



Query type	Example	Contact
Certificate	Following up on certificates ordered in eRegistry	Contact online.celebrant@customerservice.nsw.gov.au Ph. 02 6885 9332
	Following up on certificates ordered by the couple (not via eRegistry)	Service NSW Ph. 13 77 88
Legalities of Marriages	Completing forms, updating personal details, general marriage enquiries.	'A' celebrants contact Marriage Celebrants Section Canberra on: Ph. 1800 550 343 Monday to Friday from 10am to 1pm and from 2pm to 5pm AEST. Email: marriagecelebrantssection@ag.gov.au They can also assist you with the self-service portal. 'N' celebrants –email at: online.celebrant@customerservice.nsw.gov.au or Ph. 02 6885 9334, Monday to Friday 8am to 4.30pm. Please quote your celebrant number.
Registration	Following up on a registration that has not been completed.	Contact online.celebrant@customerservice.nsw.gov.au Ph. 02 6885 9334
Technical assistance with registering marriages online	I need assistance with using eRegistry.	Contact registry-support@customerservice.nsw.gov.au Ph. 02 6885 9332
	I cannot log in/forgotten password.	
Update your details	I want to update my address, phone number or email address.	'N' celebrants Contact registry-support@customerservice.nsw.gov.au Please quote your celebrant number. Also inform your nominating authority. Fellowship of Independent Evangelical Churches Nominating Authority: Dean Ingham 'A' celebrants Contact the Attorney General's Department in Canberra on: marriagecelebrantssection@ag.gov.au
Corrections prior to registration	I have made an error on an online notification in eRegistry (prior to it being finalised.)	Contact online.celebrant@customerservice.nsw.gov.au
Corrections after registration	The couple have received a certificate but there is an error on it	An Application to Correct an Entry form must be completed and sent to the Registry with the original certificate. The form can be downloaded here
Fees and Turnaround Times	Information on current processing times and certificate fees	Fees for Certificates and information on process times can be found on the BDM Website here