

FAQ – LEGALISATION SERVICES (For Singapore Government Issued Documents Only)

OVERVIEW OF LEGALISATION AND APOSTILLE CONVENTION

What is Legalisation?

1. If you intend to use a document overseas, the receiving country may require that the document be legalised before it can be considered valid.
2. Legalisation is a process in which the Singapore Academy of Law (SAL) certifies a document by **affixing an Apostille Certificate**, making it officially recognised in another country.
3. Verifiable Singapore Government issued documents can be directly legalised by SAL.
4. If your document is a private document, it must first be notarised by a Singapore Notary Public. After notarisation, the Notarial Certificate must be authenticated by SAL.

Do I need to legalise my documents?

1. Legalisation requirements are established by the receiving party/country where the document will be presented, not by SAL.
2. Each country has specific legalisation requirements based on the type of document and its intended use.
3. As requirements may change, please check with the recipient, local authorities, or embassy of the country where your documents are to be presented for the most up-to-date information.

Can I legalise publicly available government documents?

1. SAL does not legalise documents that are publicly available that can be searched or downloaded from official government websites. These documents are considered public records and do not require legalisation.
2. Examples include:
 - a. Acts and Rules
 - b. Lists of government agencies or statutory boards
 - c. Lists of registered societies or organisations
3. You may direct your receiving party to the official government website where the document is published.

Can SAL advise which documents need to be legalised or whether a photocopy is required?

1. SAL is unable to provide advice on the type of documents that must be legalised or whether a photocopy is required, even if the documents are similar to those submitted by other customers to the same receiving party.
2. Requirements may vary between receiving parties, and SAL is not in a position to confirm these requirements.
3. Customers are strongly advised to consult the receiving party directly regarding their specific legalisation requirements.
4. SAL staff cannot be held responsible for such decisions, and customers are requested to exercise understanding and refrain from expressing frustration towards SAL staff.

What is the Apostille Convention?

1. The Apostille Convention came into effect as of 16 September 2021. SAL will affix an Apostille Certificate on every document which requires authentication and legalisation, regardless of which country the document is destined to be used.
2. A document intended for use in a country or territory which is a Contracting Party to the Apostille Convention will no longer need to be legalised at the respective foreign consulate. Instead, individuals can submit the document directly to the overseas recipient after the document has been legalised by SAL. However, please check with the receiving party whether they will still require the document to undergo additional legalisation at their respective embassies.
3. Documents destined to non-Convention countries and territories will still require further legalisation through the relevant foreign missions in Singapore.
4. For more information on the Apostille Convention, please click [here](#).

Where can I legalise my document other than SAL?

1. SAL is **Singapore's designated Competent Authority** for the legalisation (Apostille) of documents issued in Singapore for overseas use.
2. Legalisation of Singapore documents can only be carried out at SAL.

When did SAL take over the Legalisation function from MFA?

1. Since 20 January 2021, the legalisation function of outgoing Singapore public documents, intended for use in States with legalisation requirements, has been transferred from the Ministry of Foreign Affairs (MFA) to SAL.

Will Singapore Government issued documents legalised by SAL be accepted overseas?

1. Since 20 January 2021, SAL is the sole agency authorised to legalise Singapore public documents for international use. You should be able to use your SAL-legalised public documents abroad.
2. With the Apostille Convention coming into force on 16 September 2021, SAL has been appointed as Singapore's Competent Authority for authenticating the origin of Singapore public documents and notarial certificates under the Apostille Act.

I have a public document that was legalised by MFA. Can this still be used?

1. Yes, all documents legalised by MFA up to 19 January 2021 can still be used.

Will I still need to go to MFA after SAL legalises my public document?

1. Since 20 January 2021, the legalisation function of outgoing public documents issued in Singapore and intended for use in States with legalisation requirements has been transferred from MFA to SAL. You no longer need to go to MFA for further legalisation of your public document.

LEGALISATION OF SINGAPORE PUBLIC DOCUMENTS AND SAL VERIFICATION PROCESS

What is a Singapore Public Document?

1. SAL defines Singapore Public Documents as those issued by the Singapore Government.

This means that SAL must be able to tell and verify that the document was indeed issued by a Singapore Government agency. This will usually be in the form of a physical or electronic endorsement from the issuing agency.

How do I legalise a Singapore Public document?

1. SAL can directly legalise verifiable Singapore Public Documents such as Marriage Certificates, Birth Certificates, Court documents, Notarial Certificates etc.
2. Documents must be submitted in their **original form**. Copies and alterations are not accepted. If your document was digitally issued, you will have to present a printout of the document.
3. All text must be in **English** or bilingual, with English as one of the languages. It must be clear, easy to read, and not faded, especially for older documents.
4. The document must be free from any alterations or defacements (e.g., stamps from entities other than the issuing agency will be considered alterations).

5. SAL cannot affix an Apostille on laminated documents. SAL can make photocopies of laminated documents and legalise said photocopies. Please check with your receiving party if photocopies are acceptable.
6. If you need to legalise an original document that has been laminated, please request an extract of the original document from the issuing agency for legalisation.
7. The document must meet SAL's verification standards, and must be endorsed or certified by the issuing Singapore Government agency using **ANY** of the following methods:
 - a. *Physical endorsement* – An official stamp, embossment, seal, or similar marking on each and every page of the document
 - b. *QR code verification* – If the document already contains a QR code that allows SAL to directly verify its authenticity and validity, **DO NOT** request a Certified True Copy (CTC) stamp from the issuing agency.

The printed document presented for legalisation must be **an exact copy** of what is displayed on the verification site when the QR code is scanned.

If the document differs in any way (e.g. additional stamps or endorsements not shown in the verified online version), **SAL may require you to reprint the document without those additions** before proceeding.

Please also **test the QR code on your printed copy** to ensure it functions correctly prior to submission. SAL cannot affix an Apostille on a document with a faulty QR Code.

- c. *SingPass Login* - Accessing the issuing agency's portal via your SingPass login to retrieve the document.
- d. *Email Verification* - An email sent directly from the issuing agency to you with the document attached. You must be able to **log in to the email account and present the original email** received from the issuing agency during verification.
 - **Forwarded emails and screenshots will not be accepted.** SAL must ensure that the document originates directly from the issuing agency. A forwarded email does not prove that the document was originally sent by the agency and can be easily altered.
- e. *Email Confirmation from the issuing agency* - You may send an email to the issuing agency copying SAL (legalisation@sal.org.sg) and attach scanned image(s) of the document(s). Request confirmation from the agency that the document was indeed issued by them.
 - **SAL will not email the issuing agency on your behalf.** It is the customer's responsibility to provide a clear avenue for SAL to verify the document, whether through email confirmation, physical endorsement, or other accepted methods.

- The original document must be presented at the SAL Service Counter within one month from the issuing agency's confirmation e-mail.
 - Any documents presented after 1 month will require a new confirmation from the issuing agency.
8. Submit an online request and make payment at <https://legalisation.sal.sg/BookNowTerm>
 9. Head over to the SAL Service Counter during operating hours (No appointment required).

*Note: SAL **cannot** proceed with legalisation if SAL is unable to verify that the document was issued by the Singapore Government Agency. To obtain an Apostille for such document, you will need to engage a Notary Public to notarise the document and then proceed to SAL for authentication of the Notarial Certificate.*

LEGALISATION OF DIGITALLY ISSUED DOCUMENTS

How do I legalise a Singapore Public document that is issued digitally?

1. A printout of the digitally issued document must be presented at the SAL Service Counter. SAL **does not** provide printing services.
2. When printing a digitally issued document, please ensure that the **header, footer, page numbers (at the top or bottom of each page), and any borders** are included.
3. The printed copy must be an exact reproduction of the digital version. All details must be **clear, legible, and not cut off at the edges**. Documents with **blurred text or missing information** may be rejected and require reprinting.
4. If the document already contains a QR code that allows SAL to directly verify its authenticity and validity, **DO NOT** request a Certified True Copy (CTC) stamp from the issuing agency.
5. SAL will verify your printed copy against the digital copy using the QR code that is on your document at the SAL Service Counter.
6. Please test the QR code on your printed copy to ensure it works. SAL cannot affix an Apostille on a document with faulty QR Code.
7. If there is no QR code on the document, you will be required to login to the issuing Singapore Government agency's portal for SAL to verify the printed copy against the digital copy.
8. If you are unable to provide the digital copy from the issuing agency, you will be required to get the issuing agency to physically endorse (e.g. an official stamp, embossment, seal, or similar marking) each and every page of your printed document before SAL can legalise the document.

9. If the issuing agency no longer issues physical endorsements, you may send an email to the issuing agency copying SAL (legalisation@sal.org.sg) and attach scanned image(s) of the document(s). Request confirmation from the agency that the document was indeed issued by them.
 - **SAL will not email the issuing agency on your behalf.** It is the customer's responsibility to provide a clear avenue for SAL to verify the document, whether through email confirmation, wet ink stamp verification, or other accepted methods.
 - **Forwarded emails and screenshots will not be accepted.** SAL must ensure that the document originates directly from the issuing agency. A forwarded email does not prove that the document was originally sent by the agency and can be easily altered.
 - The original document must be presented at the SAL Service Counter within one month from the issuing agency's confirmation e-mail.
 - Any documents presented after 1 month will require a new confirmation from the issuing agency.
10. Submit an online request and make payment at <https://legalisation.sal.sg/BookNowTerm>.
11. Head over to the SAL Service Counter during operating hours (No appointment required).

*Note: SAL **cannot** proceed with legalisation if SAL is unable to verify that the document was issued by the Singapore Government Agency. To obtain an Apostille for such document, you will need to engage a Notary Public to notarise the document and then proceed to SAL for authentication of the Notarial Certificate.*

How do I legalise more than one copy of my digital document?

1. If you need to legalise multiple copies of your digital document (e.g. a digital birth certificate), you may **print out the required number of copies**. Each printed copy must undergo the **full legalisation process separately**.
2. You **do not need to pay for photocopying fees** when making online payment. Please **pay the legalisation fees based on the number of printed copies** that will be submitted for legalisation.

I need to legalise more than one copy of my digital document. Can SAL make photocopies of my printed copy?

1. SAL can make a copy if you have opted for the photocopying service when making payment.
2. However, please take note of the following:

- If your digital document contains a QR code, the quality may deteriorate after photocopying. If the QR code becomes unreadable, SAL will not be able to proceed with legalisation. You may need to print a new copy.
- For documents with watermarks, the watermarks on documents may become faint, disappear, or change in colour after photocopying. If retaining a clear watermark is important to you, then you may need to print a new copy.
- To avoid potential issues, it is recommended that you print multiple copies of your digital document yourself, according to the required number that needs to be legalised, rather than relying on SAL's photocopying service.
- Photocopying fees paid are not refundable.

LEGALISATION OF DOCUMENTS RECEIVED BY MAIL

How do I legalise documents that are sent to me by normal or registered mail?

1. If the document does not contain any physical endorsement, please request the issuing agency to apply an official endorsement (e.g., an official stamp, embossment, seal, or similar marking) on each and every page before submission for legalisation.
2. If the issuing agency no longer issues physical endorsements, you may send an email to the issuing agency copying SAL (legalisation@sal.org.sg) and attach scanned image(s) of the document(s). Request confirmation from the agency that the document was indeed issued by them.
 - **SAL will not email the issuing agency on your behalf.** It is the customer's responsibility to provide a clear avenue for SAL to verify the document, whether through email confirmation, wet ink stamp verification, or other accepted methods.
 - **Forwarded emails and screenshots will not be accepted.** SAL must ensure that the document originates directly from the issuing agency. A forwarded email does not prove that the document was originally sent by the agency and can be easily altered.
 - The original document must be presented at the SAL Service Counter within one month from the issuing agency's confirmation e-mail.
 - Any documents presented after 1 month will require a new confirmation from the issuing agency.
3. Submit an online request and make payment at <https://legalisation.sal.sg/BookNowTerm>

4. Head over to the SAL Service Counter during operating hours (No appointment required)

*Note: SAL **cannot** proceed with legalisation if SAL is unable to verify that the document was issued by the Singapore Government Agency. To obtain an Apostille for such document, you will need to engage a Notary Public to notarise the document and then proceed to SAL for authentication of the Notarial Certificate.*

LEGALISATION OF EDUCATIONAL CERTIFICATES

What type of Educational Certificates can be directly legalised by SAL?

1. Mainstreams Schools and Junior Colleges

- a. SAL can directly legalise **original** and **verifiable** educational certificates and documents issued by mainstreams primary/secondary schools and Junior Colleges (JCs) if they are printed on a Ministry of Education (MOE) letterhead.
- b. Certificates or documents which are not printed on MOE letterhead will require MOE's physical endorsement (e.g., an official stamp, embossment, seal, or similar marking) on each and every page before submission for legalisation.

2. Local Universities and Institutions

SAL can directly legalise **original** and **verifiable** educational certificates and documents from the following local universities and institutions:

- Nanyang Technological University (NTU)
- National University of Singapore (NUS)
- Singapore Management University (SMU)
- Singapore Institute of Technology (SIT)
- Singapore University of Social Sciences (SUSS)
- Singapore University of Technology and Design (SUTD)
- Polytechnics
- Institute of Technical Education (ITE)
- National Institute of Early Childhood Development (NIEC)

3. SIM University (UniSIM)

Certificates issued by SIM University (UniSIM) will require physical endorsement (e.g., an official stamp, embossment, seal, or similar marking) by SUSS on each and every page before submission for legalisation.

4. Full Time Madrasahs:

Educational Certificates and documents issued by the following full-time Madrasahs will require Majlis Ugama Islam Singapura (MUIS) physical endorsement (e.g., an official stamp, embossment, seal, or similar marking) on each and every page.

- Madrasah Al-Arabiah Al-Islamiah
- Madrasah Aljunied Al-Islamiah
- Madrasah Al-Ma'arif Al-Islamiah
- Madrasah Alsagoff Al-Arabiah
- Madrasah Irsyad Zuhri Al-Islamiah
- Madrasah Wak Tanjong Al-Islamiah

5. Certificates or documents which are digitally issued must meet SAL's verification requirements/standards before they can be legalised.
6. SAL **cannot** proceed with legalisation if SAL is unable to verify that the documents were issued by MOE, SUSS, the relevant local universities and institutions. You may wish to engage a Notary Public to notarise the documents and then proceed to SAL for authentication of the Notarial Certificate.

LEGALISATION OF BIRTH CERTIFICATES WITH PARTIALLY HANDWRITTEN NAMES

Can I legalise birth certificates with partially handwritten names?

1. SAL needs to verify that the handwritten names are officially part of the birth certificate's registered information and not added after the document's issuance.
2. If your original birth certificate contains partially handwritten names (e.g. Hanyu Pinyin, Arabic, Tamil etc.), please check with Immigration & Checkpoints Authority (ICA) on how to update or obtain a version that includes all required names in a printed and verifiable format.
3. If you choose to obtain a **digital extract** of the birth certificate from ICA, please ensure that the handwritten name(s) from your original hard copy are **accurately displayed** on the digital extract before printing it out for legalisation.
4. Please also test the QR code on your printed copy to ensure it works. SAL cannot affix an Apostille on a document with a faulty QR Code.

LEGALISATION OF COMMERCIAL DOCUMENTS

Can SAL legalise commercial documents?

1. SAL can legalise commercial documents such as Invoices, Bills of Sales, Certificates of Origin, Fumigation certificates, etc., by affixing an Apostille, provided these commercial documents have been endorsed by any of the following Chambers of Commerce:
 - Singapore Chamber of Commerce & Industry (SCCI)
 - Singapore Chinese Chamber of Commerce & Industry (SCCCI)
 - Singapore Indian Chamber of Commerce and Industry (SICCI)
 - Singapore International Chamber of Commerce (SICC)
 - Singapore Malay Chamber of Commerce and Industry (SMCCI)
 - Singapore Manufacturing Federation (SMF)
2. The endorsement by the chamber may be in one of the following forms:
 - a. Physical endorsement (e.g., an official stamp, embossment, seal, or similar marking) on each and every page of the document, or
 - b. QR code that enables SAL to verify the document authenticity and validity, or

- c. Verification website that enables SAL to verify the document's authenticity and validity

LEGALISATION OF NON-GOVERNMENT DOCUMENTS

How do I legalise Non-Singapore-Government documents?

1. SAL can only legalise private documents (non-government documents) after they have been notarised by a Singapore Notary Public (any law firm offering notarial services).
2. The following payments must be made upfront at the Notary Public's office to proceed with the transaction:
 - a) Notarisation Fee to the Notary Public
 - b) Authentication Fee to SAL
3. Your Notary Public will issue the Notarial Certificate upon payment of the required fees.
4. The Notarial Certificate must be authenticated by SAL.
5. Head over to the SAL Service Counter during operating hours (No appointment required).
6. **DO NOT** pay legalisation fees for notarised documents at the SAL Service Counter, as all payments would have already been made upfront at the Notary Public's office.

TYPES OF LEGALISATION

What are the different types of Legalisation?

1) Certified True Copy (CTC)

- a) You must present verifiable original documents (e.g. Marriage Certificates, Laminated Birth Certificates, Identity Cards, Passports etc) for photocopies to be made by SAL.
- b) If the document has already been physically certified by the issuing agency as a "Certified True Copy", SAL will legalise the document as a CTC.
- c) If the printout of a digital document can only be verified via an email from the issuing agency, or from the issuing agency's portal, SAL will legalise the document as a CTC.

2) Certified True Document (CTD)

- a) You must present the original document that contains either a **physical endorsement** (e.g. an official stamp, embossment, seal, or similar marking) **or a QR code** issued by the agency that allows SAL to verify the document's authenticity at the SAL Service Counter.

- b) SAL cannot affix an Apostille on laminated documents or on documents with a faulty QR code.
- c) If you need to legalise an original document that has been laminated, please request an extract of the original document from the issuing agency.
 - SAL will legalise the extract of the original document by affixing the Apostille on the extract.
- d) SAL cannot legalise the document as CTD if the document includes the term “Certified True Copy”. Instead, SAL will legalise the document as CTC.

3) **Certified True Signature (CTS)**

- a) You must present the original documents with a **physical endorsement** (e.g. an official stamp, embossment, seal, or similar marking) **and** a wet ink signature that includes the signatory’s name and designation.
- b) SAL can only affix an Apostille under CTS if SAL has a record of the issuing agency officer’s signature specimen, name, and designation as displayed on the document.
 - If SAL does not have the relevant details, the document will be legalised under CTD instead.
 - Please inform SAL if you require legalisation under CTS. If SAL does not have the necessary records, SAL may need to contact the issuing agency to verify the signatory’s details.
 - SAL is unable to confirm how soon the agency will response with a confirmation.
 - SAL will inform you once a response has been received from the agency, and you will need to return to SAL to have the document legalised under CTS.
- c) SAL cannot legalise the document as CTS if the document includes the term “Certified True Copy”. Instead, SAL will legalise the document as CTC.
- d) SAL will affix an Apostille under CTS for Notarial Certificates.

LEGALISATION FEES, PAYMENTS & APPOINTMENTS

How much does it cost to legalise a document?

1. The cost for legalising each document is S\$10.70 (including GST).

How much does it cost to legalise a photocopy of a document?

1. The cost for legalising each photocopy of a document is \$11.77 (including GST), which includes
 - **S\$10.70 Legalisation Fee**
 - **S\$1.07 Photocopying Fee** (flat rate per document, regardless of the number of pages)
2. You must present the **original** documents or the **printout** of the digitally issued documents at the SAL Service Counter for photocopies to be made by SAL.

Note: For **digitally issued documents**, you have two options:

- **Print multiple copies yourself** and submit them for legalisation. This avoids the photocopying fee.
- **Ask SAL to make photocopies**, in which case the additional photocopying fee of S\$1.07 per document will apply.

Apostille	Types of Documents to be legalised	Legalisation Cost (Including GST)
Apostille on Original Document	Original Singapore Government Issued Document Or Printout of Digitally Issued [#] Singapore Government Document	\$10.70
Apostille on Photocopy * of the Original Document or the Printout of digitally issued Document	Photocopy * of the original Singapore Government Issued Document Or Photocopy * of the printout of the Digitally Issued [#] Singapore Government Document	\$11.77 (\$10.70 Legalisation fee + \$1.07 Photocopying fee)

[#] You must print out digitally issued documents for legalisation

* Photocopying before legalisation will be done by SAL. SAL **does not** provide photocopies after the documents have been legalised.

Examples of cost breakdown (including GST)

Scenario	No. of Apostille Required	Legalisation Fee	# Photocopying Fee	Total Payment
<p>Emily wants to legalise her child's laminated Birth Certificate (non-digital).</p> <p>She requires:</p> <ul style="list-style-type: none"> SAL's photocopy service to photocopy 2 copies of the laminated Birth Cert Apostille on each photocopy 	2	$\$10.70 \times 2$ $= \$21.40$	$\$1.07 \times 2$ $= \$2.14$	$\$21.40 + \2.14 $= \$23.54$
<p>Mary wants to legalise her Marriage Certificate (non-digital) and her passport.</p> <p>She requires:</p> <ul style="list-style-type: none"> SAL's photocopy service to photocopy the signature page and the biodata page of her passport (2 pages). <p>She also requires Apostille:</p> <ul style="list-style-type: none"> directly on her Marriage Certificate (non-digital) on the photocopy of her passport 	2	$\$10.70 \times 2$ $= \$21.40$	\$1.07	$\$21.40 + \1.07 $= \$22.47$
<p>David wants to legalise 2 copies of his digital Marriage Certificate.</p> <ul style="list-style-type: none"> He prints out 2 copies of the digital Marriage Certificate. He also ensures the QR codes are working on both copies. 	2	$\$10.70 \times 2$ $= \$21.40$	NA	\$21.40

<u>Scenario</u>	<u>No. of Apostille Required</u>	<u>Legalisation Fee</u>	<u># Photocopying Fee</u>	<u>Total Payment</u>
James wants to legalise his NRIC. He requires SAL's photocopy service to photocopy the front and back of his NRIC.	1	\$10.70	\$1.07	\$11.77

5. Legalisation and photocopying fees paid are **not refundable**.
6. If your document has been notarised by a Notary Public, the Notarial Certificate must be authenticated by SAL.
 - Proceed to the SAL Service Counter during operating hours.
 - **DO NOT** pay legalisation fees for notarised documents at the SAL Service Counter, as all payments would have already been made upfront at the Notary Public's office.

How do I make payment for Legalisation?

1. Payments can only be made online via Visa or Mastercard.
2. Please visit <https://legalisation.sal.sg/BookNowTerm> to make payments.
3. Cash payments are not accepted at the counter.
4. **SAL staff cannot use their personal cards** to make payments on behalf of customers.
5. If you do not have a Visa or Mastercard, please ask a trusted family member or friend to assist with the online payment.
6. Legalisation and photocopying fees paid are **not refundable**.
7. **DO NOT** pay legalisation fees for notarised documents at the SAL Service Counter, as all payments would have already been made upfront at the Notary Public's office.

Do I need to make an appointment before coming to SAL for legalisation services?

1. Appointments are not required.
2. Please make payment online **before** visiting the SAL Service Counter.

3. Once payment is completed, you may proceed to the SAL Service Counter during the operating hours and present the QR code on the invoice, together with your original document(s) or print out(s) of digitally issued document(s) for legalisation.

APPOINTING A PROXY

I am not in Singapore. Can I send the documents to SAL by courier?

1. No, SAL does not accept documents sent by courier or mail for legalisation.
2. You must submit the original documents or printed copies of digitally issued documents in person at the SAL Service Counter.

Are there alternative ways to legalise documents if I am overseas?

1. All legalisation must be done in person at SAL.
2. Planning ahead and using a trusted representative or proxy in Singapore is recommended.

Can I appoint a proxy to carry out the Legalisation on my behalf?

1. You may appoint a proxy to complete the legalisation process on your behalf.
2. An authorisation letter is **not** required.
3. The proxy must present the **original** hardcopy of the Singapore Government issued document, or **printout(s)** of digitally issued documents at the SAL Service Counter for legalisation.
4. Only appoint a proxy if the document can be easily verified by SAL.
5. If the verification requires logging into the issuing agency's portal using your SingPass or your email account, you will need to visit the SAL Service counter in person.
6. Please ensure your proxy is well-informed about:
 - a) the type of document to be legalised
 - b) whether legalisation is to be done on original or photocopy
 - c) the country the documents will be presented to
7. SAL will not be able to assist proxies who are not briefed on the necessary details.

My proxy is unable to explain my requirements. Can they call me while at SAL's counter so staff can speak to me directly? Or can I provide written instructions or email for SAL staff to follow?

1. No, SAL does not accept instructions over the phone, by email, or via written notes for legalisation.
2. Legalisation requires the person presenting the documents (or a proxy) to clearly communicate the requirements in person.
3. Relying on phone, email, or written instructions could result in misinterpretation, errors, mismatches, or incomplete verification, which may compromise the legalisation process.
4. Please ensure your proxy can explain the requirements in person with the physical documents.

PRINTING AND PHOTOCOPYING SERVICES

Does SAL provide printing services?

1. SAL does not provide printing services.
2. If you need to legalise documents that are issued digitally by the issuing agency, you must print the document before submission.
3. If you do not have access to a printer, you may visit a printing service provider to print your digital documents.

What is SAL's photocopying service?

1. It is not a printing service.
2. SAL's photocopying service allows SAL staff to **make duplicates of physical documents** (including printed digital documents) at the SAL Service Counter for legalisation purposes.

Why can't I photocopy the original documents for legalisation myself?

1. As part of SAL's verification process for Certified True Copies, photocopies must be made by SAL directly from the original documents.
2. This ensures that the copies are accurate and meet the required standards for SAL legalisation process.

Why can't SAL photocopy the documents for me after legalisation?

1. SAL provides photocopying services only for documents intended for legalisation to ensure accuracy and compliance with SAL's verification and legalisation standards.
2. If you require photocopies of your documents after legalisation, please visit external photocopying service providers.

TRANSLATION SERVICE

Does SAL provide Translation services?

1. No, SAL does not provide Translation Services.

GENERAL INFORMATION

Where can I legalise my documents and what are the operating hours?

1. Address: 1 Coleman Street, #08-06 The Adelphi, Singapore 179803.
2. Counter Operating Hours:
 - **Mon to Fri:** 9:00 AM to 4:30 PM
 - **Eves of New Year, Chinese New Year, and Christmas:** 9:00 AM to 12:30 PM
 - **Closed:** Weekends and public holidays.

Is there a hotline number I can call for further enquiries?

1. If you have more questions about the legalisation process, please call our hotline at +65 6332 4388.
 - a) Please be aware that our hotline staff can only provide general guidance on the legalisation process.
 - b) Our hotline staff cannot make decisions regarding the final legalisation of your documents as they are unable to examine or verify the physical documents over the phone.
 - c) The final decision to legalise documents can only be made at the SAL Service Counter, where the documents will be physically examined and verified by SAL Service Counter Staff.
 - d) Customers are requested to understand that the **counter's decision takes precedence** and may differ from any guidance provided over the hotline.

2. Alternatively, you may come down to the SAL Service Counter for any clarifications if you have the physical documents with you. Please note that this may delay the eventual legalisation of your documents.

How can I verify the authenticity of the legalised document?

1. Any recipient of the Apostille certificate will be able to search and verify the authenticity of the legalised document via a search register at <https://legalisation.sal.sg/>

I've followed all the guidelines in this FAQ. Why can't SAL legalise my documents?

1. While the FAQs provide general guidelines, SAL officers must physically inspect and verify your documents to ensure they meet the required verification and legalisation standards. Certain checks, such as verification of document authenticity, can only be conducted and assessed upon examining the original documents.
2. This process requires patience and at some instances will require you to make multiple visits to our counter, but we kindly ask all customers to treat our staff with respect as they work to assist you within these procedures.