

## Individual response 01

Here are my notes relating to the Funerals Market Investigation Draft Order 2021

I would ask if the "1 click away from the home page" requirement for the Standardised Price List (SPL) may prove to be too restrictive for all Funeral Director websites. I fully appreciate that this information should not be tucked away. May be the wording could read "There should be a direction from the home page to the SPL with a minimum of clicks" ie available from a just few clicks away from the home page.

Clarification required to confirm the Unattended Funeral. Perhaps the wording could read

" This is a funeral where family and friends choose not to have a ceremony, event or service at the time of the burial or cremation. Often referred to as a Direct Cremation/Direct Burial." Unless I am misreading the intention of this offering?

Clarification of "Fees you must pay" section of the SPL. I understand you wish us to detail a typical cemetery fee. Perhaps this fee should relate to the local cemetery which could be specified. Remembering that some councils charge greater fees for non-residents. This could therefore read "For an Attended or Unattended burial at *XXX Cemetery* for a resident of *XXX town* the burial fee is £*XXX.XX*". I am not sure what is achieved by adding "in this area the typical burial fee is £*xxx.xx* as this could be adversely affected by the deceased's and applicant's residency. Regarding the cremation fee there is often a different fee for unattended (Direct Cremation) funerals. Perhaps this could read " For an Attended cremation the fee at *XXX crematorium* the cremation fee is £*xxx.xx*" "For an Unattended cremation at *XXX crematorium* the cremation fee is £*XXX.XX*

Clarification required to confirm if the "Additional Funeral Director Products And Services" section of the SPL relates to the standard attended and unattended funerals only. Would funeral directors need to list all their other offerings at this point within this section. I hope that this section relates to the SPL only and funeral directors can still produce their separate price list detailing other packaged and unpackaged offerings. Currently I have several pages of prices and different offering under my website tab called Funeral Costs & Options. Feedback from my customers about this page has been very positive.

Perhaps the issued "Crematorium Certificates of costs and services" that need to be displayed on the funeral director's wall could be limited to crematorium funeral

directors most frequently visit i.e. I frequently use 3 of a potential 5 crematorium that could be reached within the quoted travelling time.

I would ask if the attended funeral should perhaps include a funeral director supplied bearer party given the Covid-19 restrictions and other potential Health & Safety matters

## **Individual response 02**

The families I look after appreciate the simplicity of our forms, they do not want to feel overwhelmed.

I have been a funeral director for [X] years [X] in August and yes in my short time there have been many changes.

However the integrity care and duty does not. I like all others have estimate forms, price lists, give quotes with full explanation. When dealing with the bereaved seeing a format like that would in my opinion be more stressful and distressing, we know a lot of the families we serve on a personal note as for me I work in the community in which I grew up.

I give 100% to everyone I have in my care and take extra care to explain all our fees and costs as we live in a very different society now where more families want to know costs first.

I do all my own work sometimes with assistance but I work alone a lot , there are many things I do that doesn't carry a price tag. I believe I give a very professional service and I believe I give all the information required with understanding.

Our prices may vary from one funeral home to another but we all offer different things.

We work hard to maintain our standards and for me my price list work, my estimate forms work ,my invoicing works.

I am very proud to be a funeral director and don't want to lose sight of the people we care for.