for authentication?

Documents that need to be authenticated are determined by the Embassy, High Commission or Consulate of the country you are sending them to. Please contact them first if you are unsure what documents are needed – before submitting your documents to our office.

8. Do I need to send anything else besides the documents that I need authenticated?

Please include a completed Authentication Checklist from our website or provide your contact information on a separate sheet along with your documents.

9. Can I check the status of my request?

We can only provide a status update regarding your submitted documents after the minimum wait time of 3 days has passed.

10. Do I need to mail my application? Or can I send it by email?

We do not accept emailed applications; you must drop it off in person or mail it to us at: 101 – 1855 Victoria Avenue, Regina SK S4P 3T2.

11. Can you make photocopies of my documents or send electronic versions to me?

We do not provide document services such as creating electronic versions or photocopies of client documents.

12. Do authentication certificates expire?

Apostille certificates issued by the Government of Saskatchewan do not expire. However, some foreign authorities may refuse old Apostille certificates, so it is recommended you check with the Embassy, High Commission or Consulate of the destination country.

13. How old can a document be to be eligible for authentication?

At present, there is no set maximum age for documents to be eligible for authentication by our office. However, be advised that if we do not have a specimen signature on file for the signing official or we are unable to determine the authenticity or validity of the document, we may refuse to authenticate it. In such a case, you will have to get your document reissued and submit a new request for authentication.

14. Do I have to include a return envelope?

We recommend that you send a prepaid return envelope to ensure your documents can be tracked. If no envelope is provided, your documents will be sent via regular mail with no tracking capabilities.

15. Can I track documents returned via regular mail?

No. Documents returned via regular mail cannot be tracked.

16. Can I request rush mail or courier delivery for my documents?

Yes. Rush mail with tracking (such as Xpresspost) and courier delivery options are available **at your own expense**. You are responsible for retaining your tracking information and tracking your package.

Please Note: you cannot have the courier company bill the Ministry of Justice for the cost of the expedited delivery of your package

If you require a rush mail or courier delivery service, you must provide this information when submitting your authentication request. If this information is not provided, your documents will be sent by regular mail.

Available courier options:

- **UPS, FedEx, and Purolator**
- Use a courier envelope with a **prepaid electronic waybill/shipping label** generated from the courier company's website or store.

Important:

- If you want your documents returned by UPS, FedEx, or Purolator, include the prepaid electronic waybill/shipping label with your submitted documents.
- **Handwritten courier waybills are not accepted.** If you submit a handwritten waybill, your documents will be sent by regular mail without notice.

17. Do you authenticate foreign documents for use abroad?

No. The primary role of the Authentication Services Office in Saskatchewan is to authenticate Saskatchewan-issued public documents for use in other countries. We cannot authenticate foreign documents for use abroad.

If you have a foreign document that needs authentication for use abroad - for assistance, we suggest you contact the Embassy, High Commission, or Consulate in Canada of the country of issuance.

18. Do I need to get my Canadian document(s) authenticated by Global Affairs Canada or by a provincial or territorial authentication office to be able to use abroad?

The requirement to have your documents authenticated by a Canadian authority (provincial, territorial, or federal) depends entirely on the laws, regulations, or practices of the country where your Canadian document will be used. This is not a requirement under Canadian law.

To confirm the authentication requirements, check with the receiving authority or institution at your destination or contact the Embassy, High Commission, or Consulate of the country where your document will be used:

- [Foreign Embassies and High Commissions in Canada](#)

- [Foreign Consulates in Canada](#)

Be advised that [some provinces and territories offer authentication services](#) with respect to public documents issued in their jurisdictions, including:

- Alberta
- British Columbia
- Ontario
- Quebec
- Saskatchewan

These services operate independently of the Government of Canada but carry the same validity as those provided by the Authentication Services Section at Global Affairs Canada in Ottawa.

Please note that some countries only accept the authentication performed by Global Affairs Canada. To find out whether the destination country will accept provincial or territorial authentication, we recommend contacting the Embassy, High Commission or Consulate of that country.