

Dear Sirs,

As an independent family of funeral directors, we are delighted that you are conducting this research.

Please may I make the following comments:-

I am greatly concerned at the average price (before disbursements) being quoted as £3,800. This data is flawed and those collecting the data (such as Sun Life) are asking Funeral Directors for expensive options ie their(Sun Life's) basic funeral price includes a limousine and whatever coffin the person answering the phone gives them. They also include a Church Service as a basic funeral price which inflates prices incorrectly and is scaremongering (to sell their 'low price' looking products).

There is not enough regulation of funeral plans with companies taking massive commission, particularly, with those taken out direct online. Funeral Directors are often contacted by these companies offering £800 and even up to £1,200 commission for selling their plans, which is immoral. Disbursement contributions are wholly inadequate at today's prices as tick box or directly purchased plans do not take regional variations into account. Our two local crematorium charge £875 and £999, drs fee are £164 and the average minister £190 plus travel or a celebrant £200. That is more than some plans allow for disbursements at the outset but they never explain this to families. Personally I believe that plans should be sold through funeral directors who know the fees and can give an exact price at today's date. Some plan companies are hawking plans around that have been sold and they cannot get funeral directors to take them on at the rate they are paying. These end up being taken on by sub standard funeral directors who have lower overheads or big companies miles away from the holder.

Some funeral directors are not transparent about costs and what the Client is told on the phone is not what the estimate or account equates to as they add on so many 'extras.' A price should be a price !

Comparison sites

There is no comparison of quality, only price.

Is it fair that a company who has been visited by bailiffs is identified as the cheapest for obvious reasons !

Is it fair not to tell consumers that these companies take a commission from funeral directors - some for a successful transaction but some JUST for passing on their details?

Many thanks,

Funeral Directors & Monumental Masons

www.funeraldirectors.uk.com

A. G. Down - Bridport

W. G. Potter - Axminster

Overmass & Chapple

- Seaton

E. A. Dodd & Son - Honiton & Ottery St. Mary

Matthew Lucas - Dorchester