



New clients will inevitably have some questions about the services we provide.

Please get in touch to discuss any enquiries further, if you cannot find the answers you require below.

Can I speak with someone who has used the Genealogical service?

Of course, we have a number of clients who are delighted to provide testimonials.

How much time will I need to dedicate to this process?

An hour is plenty of time to get us started; beyond that, we shouldn't need anything else from you.

There is usually at least one person in nearly every family who is the keeper of the family records, photos, stories, documents and the oral history and we are always delighted to work with them as we research. In many cases it has proven to be extremely helpful. Beyond that, as we're researching, you'll only hear from us when we send you a report of our progress.

What makes Genealogica different from doing online genealogy research?

You can certainly do genealogical research online or through other outlets, but you will mostly find names, dates and other information without context.

You will also discover that only a fraction of family history and genealogy records exist online – the majority of documentation hidden around the world is in esoteric record houses such as, but not limited to, the following: local archives, universities, museums, churches, courthouses and private collections.

Our investigation targets the unique and personal documentation found in those record houses and covers lost family letters, heirlooms, farm ledgers, news articles, paintings, military medals. These types of treasures cannot be found online; thanks to our extensive experience and creative approach to genealogy, our results are truly unrivalled.

What's the difference between working with Genealogica and working with a traditional genealogist?

We work with internationally renowned professional genealogists, but our work doesn't stop there. Our network encompasses many of the world's leading archivists, historians, and experts.

This collaboration places your ancestry in a truly global context and plants your family firmly in the annals of world history. In addition, our contextual research illuminates the complexity of your ancestors' identities and conveys greater meaning to their achievements.

What if I already have some research on my family?

We can absolutely use the research that has been done on your family, but we will use our research methods to verify it. All too often, genealogical connections that families have thought to be true for years turn out not to be.

Can you avoid researching sensitive topics?

When you enlist our services, you can ask us to avoid researching or sharing any subjects, people or family lines that you prefer to leave alone. Our sole aim is to provide information and experiences that are valuable to you and your family.

How does payment work?

We discuss a payment schedule with each client, depending on the service they desire.