

## Modern Vital Records Solutions

### Expedite Service to Constituents While Preventing Fraud and Identity Theft

The full suite of VitalChek<sup>®</sup> solutions is designed to support you in navigating the future of vital records.

**As the industry continues to evolve at an extraordinary pace, *VitalChek<sup>®</sup> is your key partner* investing in technological advancement, elevated security measures, and enhanced customer service.**

Since 1987, VitalChek has been a vital records industry pioneer with a unique perspective on the needs and challenges facing the industry. Our customer-centric focus on vital records agencies and their constituents has allowed VitalChek<sup>®</sup> to become a leading provider of vital record processing services in the United States, serving more than 475 agencies in 48 states, the District of Columbia, Puerto Rico, and American Samoa.

With sixteen states currently utilizing or implementing our Database Application for Vital Events system now known as LexisNexis<sup>®</sup> VitalIQ<sup>™</sup>, we are also the largest provider of electronic vital record registration systems in the United States.

# A Revolutionary Approach to Vital Records

LexisNexis® VitalChek has developed innovations that can help you achieve increased customer satisfaction, reduced risk, and streamlined order processing. Our vision and understanding of the direction of the industry and the anticipation of agency and consumer needs has driven us to consistently introduce innovative technologies and processes which are now industry standards.



## Online Ordering

Secure web-based order and payment acceptance services for expedited issuance of vital records

- Birth, Death, Marriage, Divorce
- Funeral Home Portal
- Newborn Portal



## Identity Verification/Fraud Prevention

- Electronic Identity/Authentication
- Document Credentialing



## In Person

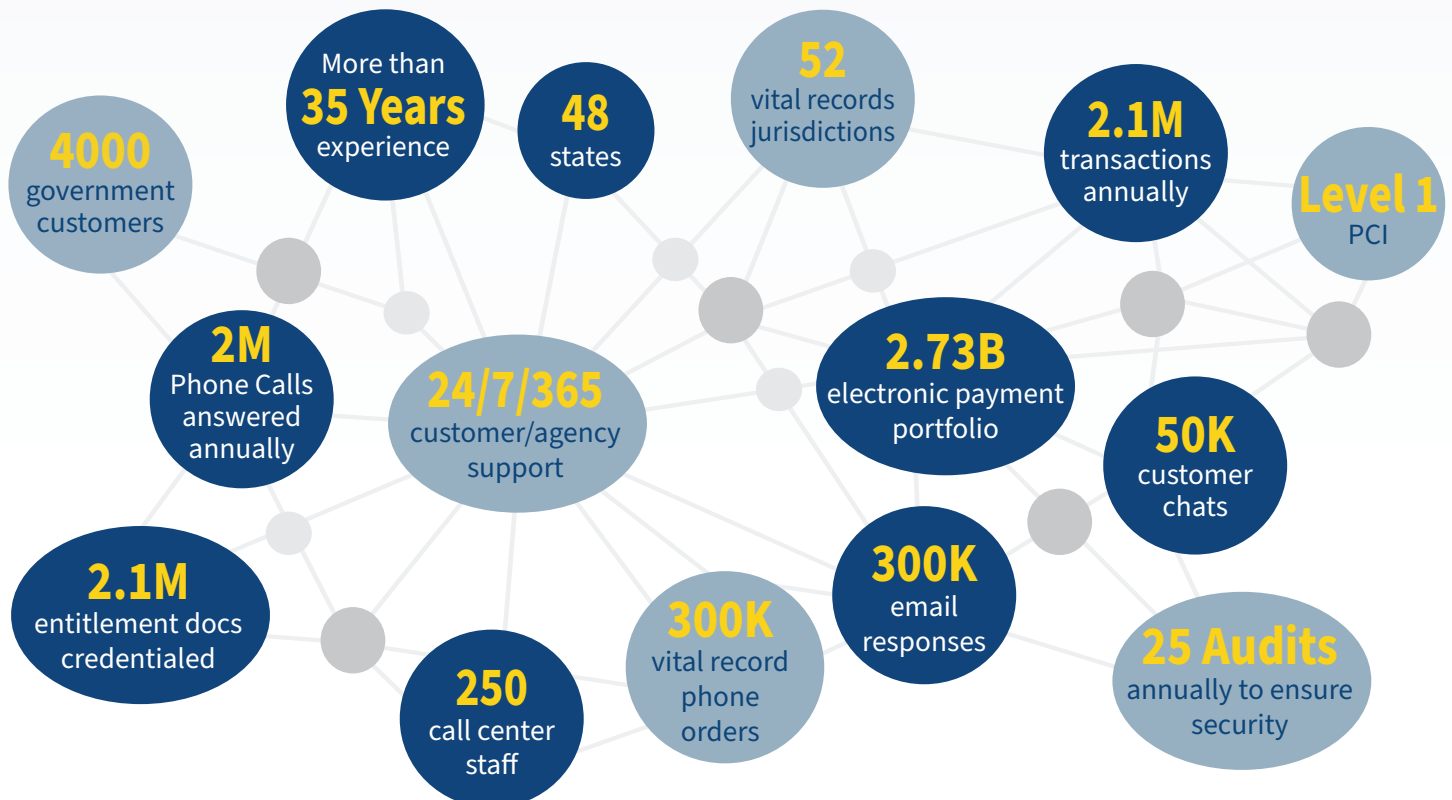
- Kiosk
- Point of Sale
- Will Call



## Agency Staffing Solutions

- Customer Engagement Center
- Mailroom
- Premium Rush Service
- Data Entry and Research Projects

# Powered by Our World-Class Infrastructure



## How Can LexisNexis® VitalChek Help?

- **Answer all your in-bound phone calls**, not just take new orders through our Customer Engagement Center.
- Kiosks to **calm lobby chaos**. Provide paperless applications, payment processing, and identity verification.
- Our identity verification solutions help **prevent fraud** using a comprehensive multi-layered workflow.
- Secure digital mailroom to **process time-consuming mail-in requests**. VitalChek staff handles everything: opening, sorting, processing payments, entering data, customer communication, and securely archiving data for easy storage.
- VitalChek can offer **onsite staff** to assist vital record agencies with the day-to-day fulfillment of VitalChek orders.
- **Enhanced customer experience** with Will Call pickup and Premium Rush delivery options.
- As a **PCI-DSS Level 1** and FedRamp Service Provider, all of VitalChek's solutions meet the most stringent security standards.
- Same day settlements with **guaranteed payment** regardless of chargebacks or disputes.
- Options for true **no-cost to agency** solutions, including supplies and expedited shipping.



## Security-Based Solutions for Digital Vital Records

Leverage our expertise, industry insights, and best practices.





**Electronic Vital  
Records System  
Provided by VitalChek**

**LexisNexis® VitalIQ™** (formerly DAVE)  
is a virtual electronic workforce  
designed to reduce the burden  
of vital record management.

**VitalChek holds the key to the future of Vital Records.**

***Want to know more?***

**Scan the QR code for your region to contact your account representative.**



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- California State Office
- Los Angeles County
- Oklahoma
- Washington



**Scott Bone**

- District of Columbia
- Maryland
- New York City
- New York State Office
- Oregon
- Pennsylvania
- Puerto Rico
- South Carolina
- Virginia



**David Todd**

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- Colorado
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- Illinois
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- North Carolina
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- Utah
- Vermont
- West Virginia
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