

NSW BDM FAQ

- **Queries about death registrations**

If you have a question about registering a death or want to enquire on the status of a registration email: BDM-eDeaths@customerservice.nsw.gov.au

To ensure your question is answered quickly and accurately, use a prepared email template found in the NSW Registry's [Quick Reference Guide](#).

- **Queries about amendment requests**

If you want to submit a completed [correct an entry application](#) or enquire on the status of a correct an entry application, email: bdmamendments@customerservice.nsw.gov.au with the subject line *Funeral Director Amendment [death registration number]*.

- **Queries about eRegistry technical or account issues**

If you are experiencing any technical difficulties with eRegistry, email: eRegistry-support@customerservice.nsw.gov.au.

If you need help navigating eRegistry, check out these [tutorial videos](#) by the NSW Registry for more guidance.

- **Queries about multi-factor authentication (MFA)**

If you need any guidance on using multi-factor authentication (MFA) on your eRegistry account, check out the NSW Registry's dedicated [webpage](#) for a step-by-step guide and helpful FAQ's.

If you are still having trouble, email: eRegistry-support@customerservice.nsw.gov.au for more assistance.

- **Queries about interstate funeral directors doing death registrations in NSW**

If you are an interstate celebrant or do not have access to eRegistry, you will need to email all relevant documents to the death registration team: BDM-eDeaths@customerservice.nsw.gov.au

The require documents are:

- Medical cause of death or coroner's disposal order
- NSW death registration statement
- Application for a death certificate (if required)

To ensure your question is answered quickly and accurately, use a prepared email template found in the NSW Registry's [Quick Reference Guide](#).

- **Queries about tracking numbers**

If you are an eRegistry user and want to keep track of when your death certificate is set to arrive, please find the tracking number listed in your statements list. You can input this number into the Australia Post official website for easy tracking.

If you do not have access to eRegistry, the tracking number will be emailed to you once the certificate has been issued for delivery.

Haven't received a tracking number after the [processing time](#) has passed? Email an enquiry to BDM-eDeaths@customerservice.nsw.gov.au. To ensure your question is answered quickly and accurately, use a prepared email template found in the NSW Registry's [quick reference guide](#).

- **What is the phone number for the NSW Registry of Births, Deaths & Marriages?**

There is no phone number for the NSW Registry. Please do not call Service NSW as they are not equipped to support any Funeral Director enquiries.

If you have a question about registering a death or want to enquire on the status of a registration email: BDM-eDeaths@customerservice.nsw.gov.au.

If you want to submit a completed [correct an entry application](#) or enquire on the status of a correct an entry application, email: bdmamendments@customerservice.nsw.gov.au with the subject line *Funeral Director Amendment [death registration number]*.

If you are experiencing any technical difficulties with eRegistry, email: eRegistry-support@customerservice.nsw.gov.au.

For all FAQs, we recommend you first read the NSW Registry's [Quick Reference Guide](#).