

HOW TO APPLY FOR BIRTH, DEATH AND MARRIAGE DOCUMENTS IN THE PHILIPPINES – NATIONAL STATISTICS OFFICE (NSO)

Clients should be aware that the Australian embassy has an agreed process for providing NSO documents. Individual documents should not be submitted directly to our service delivery provider (PIASI).

You can lodge your application with the NSO for relevant documents to support your visa application by using one of the following four methods:

1 – ONLINE

- Please go to www.ecensus.com.ph;
- Click on *Request for copies of Birth/Marriage/Death Certificate/CENOMAR (Singleness)*
- Click on 'I accept' on the declaration that appears requesting you agree to terms/conditions of eCensus;
- Complete the form online for your documents;
- Ensure that you provide your case file reference or HAP identity number;
- Ensure your delivery address is the Australian Embassy as guided by the website;
- Ensure that you state the purpose for the documents as '*Australian Visa*'

Once completed, the NSO will courier your requested documents directly to the Visa Office of the Australian Embassy in Manila to be attached and considered with your visa application.

2 – PHONE

- Call the NSO Helpline on: (02) 737 1111;
- Speak with the operator to order your documents;
- Ensure that you advise the operator that the purpose for the documents are *for an Australian Visa*;
- Ensure that you advise the operator that your visa application has been lodged at the *Australian Embassy Manila* and provide your case file reference or HAP identity number

Once completed the NSO will courier your requested documents directly to the Visa Office of the Australian Embassy in Manila to be attached and considered with your visa application.

3 – WEBCHAT

- Please go to www.birthcertificates.com.ph
- Click on *Online webchat available – click here*;
- Follow the prompts to choose the documents you are requesting;
- Ensure that you advise the operator that the purpose for your documents are for *an Australian Visa*
- Ensure that you advise the officer that your visa application has been lodged at the *Australian Embassy Manila* and provide your case file reference or HAP identity number

Once completed the NSO will courier your requested documents directly to the Visa Office of the Australian Embassy in Manila to be attached and considered with your visa application.

4 – WALK IN (PASAY ROAD OUTLET ONLY)

- Clients can walk in to the NSO Pasay Road outlet during advertised service hours. Please go to <http://nso.citizenservices.com.ph/nso-census-serbilis-pasay> for more details
- Ensure that you advise the officer that the purpose for your documents are for *an Australian Visa*
- Ensure that you advise the officer that your visa application has been lodged at the *Australian Embassy Manila* and provide your case file reference or HAP identity number

Once completed the NSO will courier your requested documents directly to the Visa Office of the Australian Embassy in Manila to be attached and considered with your visa application.