

Funeral Dealerships with date of the General Price List (GPL) used for this survey	*Typical Package	Direct Cremation Alternative casket & basic fee incl.	Immed. Burial Basic Fee incl. (Casket extra)	Forward- ing Embalming, casket, Basic Fee incl.	Basic Fee	Filing Death cert. only \$ listed	Fridge \$/day	FTC Rule Interpret- ation
Southern Utah	Select one of 6 ways to get a death certificate OR you may do it yourself.¹						& Charge for donor repair	Explained on next page
Fausett 2/09 435-637-1181 Price, Castle Dale	3325	1475	1700	1600	880	-	50 & 150	14, 16,
Magleby & Sons 1/09 Richfield, Salina 435-529-3840	4255	1795	1795	995	1795	-	65 & 200	16
McMillan 7/09 St George 435-688-8880	2295	895+??	1195	950	900	-	50	2,4,8,13,14, 15,16
Metcalf 1/08 St George, Hurricane 435-673-221	3995	1595	1970	1576	1915	90	50 & 350	12,14,16
Mitchell 10/08 Price 435-637-6963	3000	1700	1800	1700	1400	-	100 & 200	☺
Southern Utah 1/08 Beaver, Cedar City, Parowan 1-877-586-4040	4195	2770	2195	1790	1990	-	95 & 300	3,13,14, 16
Spilsbury & Beard 1/08 St George, Hurricane 435-673-2454	5255	1725	1925	1650	2050	90	50 & 350	14, 16
Spanish Valley Mortuary Moab 8/07 435-259-3980	2745	2050+alt	1850	1650	1450	-	95 &	3, 8,11, 13, 16
Serenicare/Affordable 800-945-9723 10/08 Sandy, Orem, St.George	2395	695	950	950	875	-	30	8, 14

- means: None that we could tell. ? means: The service or product may be offered, but couldn't find it or divine a price from the info given.

DEFINITIONS

***Typical a.k.a. "Traditional" Funeral Package:** This package is called traditional, but it is really a product of American culture that we have become conditioned to purchase only over the last century.

The package **usually** includes (**some may include more**): procuring paperwork, embalming and other body prep, transport to mortuary, chapel then grave in a hearse, directing the movements of people and casket for the viewing and funeral, making a recording of the ceremony, providing a service vehicle/flower truck and the final lowering of the casket into the grave. The package **usually does not include**: Casket, obituaries, flowers, burial clothing, more hours of viewing/visitation, upgraded casket interiors, extra certified copies of the death certificate, vault/grave liner (the chairs, awning and fake grass at the graveside often provided with vault purchase), cemetery plot, opening and closing of grave, grave marker, and any other services or products not described under the package heading on the actual general price list.

Direct Cremation: The price on this survey includes cremation with the alternative casket which is a cardboard casket. Cardboard caskets are awesome. They can be decorated and personalized many different ways. They can be used for burial too. Be proud to be the first person you know to put on a viewing and

¹ Info on how to "do it yourself" may be found at utahfunerals.org and health.utah.gov/vitalrecords

funeral with a cardboard casket! There are no handles so it is expected to be moved on a wheeled bier or a wooden tray that has handles.

Immediate Burial: Add the cost of a casket, cemetery plot, vault or grave liner etc to the above price.

Forwarding of remains: Another way to get the death certificate with embalming if desired and then you are on your way for sometimes less than the basic fee.

“Basic” Non-declinable Fee : This non-declinable fee is charged if you choose to itemize, which means only selecting certain items or services. This fee is already included if you choose a √funeral package, √direct cremation, √immediate burial or √forwarding of remains. In 2006 a law was passed thanks to the Funeral Directors Association of Utah. This law gave Funeral Directors custody of your dead loved one. For this fee they will do the death certificate and give you back the body.

D.C. Is the cost of filing a Death Certificate only, if you desire to care for your own dead without purchasing more.

Refrigeration: Funeral businesses in Utah are required to refrigerate **or** embalm **or** bury **or** cremate the body within 24hrs. Some mortuaries don't offer refrigeration on the premises.

The FTC “Funeral Rule” doesn't say you have to embalm if there is a viewing. It does allow the funeral business to set a policy of requiring embalming when a public viewing is planned.

Compiler's Personal Interpretation of FUNERAL RULE VIOLATIONS

The booklet “Complying with the Funeral Rule” published by the Federal Trade Commission (is free and can be ordered by calling 1-877-FTC-HELP) It helps the consumer know their rights to an easy to understand price list. All page #'s refer to this business guide, republished in June 2004

1. You don't have **to pay** for embalming that you did not consent to. Pg7,32. (You don't have to pay for body prep just because you want a private moment to see the unembalmed body before disposition. Pg 23)
2. Under Cremation the GPL must use similar wording to that in the Funeral Rule to disclose the alternative container option the mortuary provides. Ex) “The containers we offer are made of...”pgs7,43,44. An alt container must be made available. Item 453.4 (a)(1,2)
3. If price list implies that only a certain type of container is acceptable or authorized, it must to state what type of container that is instead of just implying that what you bring may or may not be acceptable. See Disclosures on pg 20,24(#2) and See section 453.4 (A)(B)why it is not acceptable must be given in writing.
4. Package prices must include what products or services are included in it. pg 9 ,10 pg 19
5. **Misquoting law:** For example) If they state the need for embalming to cross state lines or exclude refrigeration as one of the options the law allows they are misrepresenting the law. See pg 23.
6. Confusing Price List See pg 12-13. Utah State R156-9-502 (13).
7. Memorial and/or Graveside and/or Viewing option(s) missing. Pg9
8. Did not include whether or not the cremation fee is included in the price of cremation (some separate that, others don't say) See pg10 and 19 of Rule.
9. Must list the price range of caskets and vaults offered. pgs 8, 13. AND the prices must be true.
10. BYO (Bring Your Own) Casket Handling charge. See #16 below.
11. The cost of the alternative container could not be deduced. Bottom of Pg 9-10 and pg 27 “free items”
12. Filing and documentation fee, of what? Consultation with another funeral home? These fees are included in basic services. Need to specify if you mean death certificate if no other services are purchased? Pg 11
13. Under Immediate Burial and/or Cremation there must also be included the prices if you 1) bring your own casket, 2) buy one from the funeral business or 3) buy an alt. container. See pg 13, 24, 33,34.
14. Listing “during the Funeral” in the basic services charge, then charging families for staff again during the funeral. pg 12 2nd & 5th paragraphs, and pg 13. See also sample GPL's pgs 32-38. (If it says “Additional” staff for “the funeral” is then the charge is ok.
15. The basic service should include shelter of remains when it is “the usual” # of days (typically 3). See Rule pg 11 item5. **Continued on next page →**

16. Furnishing the purchase of a good or service upon the purchase of another good or service. Pg 26 See # 453.4 pg 44 of Rule. For example: Offering a package deal only to those who purchase a casket or some other product (see end of pg 8&11-12 also a clarification letter from the FTC.) Only offering cremations that include an urn purchase break the Rule. Utah State R156-9-502 (13).

Utah State Law allows a consumer to purchase a death certificate and burial transit permit service only: A) Did not supply a price for signing and filing a death cert **only**. B) Did not supply a price for refrigeration under other prep or does not have refrigeration facilities. 58-9-302(3)(c)(ii)

OTHER ITEMS YOU MIGHT SEE ON A PRICE LIST:

Vaults and Grave Liners: You do not have to purchase this box through the mortuary. One is required by many cemeteries to ease the task of grounds maintenance. It can be shipped from a supplier directly to the cemetery where it will be used. No penalty can be charged for you doing that. Almost all cemeteries in Utah require a box for the box at burial. There is a new green cemetery in Bountiful that doesn't and there may be others in rural areas. The kind box required differs from cemetery to cemetery as well as if a **setting fee** is required so ask to determine the requirements.

Organ Donor charge: This is for the extra prep associated with organ donor bodies. **DO NOT PAY!** Intermountain Donor System reimburses the funeral business. Check your receipt! If you have been charged call 1-800-366-6744.

Memorial: A commemorative service without the body present.

Funeral: A commemorative service with the body present.

Public Viewing: 1 hr -1 day opportunity for anyone to see the body and visit with the family.

Private/family viewing: A 1 hr - 3 day opportunity for family and close friends to see and sit with the deceased.

Visitation: This is much like an open house, held anywhere anytime. The casket may or may not be present but if it is it's left closed.

Graveside: A Committal service at the grave. This service may be included if a package was chosen. Ask.

Casket: Vulgarizing caskets is done by stocking them in a basement or back room. The salesman may vulgarize it by calling it "cheap" "cremation container", "welfare casket", "minimum casket" or "wood box". They'll show it to you in ugly colors, dull finishes, scratches or dents. You may start to feel like you don't care about your loved one or that you should be worried what others may think of you. Don't let this make you spend more. Ask to see a catalog of options if you don't like what you see! Most mortuaries can get what you want within one day but they won't tell you that up front. **"Alternative" Caskets:** Some families prefer the alternative casket (made of cardboard, chipboard or wood). Don't be ashamed to ask for it. It was good enough for our forefathers! The price ranges from FREE to \$300. A favorite quilt or tapestry inside or flag draped over the top expresses your love. If they make it without handles they intend for it to stay on the bier on wheels.

Notice the date of last publication of each GPL used above when comparing prices.

To determine if there have been any changes contact the funeral business.

To report any errors in this survey

or

To request an update of your mortuary's GPL please call or email it.

February 2009 Survey of Utah Funeral Business Practices

Compiled by Funeral Consumers Alliance of Utah 801-226-2323

joyceinutah@gmail.com