

## TERMS OF BUSINESS

The Funerals Market Investigation Order 2021 requires funeral directors to display specific information about their business, to allow customers to choose a funeral director based on criteria which may influence their choice.

To comply with the terms of the Order you need to display 'Terms of Business' on your website, or if you do not have a website, on any other online channels or platforms where you market your business by **16<sup>th</sup> September 2021**.

To support you to meet these requirements, please provide your 'Terms of Business' by completing the template below. If this information varies between branches, please complete a separate template for each branch.

|                |                          |
|----------------|--------------------------|
| Branch name    | Averil Phillips & Family |
| Branch address |                          |

Please enter the deposit amount required for:

|                      |    |
|----------------------|----|
| Attended Cremation   | £0 |
| Unattended Cremation | £0 |
| Attended Burial      | £0 |
| Unattended Burial    | £0 |

Please enter the time by which the deposit and final balance must be paid (for example, within a specific number of days of the funeral taking place):

|                    |  |
|--------------------|--|
| Deposit paid by:   |  |
| Final balance due: | 28 days after the date of the the service. |

Please enter any payment options, including any interest charged, which you offer customers in relation to the payment of any deposit and final balance:

|               |  |
|---------------|--|
| Deposit       | We offer a £100 discount if the account is settled in full before the date of the funeral service. This does not apply to our offered unattended services. |
| Final balance |  |
| Interest      |  |

Please enter any charges that you will make for late payment of sums due:

|               |   |
|---------------|---|
| Deposit       |   |
| Final balance | We reserve the right to charge interest of 1% of the outstanding balance per month after the 28 day period has expired. |

|  |  |
|--|--|
|  |  |
|--|--|

Please enter any other relevant information relating to your 'Terms of Business':

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|--|

Dated: 9<sup>th</sup> September 2021

Signed: Tim Jones