

# Your guide to putting funeral plans in place

Pre-arrange and pre-pay for your perfect goodbye



Perfect Choice  
FUNERAL PLANS

**“Taking out a funeral plan is not only one of the most thoughtful and caring things you can do, it provides real financial benefits too.”**



# Welcome

Planning for later life is never an easy thing to do, but it can be comforting and reassuring to know that you've taken care of your arrangements, including your funeral. By taking some time now, you can provide both financial and practical help for your loved ones in the future.

If you've ever had to arrange a funeral for someone, you'll know just how much there is to decide and how difficult it can be. Many people never get round to talking to their families about the kind of funeral they would like. This can lead to all sorts of worry and anxiety for loved ones when the time comes.

A Perfect Choice pre-arranged funeral plan is a simple and straightforward way of removing this worry and can provide real peace of mind for you and your family.

We deal with funeral plans on behalf of customers on a daily basis and see the difference they can make. What's more, making funeral arrangements needn't be as distressing as you might think.

# Funeral costs are steadily increasing

Funeral costs continue to rise and further increases are predicted in coming years so it makes sense to make financial provision in advance.

A Perfect Choice Funeral Plan guarantees that the funeral director's costs will be covered, no matter how much prices rise. As long as the original funeral directing firm carries out your funeral and your requirements don't change, your family won't be asked to pay a penny more for your funeral director's costs regardless of how

long you live or what happens to costs in the meantime.

Perfect Choice plans can include an allowance towards third party costs such as the fees for cremation or burial, medical fees and payment to a minister or officiant. Please refer to our Terms and Conditions for more information.

## What happens to my money?

A Perfect Choice Funeral Plan gives you exceptional financial security for your money.

Unlike some plans, every penny of the full value of a Perfect Choice plan (excluding the initial management fee) is held securely in a whole of life assurance policy and ring-fenced to pay for your funeral when the time comes. The money is made immediately available to your funeral director and the funds cannot be used for anything other than your funeral for total peace of mind.

Perfect Choice Funeral Plan funds are held in guaranteed whole of life assurance policies with a life assurance company that is authorised by the Prudential Regulation Authority (PRA) and regulated by the PRA and the Financial Conduct Authority (FCA).

Funeral plans themselves are not regulated by the PRA or FCA but are regulated by the Funeral Planning Authority.

Find out more about what to consider when buying a funeral plan in our guide on page 4.

# Complete peace of mind for you and your family

Whether you want a funeral that celebrates your life or something more traditional, a Perfect Choice Funeral Plan lets you:

- Pre-arrange all the details of your funeral and remove the worry for loved ones
- Fix the funeral director's costs
- Make your wishes known in advance
- Choose from a range of funeral services with flexible payment options or personalise your plan to your specific requirements and budget

What's more, Perfect Choice funerals are carried out by accredited funeral directing firms that comply with the National Association of Funeral Directors' Code of Practice so you can be sure that your wishes will be handled sensitively and professionally.



**“It can be comforting and reassuring to know you’ve taken care of your funeral arrangements in advance.”**

# A choice of services to suit you

Everyone has their own ideas about the funeral they would like. After all, it's a very personal decision. You may choose something simple and straightforward, or you might prefer a funeral with additional services and special touches.

With Perfect Choice plans you can choose from a range of services.

**The table below shows some of the typical services that are available. You can use this list to consider what you'd like to include.**

<b>Please select the services you'd like</b>	<input checked="" type="checkbox"/>
The services of your funeral director	<input type="checkbox"/>
Provision of the necessary funeral arrangements	<input type="checkbox"/>
Professional advice on certification and registration of death	<input type="checkbox"/>
Conveyance of the deceased to the funeral director's premises	<input type="checkbox"/>
Care of the deceased until the cremation or burial takes place	<input type="checkbox"/>
A simple coffin	<input type="checkbox"/>
A veneered coffin	<input type="checkbox"/>
A superior veneered coffin	<input type="checkbox"/>
A wicker coffin	<input type="checkbox"/>
A hearse to convey the deceased to the nearest crematorium or cemetery	<input type="checkbox"/>
Provision of one limousine for family and friends	<input type="checkbox"/>
Provision of two limousines for family and friends	<input type="checkbox"/>
An option to view the deceased	<input type="checkbox"/>
The collection and administration of charitable donations	<input type="checkbox"/>

Also, think about whether you'd like to personalise your funeral and if so how.



# Your quick guide to buying a funeral plan

There's an abundance of funeral plans and providers in the UK and it can be difficult to find the best product for your needs. There are a few things to ask before buying a funeral plan:

## **Q. What happens to my money?**

A Perfect Choice Funeral Plan gives you exceptional financial security for your money. Every penny of the full value of a Perfect Choice plan (excluding the initial management fee) is held securely and ring-fenced to pay for your funeral.

Perfect Choice Funeral Plan funds are held in guaranteed whole of life assurance policies with a life assurance company that is authorised by the Prudential Regulation Authority (PRA) and regulated by the PRA and the Financial Conduct Authority (FCA). Funeral plans themselves are not regulated by the PRA or FCA but are regulated by the Funeral Planning Authority.

With Perfect Choice Funeral Plans your wishes will be clearly documented, giving both you and your family peace of mind.

## **Q. Who is eligible?**

Anyone aged 18 or over can take out a Perfect Choice Funeral Plan. There's no upper age limit and no medical or health questions to answer.

## **Q. Can the plan include special wishes?**

You can add special wishes and requests such as song choices, readings, information for a eulogy and so on. There is no charge to add these details. There may be more to pay if you require additional features, services or upgrades.

## **Q. Does the plan allow me to choose the funeral director?**

Our funeral plan allows you to select any funeral directing firm that is accredited to use Perfect Choice Funeral Plans.

## **Q. What happens if I move to a different part of the country?**

Because Perfect Choice works with funeral directors throughout the country, you should be able to transfer your plan to an accredited funeral director near your new home. However, there may be additional costs depending on local prices. Please refer to our Terms and Conditions for details or speak to a member of the team.



## Some other commonly asked questions

**Q. Can I buy a funeral plan for someone else?**

Yes, we find that many of our customers choose to do this.

**Q. Can I change my funeral plan arrangements?**

Yes, you can make changes to your plan after you have taken it out. Just let us know what you wish to change. There may be an additional cost if you add new features and services to your plan.

**Q. Is the plan guaranteed to cover the entire cost of the funeral?**

The plan is guaranteed to cover the funeral director's costs listed in the plan details as long as your requirements don't change and the original firm carries out your funeral.

Perfect Choice plans can also include an allowance towards third party costs such as the fees for cremation or burial, medical fees and payment to a minister or officiant. These costs are outside of our control. If these costs, as listed in the plan details, are not covered by the plan value at the time of need, there will be a balance to pay. Please refer to the Terms and Conditions for more information.

**Q. Can I cancel my plan?**

Yes, you can cancel your plan at any time. If you choose to cancel the plan up to 30 days from the date of purchase you'll receive a full refund. If you cancel the plan after 30 days, you'll receive a refund of the original amount paid, excluding the management fee.

**Q. Can I pay for my Perfect Choice Funeral Plan by instalments?**

Yes, you are able to pay over 12, 24, 36, 48 or 60 months. Please note there is an additional cost for paying by instalments over 24, 36, 48 and 60 months.

**Q. What happens if I pay by instalments and need to cancel future payments?**

If you choose to pay by monthly instalments and you wish to stop paying for any reason, you can either cancel the plan and receive a refund of the money you have paid excluding the management fee, or you can leave what you have paid in the plan to be used as a contribution to your funeral when the time comes.

And, if your plan is needed before you have completed your instalments, the payments you have made will be used as a contribution to your funeral and your wishes will be clearly documented, giving your family peace of mind.

**Q. What happens if I die abroad?**

The Perfect Choice Funeral Plan does not cover the cost of a funeral abroad, or the cost of repatriating the deceased. It is therefore important that your travel insurance policy covers this situation.



# Why choose Perfect Choice?

- Perfect Choice Funeral Plans are brought to you by Ecclesiastical Planning Services which is part of the Ecclesiastical Insurance Group. Ecclesiastical is a specialist, UK-based financial services group which has been protecting people, property and funds since it was founded in 1887.
- You can be sure that your funeral will be of the highest professional standard as each and every Perfect Choice funeral is provided by a funeral director that complies with the National Association of Funeral Directors' Code of Practice.
- Ecclesiastical Planning Services is a registered provider of, and regulated by, the Funeral Planning Authority and adheres to its Code of Practice and high professional standards.
- We are passionate about customer care so you're in safe hands – with a Perfect Choice Funeral Plan you can be sure of the highest standards of help and advice, outstanding financial security and an exceptional level of help and support for your family when the time comes.

Perfect Choice accredited funeral directors provide the highest levels of care and service to the families they serve – many of whom stay loyal across generations.

“The National Association of Funeral Directors (NAFD) believes that Perfect Choice Funeral Plans represents the most robust and professionally managed funeral pre-payment plan that is available to funeral directors and their customers.”



Established in 1905, the NAFD is the UK's main trade association for the funeral directing industry whose members carry out over 80% of all funerals in the UK.

# Taking out a plan is easy

Simply follow these three steps to put your Perfect Choice Funeral Plan in place.

- 1** Have a think about how you want to be remembered and decide what services you require.
- 2** Next, choose whether you want to make a single payment or spread the cost and pay by monthly instalments.
- 3** Finally, complete the application process to take out a plan.

If you would prefer a burial rather than a cremation, or wish to discuss a Personal Plan which can be tailored to your own wishes, please call us. If you want to buy a plan for someone else, would like to set up a joint plan, or want to pay by instalments, please contact us and we will arrange this for you.

**“If you pay for your funeral now, you could save your next of kin some money.”**



## When you've taken out your plan

Once you've taken out your Perfect Choice Funeral Plan you'll receive your welcome pack including your Certificate of Entitlement which should be kept in a safe place. Simply let your family members know about your plan and then relax knowing that all your affairs are in order for when the time comes.

# Get in touch

For help or advice with any aspect of funeral planning or to find out more about pre-arranged funeral plans get in touch today.

## Call any of our branches:

Peacehaven 01273 585818

Goring by Sea 01903 505757

Worthing 01903 215255

Hove 01273 771332

Brighton 01273 626326

Shoreham by Sea 01273 464647

Or visit us at [www.caringlady.co.uk](http://www.caringlady.co.uk)



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