



**Golden Leaves
Funeral Plans**



Funeral planning... made simple

Quality funeral plans from a company you can trust

Golden Leaves Limited is a funeral plan provider and credit broker and is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 960923.



Funeral plans from a brand you can trust

Protect those close to you from the stress and expense of arranging your funeral with a Golden Leaves funeral plan.

It may not be a cheery thought but planning and pre-paying for your funeral is one of the most thoughtful things you can do, taking away the financial worry from your loved ones at an upsetting and difficult time.

So, talk to us at Golden Leaves and we can help guide you through all of the choices. We have 40 years' experience in helping our customers plan and fund their future funerals. We'll show you how the costs will be covered, so you and your relatives won't need to worry. It's a thoughtful and responsible approach.

You can find more detailed information and apply online at goldenleaves.com or if you would like some help completing your application, call our customer support team for free on **0800 85 44 48**.



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Here at Golden Leaves, we have been looking after plan holders and their families for 40 years. So, put your trust in us and we will be there for you when the time comes.

Barry Floyd
Golden Leaves CEO



“

I was very pleased with the service that I was given everything explained to me and all my questions were answered twice if needed. I have just what I was looking for. I will be recommending Golden Leaves.

Rated Excellent



What is a funeral plan?

A funeral plan is a product that enables individuals to select their preferred type of funeral and pay for it in advance. Customers can purchase a plan at today's prices, helping shield them from the effects of funeral price inflation. Our range of funeral plans offer a straightforward way to plan and pay for the funeral you want, with our Golden Leaves prices guaranteed.

We offer a comprehensive range of options and payment plans so talk to us about finding one that suits your budget and requirements. If you wish to add any particular services not covered in our standard plans our helpful team can produce a bespoke plan just for you.

What are the benefits of our funeral plans?

- ✓ Fix the cost of a cremation funeral at today's prices
- ✓ Guarantee cremation fees
- ✓ Guarantee funeral director's fees
- ✓ Protection against rising funeral costs
- ✓ Flexible payment options
- ✓ Plan your complete funeral exactly as you want it
- ✓ Ease some of the financial and emotional burden from your loved ones

Avoid increases in funeral costs

Purchase a funeral plan now and secure the fairest price.

Since 2004 the average cost of a basic funeral has increased by 126%*. The price has experienced year on year increases across this period, apart from 2021-2022. During these two particular years the average price of funerals dropped for the first time due to the pandemic limiting the type and size of funerals permitted by law and the cost of living crisis. Now that the COVID pandemic is over, the cost of funerals is once again rising faster than inflation and is expected to do so for many years to come. Funeral plans can help you avoid those increases in the cost of the funeral.

All Golden Leaves plans protect you completely from any future increases in funeral directors' professional fees and crematorium fees. If you choose a cremation plan, all plans from our range include our third-party fee guarantee, so the complete cost of the services included in your chosen plan will be covered. If you choose a plan involving a burial, our guarantee covers the full cost of our funeral directors' services, and an allowance for third party fees is included from the outset. This figure is indexed, enabling the allowance to increase annually, helping combat rising third party costs such as cemetery fees, over which Golden Leaves has no control.

Fix the cost of your planned Golden Leaves cremation funeral and give your loved ones peace of mind.



Funeral cost projected from 2020 until 2028

*Sunlife Cost of Dying Report 2024. 2004 (£1,835) – 2023 (£4,141).

Basic funeral: cremation/burial fees plus fees for funeral director, limousine, mid-range coffin, doctor and minister/celebrant.

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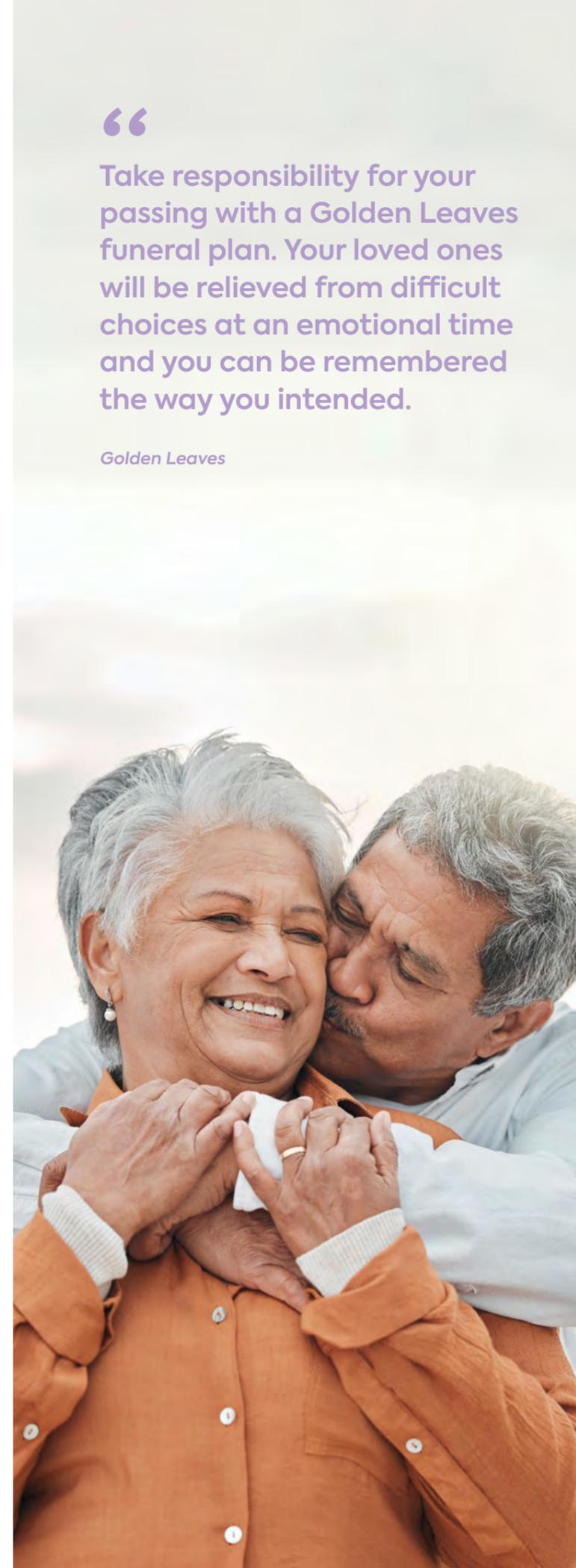
Take responsibility for your passing with a Golden Leaves funeral plan. Your loved ones will be relieved from difficult choices at an emotional time and you can be remembered the way you intended.

Golden Leaves

Take personal responsibility for your passing and make things easier for your loved ones.

By setting up a Golden Leaves funeral plan, you'll enjoy peace of mind knowing that you've eased the emotional burden and financial worry from your next of kin when the time comes and they may be least able to cope.

Our professional team can help you plan and prepare your final send-off just as you'd like it. This will spare your family and friends the burden of having to make all the important decisions themselves and will ensure that your preferences are respected and followed as closely as possible when the time comes.





Why Golden Leaves?

A trusted funeral provider with a distinguished track record.

A trusted provider of quality funeral plans for 40 years, we place customer service at the heart of our business. We pledge to treat all our customers and their loved ones with the compassion, sensitivity and care that all end of life services deserve.

Accolades & accreditations

- ✓ Golden Leaves was a founding member of the National Association for Pre-Paid Funeral Plans (NAPFP) and helped establish the Funeral Planning Authority (FPA) which regulated funeral plans within the UK before the sector became FCA regulated in July 2022.
- ✓ We are the only independent funeral planning company to hold the internationally recognised business excellence accreditation BSI 9001.
- ✓ Golden Leaves proudly holds the distinction of being one of the founding members of the National Association of Funeral Plan Providers NAFPP.
- ✓ Our Chairman, Stephen Rowland, held the esteemed position of being the first Chairman of the Association and played a pivotal role in uniting industry stakeholders to establish the NAFPP.
- ✓ In April 1993, we were the first to launch an international plan for expatriates abroad*.
- ✓ Our nationwide network of funeral directors are required to satisfy a number of strict standards before they can provide services for a Golden Leaves funeral plan.
- ✓ The founder of Golden Leaves was officially recognised in 2019 for services to the funeral industry by being awarded with an MBE from Her Majesty the Queen.



One of the longest-standing companies in the industry, we've been planning funerals since 1984.

Delivering best practice as standard with care and compassion comes naturally to us as we are owned by practising funeral directors whose business has been serving the local community since 1873.

Golden Leaves

* Golden Leaves own records and data



Superior service comes as standard

Putting customers at the heart of everything we do.

Golden Leaves is owned by funeral directors and consequently superlative customer service and having our client's best interests at heart, have always been behaviours that are central to the company's culture. Our professional team are dedicated to helping provide you with all the information you require, in order for you to make an informed decision on which funeral plan product to purchase.

It is important that your selection is made, with due consideration to your personal requirements and of course, your available budget.

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My experience with Golden Leaves was brilliant from start to finish they answered all my questions and what I was getting from my plan felt reassured all the way highly recommended.

Rated Excellent



★ Trustpilot

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Whether your circumstances change, you move residence, or you need additional support, we are with you and your family every step of the way.

Golden Leaves



How would you like to be remembered?

We are aware that not everyone wants a traditional styled funeral, or the cost of one. So we have proposed four packaged funeral plan types which should cover most family and individuals funeral choices and a range of budgets. The important thing is that when your time comes, your family will be spared the additional stress of making difficult decisions, and they'll know you cared.

The Copper Plan – from £1,499*

This basic plan provides an unattended direct cremation service only on the UK mainland. This unattended service plan includes the professional services of the funeral director and collection of the deceased from the place of death to the funeral director's premises, 24 hours per day. The doctor's fees, the subsequent conveyance of the deceased to the crematorium and the cremation fees are also all guaranteed. This plan does not include a funeral service or the provision of cars.

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I found the service received to be exceptional. Making the arrangements for my elderly mother was seamless. I had a call from a gentleman from the team who was very respectful, clear and made me feel at ease dealing with something that can feel a very difficult subject.



The Copper Plus Plan – from £2,219*

This plan provides a simple family led, attended cremation service for up to 20 people at the crematorium. It includes the professional services of the funeral director (via telephone consultation), and a private vehicle to deliver the simple coffin to the crematorium chapel. The time and date of the early morning funeral service is set by the funeral director. This plan is fully guaranteed and includes all professional fees and third-party costs listed in the plan.

The Silver Plan – from £3,769*

This plan provides a cremation or burial service with the professional services of your funeral director, a hearse to meet the mourners at the crematorium or cemetery and a simple coffin. It also guarantees the cremation and ministers fees. If a burial is selected, it includes a contribution towards burial third party fees (so there may be a balance to pay at the time of the funeral).

The Gold Plan – from £4,135*

This plan provides all the elements specified in the Silver plan plus an upgrade to a standard coffin. It also provides the funeral cortège from the home to the service, with one limousine to transfer the mourners and family to and from the service.

*Prices shown available to customers paying in full or in 12 months' interest free instalments.



What our plans cover at a glance

Funeral Director Professional Fees:

The professional fees are for the services carried out by funeral directors to conduct either a cremation, or burial funeral. Your allocated funeral directors will assist with all documentation required for a funeral to take place and make the relevant bookings at either the crematorium or cemetery.

They will ensure that when the time comes the planholder is taken into their care and looked after until the day of their funeral. Please take a look at the plan comparison table to the right which shows the services that are included in each of the Golden Leaves funeral plans.

Third Party Fees:

These are costs for essential, non-funeral director services required to carry out a cremation or burial. Funeral directors cannot control these costs and these fees need to be paid at the time of the funeral. These costs are paid by us or by the selected funeral director to other suppliers or professionals to carry out funeral services.

If your plan does not guarantee these costs but includes a contribution only, please note that your estate or next of kin may have to pay the balance if this is more than this amount.

Golden Leaves Funeral Plans Comparison Table	Copper Plan	Copper Plus Plan	Silver Plan	Gold Plan
Retail Plan Price (payment in full or 12 months instalments)	£1,499	£2,219	£3,769	£4,135
Funeral Type				
Cremation	✓	✓	✓	✓
Burial	✗	✗	✓	✓
Funeral Directors Fees				
Funeral director's professional services in their premises	✗	✗	✓	✓
Funeral director's professional services telephone consultations only	✓	✓	✗	✗
Funeral registration, documentation and certification	✓	✓	✓	✓
Removal from the place of death to funeral director's premises 24 hours	✓	✓	✗	✓
Removal from the place of death to funeral director's premises in normal working hours	✗	✗	✓	✗
Funeral service at the crematorium	✗	✓	✓	✓
Funeral service at the cemetery	✗	✗	✓	✓
Care of deceased prior to funeral	✓	✓	✓	✓
Chapel of Rest available for family and friends to visit	✗	✗	✓	✓
Customer can choose the date and time of the funeral	✗	✗	✓	✓
Early morning service at the crematorium only	✗	✓	✗	✗
Basic coffin	✓	✓	✓	✗
Standard coffin	✗	✗	✗	✓
Attendance of conductor and four pallbearers on day of funeral	✗	✗	✓	✓
Bereavement counselling (where available)	✓	✓	✓	✓
Private ambulance direct to the crematorium	✗	✓	✗	✗
Provision of hearse for service at crematorium / cemetery	✗	✗	✓	✓
Provision of one limousine	✗	✗	✗	✓
Return of ashes via private driver (Monday to Friday excluding Bank Holidays)	✓	✓	✗	✗
Third Party Fees Cremation Funerals:				
Guaranteed cremation fees	✓	✓	✓	✓
Guaranteed doctors fees	✓	✓	✗	✗
Guaranteed minister fees	✗	✗	✓	✓
Third Party Fees Burial Funeral :				
Burial funerals - contribution towards third party fees	✗	✗	✓	✓
What our plans do not include:				
Purchase of an ashes interment plot or a burial plot	✗	✗	✗	✗
Allowance towards flowers or a memorial	✗	✗	✗	✗
Order of service sheets	✗	✗	✗	✗
Church costs for a funeral service	✗	✗	✗	✗
Embalming or removal of medical implants	✗	✗	✗	✗

Choose how you'd like to pay

Ways to pay that meet your budget.

Whatever your financial, circumstances, Golden Leaves offer affordable plans and flexible payment options to suit you. For full details on all available pricing and costings, please visit goldenleaves.com

Single payment (i.e. in one lump sum):

- ✓ The whole sum is paid immediately and full cover starts once your welcome call is completed.
- ✓ No health checks.
- ✓ No age restrictions.

12 months instalments:

- ✓ A deposit is paid and the remaining balance is spread over 12 months instalment.
- ✓ Accidental death cover commences immediately after the welcome call.
- ✓ Full cover commences after 12 months.
- ✓ No age restrictions.

Credit financed option*:

- ✓ Credit agreement arranged with Funeral Safe Limited (subject to status and affordability).
- ✓ Payment duration is between 2 and 8 years.
- ✓ Finance to be repaid by your 85th birthday. This may limit the term of finance available to you.
- ✓ Full cover commences immediately after the welcome call.
- ✓ Should you die during your regulated credit agreement your lender will not pursue your estate or whoever took out your finance arrangement for you, for the outstanding balance.



Select a repayment method and term that meets your needs and suits your available budget. Once you have decided and put a plan in place, it'll be one less thing to worry about.

Golden Leaves

*Golden Leaves Limited is a credit broker and not a lender. We are authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 960923. You can check this on the Financial Services Register at <https://www.fca.org.co.uk/firms/financial-services-register>. We introduce you to and promote credit available only from Funeral Safe Limited for the purpose of financing a funeral plan. You do not have to pay us for this introduction and we do not receive any commission, incentive or other form of payment if you choose to apply for credit with Funeral Safe to finance your Golden Leaves funeral plan.



Important information that you should know

Single payment (i.e. in one lump sum) – you can cancel within 30 days or within 7 days of us telling you who your funeral director is (if this is later). You'll get all your money back. If you cancel after this, you'll get your money back but we'll keep a £299 charge for administration

12 months' instalments – you can cancel at any time in the 12 months and get back everything you've paid. After that, you'll get your money back but we'll keep a £299 charge for administration. Payment option not available if you have been advised by a doctor of a condition or illness that will cause death within 12 months of applying for a plan

Credit-financed payment – this is a loan and it's subject to status and personal circumstances so you're not guaranteed to be accepted. You must keep up payments on this: if you miss payments, your plan may be cancelled. If you select this option you will be provided with pre-contract credit information, adequate explanations and a credit agreement directly by Funeral Safe Limited. You will have a cooling off period which is the longer of 30 days from the date of the call or 7 days from when we tell you who the allocated funeral director is. During this period, you can cancel the purchase of your funeral and receive a full refund of any money you have paid to that date. If you cancel after this point, we'll pay back the cost of your plan to Funeral Safe but we'll keep a £299 charge for administration. Payment option not available if you have been advised by a doctor of a condition or illness that will cause death within 12 months of applying for a plan. You must repay your finance to Funeral Safe Limited before your 85th birthday

Commission and payments disclosure

We help many thousands of customers to plan and fund their funerals. Because of economies of scale, we can sell our plans to our customers at a rate which is usually far more cost effective than it would be for them buying from a funeral director at the time of the funeral itself. As a commercial enterprise, we have costs of doing business and promotional marketing. These costs are met by supply side economies of scale delivered by our ability to purchase funerals in bulk and are consequently absorbed into the price of our plans.

We retain an amount from the price paid by you for your plan (which is currently £299) to cover our administrative

costs of running the business for the life of each plan, which is approximately 11 years. We also retain an amount (which currently ranges between £400 and £934 dependent on which plan you purchase) to cover marketing, sales fulfilment expenses and to provide the business with an element of profit. The balance is placed in the Trust in order to pay the appointed funeral director and other costs of the agreed funeral. For further information, please see our Commission and Payment Disclosure on goldenleaves.com and refer to our fees and payments breakdown summary table.



How we keep your money safe

Regulated. Audited.

The Golden Leaves Trust

If you purchase your Golden Leaves funeral through single payment or 12 monthly instalments, all the funds for your funeral are held in the Golden Leaves Trust, where it accumulates stable long-term growth. This specifically enables the plan to cover the increasing cost of the funeral services. This Trust is independently managed by a board of Trustees. Find out more at goldenleavestrust.com

Finance arrangement

Get all the benefits and guarantees of a fully paid Golden Leaves plan, but pay for your plan over a payment period of up to 8 years. You will be fully covered immediately after the welcome call, with nothing more to pay should you or the individual who purchased the plan on your behalf pass away in the payment term. This arrangement is provided through a regulated credit finance company*. All the funds for your funeral are held in the Golden Leaves Trust.

*Funeral Safe Limited is authorised and regulated by the Financial Conduct Authority and is the Lender (FRN:765110)



“ This was a process my husband and I kept putting off, but it couldn't have been more easy and pleasant to do, thanks to the staff at Golden Leaves. Thanks to all concerned.



How the process works

How to apply – its easy just a few easy steps

Step One

Visit goldenleaves.com or call us on **0800 85 44 48**.

One of our friendly consultants will assist you or book you a home visit should you prefer.

Step Two

You will complete a demands and needs assessment and discuss your requirements with your consultant. At this point you will select a plan and payment type. (Please be aware that we cannot provide on advice on what you should choose, just provide you with the available options)

Step Three

If there is a plan that suits your requirement, you will be provided with a demands and needs statement, terms and conditions document and a plan summary document, which will include an outline of the cost of the plan you have selected. These documents will all be emailed to you.

Step Four

When the application has been received, Golden Leaves will:

- ✓ Check all the details of your application to ensure that it is complete
- ✓ Contact you if further information is required
- ✓ Conduct your welcome call
- ✓ Issue your plan documentation

Our helpful team will be happy to assist and answer any questions you may have about Golden Leaves funeral plans. Call us today on **0800 85 44 48**.

“

All went smoothly. Received paperwork as promised. Service was brilliant, follow up telephone call as promised on the date and time.

Rated Excellent



★ Trustpilot



Questions?

You can find answers to our most commonly asked questions below, but if you have a query that isn't listed or if you would just like to speak to someone directly, please don't hesitate to get in touch!

Why should I pay now it'll be years before I need a funeral?

We'll all need a funeral one day and with costs expected to rise every year, it makes sense to plan your funeral while you can and fix the cost by paying for it now.

If I decide to purchase my plan over 12 monthly instalments, what happens if I die before I have paid them all?

If death occurs within the repayment period, the plan will be cancelled and the monthly premiums will be refunded back to the estate or to the individual who purchased the plan on the deceased's behalf. If the death was accidental then the plan will still provide the funeral benefits with no further balance to pay.

Can I buy a plan for my spouse?

Yes, you can take out a plan for anyone else. All correspondence will be sent directly to the person arranging the plan and confidentiality is assured, unless you request otherwise.

Can I request a local funeral director to deliver my Golden Leaves funeral service?

Golden Leaves will endeavour to allocate the delivery of your funeral services to a local funeral director of your choice (if required) providing they agree to provide the funeral services to our client on our behalf and meet our stringent service standards. (Except for the Copper plan or Copper Plus plan where Golden Leaves will select the funeral provider without exception).

Am I guaranteed to be accepted?

So long as you are 18 or over, there are no age limits to acceptance for your plan. If you pay for your plan with a finance agreement with Funeral Safe Limited, this is subject to status and affordability check so it's not guaranteed that they will accept your finance application. You must repay your finance before your 85th birthday so this may limit the term over which Funeral Safe Limited will allow you to make repayments. If you've been told by a doctor of a condition or illness that will cause death within 12 months of applying for a plan then you can still take out a plan but you will only be able to pay with a single, lump sum payment: other payment options will not be available to you.

Who delivers my Golden Leaves funeral?

Golden Leaves will deliver your funeral services via one of our network of approved funeral directors. If the service is delivered by one of our network, we will pay them a contractually agreed fee to deliver the funeral to you, our client.

Once I have fully purchased my plan, are there extra costs?

The services of the funeral director are guaranteed to be covered. Outside of the guaranteed cremation options certain third party fees may require a further payment at the time of the funeral. However, for those plans where an allowance towards third party fees has been included, we will guarantee any increase to these costs in line with the Consumer Price Index (CPI).

Are doctors fees included in your third party fee contribution?

Approximately 50% of funerals in the UK do not require doctors to be involved so we believe it is best to not charge these fees unnecessarily. Should fees become due then these will be required from your executor or next of kin.

What if I die at home and have a direct cremation plan?

The Copper plan will still be activated and collection is now included in the plan 24 hours a day from mainland UK.

How do I know the money will be there when it's needed?

If paying by lump sum or 12 monthly instalments, the money you've paid for your funeral is held in an independently managed Golden Leaves Trust. Independent fund managers are tasked to manage the long-term growth of the fund, specifically to meet the increasing cost of funeral services.

What happens to the money I pay for my plan?

The company retains an amount from the price paid by you for your plan, to cover our marketing and sales expenses, for the administrative costs of running the business for the life of each plan and to provide an element of profit. The balance is placed in the Trust in order to pay our trade funeral suppliers (for further information if required, please visit [goldenleaves.com](https://www.goldenleaves.com) and refer to our price breakdown summary table, contained in our Commissions and Payment Disclosure).

If I take out the finance arrangement over 24-96 months what happens if I die before the end of the agreement?

Should you, or the person who purchased the plan on your behalf, die during the regulated credit agreement your lender will not pursue the outstanding balance.

If I purchase a Copper plan, can I have a service for my family to attend?

The Copper plan is a direct cremation service and therefore unfortunately doesn't include a service for mourners. Many people do hold a separate memorial service at a later date, once they have collected the cremated remains of their loved one.

Am I guaranteed to be accepted for the finance arrangement?

Acceptance is not guaranteed. Regulated and responsible lenders must ensure that any finance provided is affordable to a customer and is in the best interests of the customer. This is not always possible. To assist the lender with ensuring the above customers will be required to carry out a credit check and possibly provide additional information. If the lender is able to ensure the finance purchase is in the best interest of the customer and affordable, the application will be accepted. You must repay the finance by your 85th birthday so this may limit the term over which Funeral Safe Limited will allow you to make repayments.

If I purchase a Copper Plus plan can I choose the crematorium?

The Copper Plus plan is currently available for the funeral service to be carried out at a national network of crematoriums. At the time of plan purchase you will be able to select a crematorium from this network.

Can I upgrade/downgrade my plan to another if I change my mind?

Yes, your current plan will be subject to the cancellation terms of your existing plan. You can then take out a new plan from the currently available plans.

Can I cancel my plan?

Yes, of course. But your rights depend on how you pay for your plan. You have a right to cancel any plan (however you pay for it) within 30 days or within 7 days of being told who your allocated funeral director is, if this is later than 30 days. If you do this, you'll get all your money back.

If you paid for your plan in a single lump sum or you finance this via Funeral Safe, you can still cancel after this time and get your money back but we'll keep a £299 charge for administration.

If you pay for your plan by instalments over 12 months you also have extended cancellation rights. For these payment options, you can cancel any time within 12 months of taking out your plan and get all your money back. If you cancel after the first 12 months, and you have paid in 12 instalments, we'll pay these back but we'll keep a £299 charge for administration.

Regulatory disclosures

Golden Leaves Limited, 16th Floor, No 1 Croydon, 12-16 Addiscombe Road, Croydon, CR0 0XT is a funeral plan provider and credit broker and is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 960923. You can check this on the Financial Services Register at <https://www.fca.org.uk/firms/financial-services-register>

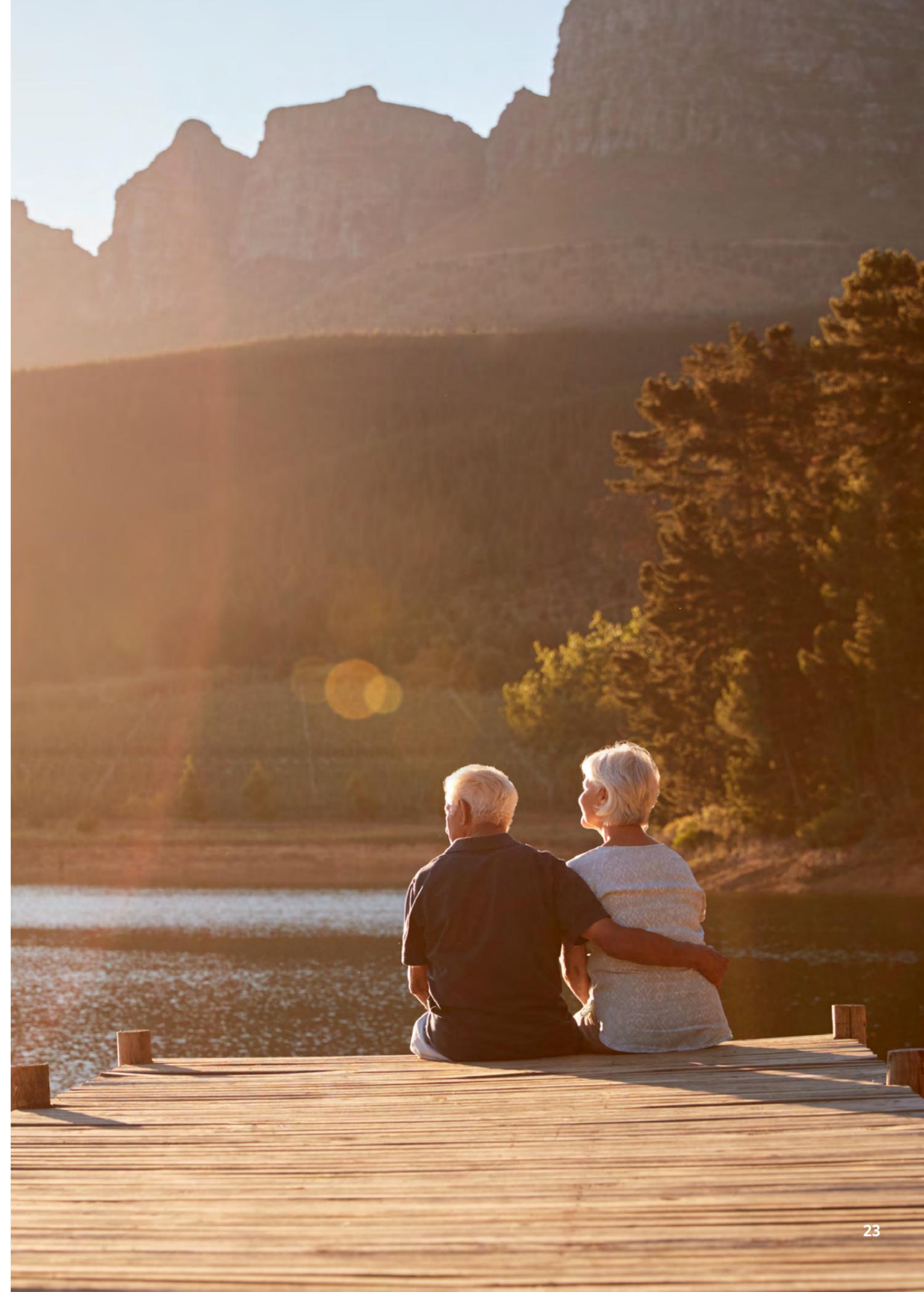
Golden Leaves helps many thousands of customers to plan and fund their future funerals, the scale of which enables us to contract our funeral plans to our funeral directors at beneficial rates which is usually far more cost effective than it would be for them buying from the funeral home at the time of the funeral itself. We have costs of doing business and promotional marketing which are met by our ability to contract funerals to partner funeral directors at a favourable costs and are consequently absorbed into the price of our plans.

The company retains an amount from the price paid by you for your plan, to cover our marketing and sales expenses, for the administrative costs of running the business for the life of each plan and to provide an element of profit. The balance is placed in the Trust in order to pay our trade funeral suppliers (for further information if required, please visit goldenleaves.com and refer to our price breakdown summary table, contained in our Commissions and Payment Disclosure).

The Golden Leaves Trust is also authorised from time to time to make such further surplus distribution payments to the company in line with the FCA's rule FPCOB 3.2.12R, subject to professional actuarial advice and the approval of the Golden Leaves Board of Trustees. For more information on the Golden Leaves Trust please visit goldenleavestrust.com

Golden Leaves only provides its own funeral plans. Golden Leaves does not provide personal recommendations: you must make up your own mind if our funeral plans are suitable for you. We introduce you to and promote credit available only from Funeral Safe Limited for the purpose of financing a funeral plan. You do not have to pay us for this introduction and we do not receive any commission, incentive or other form of payment if you choose to apply for credit with Funeral Safe to finance your Golden Leaves funeral plan.

If you wish to lodge a complaint with us, you can do this by phone ([0800 85 44 48](tel:0800854448)) or email (info@goldenleaves.com) or by post to the address shown. If you are unhappy with our response, you can take your complaint to the Financial Ombudsman Service at [0800 023 4567](tel:08000234567) or financial-ombudsman.org.uk/contact-us/complain-online.





**Golden Leaves
Funeral Plans**



Golden Leaves Funeral Plans

For more information or to purchase one of our funeral plans, visit: goldenleaves.com

Call free on **0800 85 44 48**

Or email on info@goldenleaves.com



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