



# Golden Leaves Funeral Plans Key Features Document

Important information about your funeral plan

## 1. What is this document?

This document summarises the key features of the Golden Leaves funeral plan you are interested in. As such it has been carefully put together to ensure that you find it easy to have to hand all the relevant information about your plan, what it includes, and what, if anything, your family or estate will have to pay for in the event of your funeral. This document is not the definitive source of information regarding the features and benefits of these plans and should not be read in isolation from other Golden Leaves documentation including information sheets, terms and conditions listings, application forms and their respective brochures. English law applies to the agreement to which this document relates.

## 2. Who is your funeral services provider?

Your prepaid funeral services are provided by Golden Leaves Ltd, a leading funeral service provider that has been at the forefront of the development of funeral planning since its foundation in 1984. Golden Leaves funeral plans are based on national pricing averages and on Golden Leaves providing the services. These services may at times be sub-contracted out to a local Funeral Director, who will deliver your Golden Leaves Funeral Service on our behalf, to you - our client.

Golden Leaves Ltd is a founding member of the NAPFP (The National Association for Pre-paid Funeral Plans) and has played a major role in the development of FPA (The Funeral Planning Authority).

## 3. What funeral plan are you considering?

You are considering or have purchased a plan from the Golden Leaves range.

This plan can be paid for in the following ways:

### **i. Lump Sum Payment**

The whole sum is paid within 30 days of application.

### **ii. Instalment Option**

You pay a monthly fee over a 12-60 month period (a deposit will be required).

### **iii. Fixed Monthly Payment**

You pay a low monthly fixed payment until the age of 90 or until death – whichever comes first.

If you live to 90, an example of the total payments you would make are below :

If you took out a Bronze plan at the age of 65 and paid £24.27 per month , after you had the plan for 25 years, you'd have paid in £7,281.

When paying via Fixed Monthly Payments, this requires a £25 deposit. These low monthly payments will never increase during your lifetime and provide full cover after only 12 months of continuous payments. Furthermore, your family or estate are entitled to a cash rebate if you've overpaid with our Overpayment Rebate Benefit.

## 4. What is included in your plan?

The aspects of your individual plan depend on the one chosen from the Golden Leaves range. Remember, each of the Golden Leaves range of plans have guaranteed acceptance with no health restrictions. There are also no age limits to acceptance if the plan is paid in full or over 12-60 monthly instalments. If, however you have chosen to purchase the plan by low Fixed Monthly Payment, you must be between 50 and 75 years of age at the outset. All Golden Leaves plans guarantee to cover Funeral Director costs in full unless you relocate to another part of the country which may have much higher costs or if you specify a Funeral Director which charges higher than anticipated costs.

Golden Leaves plans also fully guarantee the cremation and doctors fees on the Copper, and the cremation and ministers fees on the Silver, Gold and Platinum funeral plan options. On the Zinc plan, they guarantee to make a contribution towards the costs of the disbursements. This sum will increase in line with the Retail Price Index. The Bronze plan option does not include any allowance for third party fees at all.

A helpful overview of the Golden Leaves range of funeral plans is provided below.

- **The Copper Plan**

This very basic plan provides a direct cremation service only. Cremation and doctor's fees are fully guaranteed.

- **The Bronze Plan**

This straightforward plan provides the professional services of your Funeral Director only. This plan does not include any contribution towards the cost of disbursements.

- **The Zinc Plan**

This plan provides a simple cremation funeral service, including the professional services of the funeral director, a hearse to meet the mourners and a simple coffin. However the time and date of the funeral service is set by the Funeral Director. This plan includes a contribution towards "disbursements" such as cremation, cemetery or clergy fees.

- **The Silver Plan**

This plan provides the professional services of your Funeral Director, a hearse to meet mourner and family, and a simple coffin and fully guarantees the cremation and ministers fees.

- **The Gold Plan**

This plan provides all of the elements specified in the Silver plan, plus an upgrade to a standard coffin and one limousine to transport the mourners and family, to and from the service.

- **The Platinum Plan**

This plan provides all of the elements specified in the Gold plan, plus an upgrade to a high-quality coffin and two limousines to transport the mourners and family, to and from the service.

## A comparison of the cover provided across the FROM50 range.

	Copper	Bronze	Zinc	Silver	Gold	Platinum
Funeral Director's professional services	✓	✓	✓	✓	✓	✓
Advice on funeral registration, documentation and certification	✓	✓	✓	✓	✓	✓
Collection of the deceased from hospital or coroner in normal working hours	✓					
Removal from the place of death to funeral Director's premises within 25 miles in normal working hours		✓	✓	✓	24 Hours	24 Hours
Care of deceased prior to funeral	✓	✓	✓	✓	✓	✓
Chapel of Rest available for family and friends to visit		✓	✓	✓	✓	✓
Customer has no choice over the date and time of the funeral	✓		✓			
Basic coffin	✓	✓	✓	✓		
Standard coffin					✓	
High quality coffin						✓
Attendance of conductor and four pallbearers on day of funeral		✓	✓	✓	✓	✓
Provision of hearse for service at Crematorium / Cemetery		✓	✓	✓	✓	✓
Provision of one limousine					✓	
Provision of two limousines						✓
Full listing of floral tributes					✓	✓
Thank you cards		✓	✓	✓	✓	✓
Bereavement counselling (where available)	✓	✓	✓	✓	✓	✓
Guaranteed Cremation and doctors fees*	✓					
Guaranteed Cremation and minister fees*				✓	✓	✓
Allowance towards Disbursements**			✓			

### Disbursements

\*The Copper, Silver, Gold and Platinum plans are guaranteed for cremation funerals only.

\*\*The Zinc plan provides a contribution to disbursements.

\*\*On plans where a contribution is made towards disbursements these include ministers fees, cremation fees. After the amount contributed, these costs may still require additional payment from estate / executors at the time of funeral. (See Terms & Conditions).

## 5. What about additional services not included in your plan?

Occasionally there may be requests or requirements for additional services not included in your plan, such as the purchase of a new grave, a memorial headstone or a service at a local church. If this is the case, please let us know as we will be happy to discuss these with you and incorporate the costs into your plan, providing your selected payment option allows this choice.

## 6. What if you prefer a burial?

All Golden Leaves plans are based around the provision of a cremation and not a burial. If you would prefer a burial, then Golden Leaves will provide a contribution towards the cost of your burial fees.\* The additional cost for this plus any further costs that are associated with the provision of a memorial headstone, gravedigger fees etc. will need to be met by your family or estate.

*\* This amount will be in line with the national average cost of cremation fees.*

## 7. What about changes to your plan?

You shouldn't worry about taking the decision to make your plans now, we know that circumstances change throughout the years so we are happy to take direction from you should you wish to make changes to your initial plan, providing your selected payment option allows this. Although certain additions may increase the cost, you can be certain that the details you want will be respected in the service you get.

## 8. What if you move within the UK?

As your plan relates to you as a person as opposed to a specific address, it is entirely portable and will provide you the assured benefits irrespective of where you live. However, as the plan is based on national cost averages, there may be an additional payment required depending on higher funeral service costs in the area to which you are moving.

You must therefore inform us of any address changes so that our records remain accurate and so that we can inform you of any additional charges that may be required. This is also important if you have nominated us to provide a Funeral Director as we may need to provide a different one more local to your new address.

## 9. What happens if you die outside the UK?

Your Golden Leaves plan does not provide the fullness of cover you would require in the unlikely event you were to die outside the UK. This typically tends to relate to repatriation costs. However, if you have appropriate travel insurance, this can often be used to cover any repatriation expense. Once back in the UK, your Golden Leaves plan can then be used as per normal.

If you wish to arrange a funeral in the county of bereavement, it may be possible to use elements of your Golden Leaves plan as a contribution to these costs. Please contact us to discuss this as soon as possible if this is applicable to your situation.

## 10. What if you move overseas?

How you pay for your plan determines what happens to your plan if you choose to move overseas.

- If your plan is paid for by a single payment your plan is entirely portable.
- If your plan is paid for by instalments, and you maintain your instalments for the duration of the plan, then your plan is portable.
- If your plan is paid by Fixed Monthly Payments then your plan is portable only if you continue to pay your instalments, in full, in sterling, from a sterling bank account. Failure to do so will result in the cancellation of your policy.

It should also be noted that certain geographical exclusions may apply so it is imperative that you contact us prior to any move. You must also contact us so that our records remain accurate and so that we can inform you of any additional charges that may be required as a result of providing a Funeral Director in your new location.

## 11. What if you die before you have finished paying your instalments?

How you pay for your plan determines what happens if you die before you finish paying your instalments.

- If you pay by Fixed Monthly Payments and you die before your 12th monthly payment, then the plan guarantees are not in place. Instead, 120% of the value of the payments made will be paid towards the final cost of your funeral with your family or estate being liable for the difference in cost.
- If you pay by monthly Instalments and you die before your final payment, then the plan guarantees are not in place. However, if the outstanding balance is paid immediately to Golden Leaves by your family or estate, then the full benefits of the plan will apply. If the outstanding balance cannot be met, then plan will be cancelled in line with our terms and conditions of sale and the remaining funds (after the deduction of the cancellation fee) will be refunded to the plan purchaser's estate.

## 12. What if you wish to cancel?

In contrast to an insurance policy, for example, you can cancel your Golden Leaves at any time and get a refund for a significant portion of your purchase price but this also depends on how the plan was purchased at outset. We provide a full refund of all monies paid into a plan within 30 days from the date of application, subject to the terms & conditions of the plans sold at the time.

After the cooling off period, what happens depends on how you have opted to purchase your plan with us:

- If you paid by way of a single payment, a fee equivalent to 20% of the total value of the plan is deducted from the refund amount due.

- If you pay by monthly instalments, a fee equivalent to 20% of the total value of the plan is deducted from any refund amount due. If you have paid in less than 20% of the full displayed plan price, you will receive no refund.
- If you pay by Fixed Monthly Payments you will not receive a refund.

Please note that the terms & conditions may vary from time to time.

### 13. How is your money safeguarded?

Irrespective of the payment option you chose, you can have complete confidence that your purchase is securely safeguarded. For plans involving a lump sum payment or 12-60 monthly instalments, these funds are paid directly into the Golden Leaves Trust which is managed by an independent board of Trustees which has appointed Julius Baer and Quilter Cheviot as investment fund managers for the Trust. The funds accepted for funeral plans are held in an independently managed Trust, where it accumulates stable long term growth, specifically to cover the increasing cost of funeral services. The fund is regulated in compliance with The Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 and is annually independently audited. As such it is subject to strict actuarial reporting ensuring it is solid, stable and above all, secure.

The sums which you pay to the company in connection with the plan will be paid directly into the Golden Leaves Trust Fund. All sums received by the company from the Trust, in line with the Trust deed, constitute a pre-payment towards the cost of the funeral described in the plan.

The Trust will pay the company to provide the funeral service outlined in your plan. The majority of this payment is made at the time of the funeral, but an amount is also paid earlier when the company makes the funeral arrangements with you. For plans involving Fixed Monthly Payments, a whole of life policy has been taken out with Phoenix Life to cover the cost of the funeral plan. Phoenix Life Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority.

### 14. What happens if Golden Leaves can't provide the funeral you have chosen?

As of 1st January 2002 funeral planning became a regulated activity. Golden Leaves is registered with the Funeral Planning Authority (FPA) which monitors the marketing, financial and service provisions of the plan providers it regulates. This means that you will be covered by the protection available through the FPA's regulations, but only for your funeral services. The FPA pledges to customers that, in the unlikely event of a Registered Provider going out of business, the other Registered Providers shall work together and look at ways in which the FPA might help in arranging delivery of the funerals of customers affected.

As the Golden Leaves Trust is a separate entity to the company, if the company was to cease to trade, the funds would still be in place to pay for the funeral, and the funeral director would still provide the services.

In the unlikely event that Golden Leaves Trust did not have enough money to cover the cost of the funeral services stipulated, the Trustees would look to find an alternative company to deliver the services for the sum that was available and if this wasn't possible, would refund back to the plan purchaser the value that was available in the Trust at that time.

## 15. What other documentation do you receive?

In addition to this document, you will also receive a membership pack which will include a summary of your plan, receipt of payment, a credit card style Emergency Card for you to carry with you at all times and copies of your plan for you to distribute as you wish.

## 16. How do you make a complaint?

If for whatever reason you're not happy with your funeral plan, please get in contact with us to discuss your concerns. You can do this by calling our Customer Resolution Team on **0800 85 44 48**, writing to us at our Head Office address and marking it for the attention of the Customer Resolutions Manager, or by emailing **info@goldenleaves.com**

If, in the unlikely situation we can't resolve your complaint to your entire satisfaction, then you should contact:

The Funeral Planning Authority Limited

Tel: **0345 691 9619**

Email: **info@funeralplanningauthority.co.uk**

Please note: The Funeral Planning Authority will not consider complaints relating to Will services.

## 17. How do you contact Golden Leaves?

### • By post

Please write to our Head Office:

Full address details can be found on our website

### • By phone

Call us on: **Freephone 0800 85 44 48**

### • By email

Email us at: **info@goldenleaves.com**

For all other general information, please visit our website at **goldenleaves.com**

