

Things to know when arranging a funeral

Arranging a funeral can be a difficult and unfamiliar process and, when grieving, funeral options can seem overwhelming and price is often the last thing on our mind. As a result, we don't think about it in the same way as when we buy other things and the final cost can often come as a surprise.

The CMA has made changes to the funerals sector to help customers.

From 16 September 2021 the CMA requires funeral directors and crematorium operators to be clearer about the prices of their products and services to make it easier for you to arrange a funeral that meets your needs and budget. **They must display the following information clearly in their premises and on their website:**



Funeral directors must display a **Standardised Price List**.

This will allow you to understand the cost of what they offer and compare the prices of different funeral directors more easily.



Funeral directors must also clearly and prominently display their **terms of business, and certain financial and business interests**.

This will help you to avoid costs that you were unprepared for or unaware of, and to know more about the funeral director's links with other organisations.



Crematorium operators must provide **price information to funeral directors and display this information for customers**.

This will help you to know the full cost so that you can choose the right funeral for your budget.

These changes will help you to make the right choices for you and your loved one during difficult times.

Find out more at www.cma.gov.uk/cma-cases/funerals-market-study



A guide to funeral arranging decisions

Choose which funeral director to use



Funeral directors' Standardised Price Lists, terms of business and certain financial and business interests are displayed in their premises and online.



Compare the prices of funeral directors before arranging a meeting.

Check their price information before selecting options.

You do not have to commit during an arrangement meeting.

Check their terms of business, including their payment options.

Choose burial or cremation, and location



The wishes of the deceased person and their family.

Crematoria price information via crematoria, funeral directors or online.



Don't assume that the nearest crematorium will meet your needs.

Ask the crematorium or funeral director, or look online for price information.

Choose the funeral products and services you need



Funeral directors' and crematorium operators' pricing information



Don't assume all elements are mandatory.

Ask about prices before deciding what to include.

Find out more at:

cma.gov.uk/cma-cases/funerals-market-study

