

Terms of Business

The C.M.A order requires funeral directors to publish in branch and online their terms of business pertaining to payment of the account

Below is the required information to be published on a poster and online:

1)a the size of any deposit which is required;

£ 0.00

1)b the times by when any deposit and final balance must be paid;

The final balance must be paid 5 working days prior to the funeral taking place, unless the account is passed on to a building society, bank, solicitor or insurance/ funeral plan company or DWP.

1)c the options including interest charged, which a funeral director offers to a customer in respect of payment of any deposit made and final balance;

After 2 reminder letter we will pass the account on to our debt collection representative. We may recover debt incurred on us from taking action to settle the account from you.

Cost per letter issued £ 25.00 – where not covered by our usual administration fee/ charges on the funeral account.

1)d any charges which the funeral director will make for late payment of sums due;

If you fail to make payment after the due date we will make a late payment charge of £ 125.00 and send a reminder letter (at a charge of £ 25.00)

APRIL 2026 - 2027