

This funeral plan is provided by Memoria Funerals which is a trading name of Memoria Funeral Plans Limited, The Pool House, Bicester Road, Stratton Audley, Oxfordshire, OX27 9BS.

This document explains what is and is not included in your funeral plan, how you will pay for your plan and how to make changes. Please ensure you read this carefully. Please note this is a summary of your plan; please refer to our pre-contractual documentation and terms and conditions or contact us using the details below for further details.

## What products and services are included in my Direct Cremation Plan?

- Funeral Directors fees, services and cremation fees
- Specialist family support 24 hours a day
- Collection of the deceased from anywhere in mainland UK
- Care of the deceased in a professional mortuary
- Quality wood coffin (including larger sizes)
- Removal of pacemakers
- Dignified cremation at a Memoria crematoria or one of our chosen partners
- Support with funeral arrangements and paperwork
- Online funeral notice for friends and family
- Provision of ashes for collection, or scattered in the memorial gardens
- Hand delivery of ashes

## What products and services are NOT included in my Direct Cremation Plan?

- x Embalming or viewing the deceased
- x Funeral service attended by loved ones
- x Hearses, limousines or flowers

## How do I pay for my plan?

You can pay for your plan in one single lump sum, over the phone, via paper application in the post or online. If you prefer to pay in monthly installments, we can put you in touch with a lender called Funeral Safe, and FCA regulated funeral finance provider. They can offer a terms of up to five years subject to status and circumstances. Memoria Funerals is a credit broker not a lender.

## How do I make changes to my plan?

If you would like to make any changes to your Funeral Plan, you can do so by contacting us. If you would like to make changes to your Funeral Plan, or change your payment method, there may be related costs. You can change your personal funeral wishes at any time.

If you would like to contact us please call us on the phone number or email below, or write to us at Memoria Funerals, The Pool House, Bicester Road, Stratton Audley, Oxfordshire, OX27 9BS.