

## Frequently asked questions

Browse FAQs about certificates of good standing, certificates of attestation, extracts from the roll, replacement admission certificates and firm letters of regulatory standing.

### Certificates

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#### **I have not received my certificate. What should I do?**

**Please allow up to 5 working days from the date of your application for a certificate of good standing, certificate of attestation, extract from the roll, replacement admission certificate or firm letter of regulatory standing. More**

We work on applications in the order in which we receive them.

Still have a question? [Email us](https://guidance.sra.org.uk/home/contact-us/) for a status update.

#### **Can I have a hard copy of my certificate?**

**We only issue PDF versions of certificates of good standing, certificates of attestation, replacement admission certificates, extracts from the roll and firm letters of regulatory standing. Hard copies are not provided. More**

We can issue an electronic copy for the person who made the request, or the person named on the certificate or extract. The documents can also be sent from us directly to an external organisation by email.

#### **For how long are certificates valid?**

**Certificates of good standing, certificates of attestation, extracts from the roll and firm letters of regulatory standing are usually valid for three months. More**

We recommend that you check with the jurisdiction you are applying to.

## **How long will it take you to prepare my certificate?**

**In most cases, once you've applied for a certificate of good standing we'll make a decision straight away. If we need more information our decision could take up to 5 days. More**

We will take up to 5 working days from the date we receive your application to prepare your certificate of attestation, replacement admission certificate, extract from the roll or firm letter of regulatory standing.

## **Can you notarise my certificate?**

**We cannot arrange for your certificate of good standing, certificate of attestation, replacement admission certificate, extract from the roll or firm letter of regulatory standing to be notarised. More**

You will need to arrange for the certificate to be notarised yourself.

## **How will I receive my certificate?**

**Certificates of good standing, certificates of attestation, replacement admission certificates.. More**

extracts from the roll and firm letters of regulatory standing will be available for download in mySRA once the application has been processed.

**Why does my extract from the roll not include the years in which I held a practising certificate before 1993?**

**Extracts from the roll only include information we hold electronically. More**

The electronic records we hold dating back before 1993 are incomplete, therefore we may not include the years in which you held a practising certificate before this date in your extract from the roll.

**There is an error on my certificate. What should I do?**

**If your certificate of good standing, certificate of attestation, replacement admission certificate, extract from the roll or firm letter of regulatory standing**

**contains an error, please email us with a scanned copy.**  
**More**

Please enter 'Certificate Error' in the subject line of your email.

We will provide an updated replacement in PDF format.