

## **Record Request Frequently Asked Questions**

### **1) How long will my request take?**

- a. All record requests are completed in the order they are received with law enforcement requests receiving priority. We are only able to “expedite” requests related to mortgage processing. If this is the case, please write “EXPEDITED – MORTGAGE” at the top of the form. We are not able to provide a time estimate for your individual request. If you are in a hurry and can come in person to our Records Department, we should be able to provide you with the information you need right away while you wait.

### **2) How do I pay for the request?**

- a. When we are finished gathering the documents, we will contact you letting you know the total cost, and if you selected to pay online, we will send you a link at that time to our payment website. When completing the request remotely, we only accept:
  - i. Online payment via credit card
  - ii. Check or money order
  - iii. WE DO NOT ACCEPT ANY CREDIT CARDS BY PHONE, FAX, OR EMAIL

### **3) Do you charge an extra fee for credit card payments?**

- a. We do not charge an extra fee for processing credit card payments.

### **4) What is a “certified” document and how do I know if I need it?**

- a. A certified document has a raised court seal stamped on it which indicates that the document is an “official” copy. The charge is \$20 per certification. If you are providing documents to another government agency they may request certified copies, however it is ultimately up to the party requesting the documents to determine whether they require this. If unsure, please contact the requesting party. DO NOT REMOVE STAPLES FROM CERTIFIED DOCUMENTS AS THIS WILL VOID THE CERTIFICATION.

### **5) Can you send me the documents “expedited” or overnight?**

- a. The only way we can send documents “expedited” is if you can send us a shipping label to attach to the documents. If you would like to do this, please let us know beforehand, but wait until we have completed the request before sending us the label.

### **6) How do I obtain a statewide criminal arrest history?**

- a. Visit <https://www.cbirecordscheck.com/> for a complete Colorado statewide arrest history.