



## Questions to ask a funeral director

Have a look through our suggested questions.

Not all of them may be relevant to you and some of this information may be available on companies' websites, but the questions are designed to help you think about what matters to you and to help you find out more about a funeral director before you commit to hiring them.

### General questions

- ◆ How does your company work? Will there be one person looking after us throughout our experience with you, up to and including the day of the funeral?
- ◆ Who owns your company?
- ◆ Is the owner involved with the day-to-day activities of the business? What role(s) do they have? Will I meet them?
- ◆ How long have you been in business? What did the owner do beforehand?
- ◆ Can you advise us on minimising the environmental impact of a funeral?
- ◆ When will we need to pay for the funeral?
- ◆ In what ways do you differ from other funeral directing businesses in the area?

### The person who has died

- ◆ Who will collect and care for the person who has died?
- ◆ Whereabouts will the person be looked after? Can we see your facilities?
- ◆ Who will look after them?
- ◆ How will they be looked after? What do you usually do when someone is brought into your care?
- ◆ What is your policy on embalming?
- ◆ Can we be involved with caring for the person, washing and dressing them, placing them in their coffin?
- ◆ Can we come and visit them while they are in your care? How often? How long could we stay? Do you charge for this?

### **Arranging the funeral**

- ◆ Who will be responsible for helping us to make arrangements for the funeral?
- ◆ Will this person be there on the day of the funeral?
- ◆ Where will we meet to make the funeral arrangements?
- ◆ Will we meet the funeral conductor before the date of the funeral?
- ◆ Can we source a coffin ourselves or do we have to buy one from you?
- ◆ If we supply a coffin, will you charge a handling fee?
- ◆ Can we provide a vehicle to take the coffin to the funeral? If we do this, will you charge a fee?
- ◆ Can we provide people to carry the coffin, or do we have to have your staff do this?
- ◆ Will you be able to advise us on funeral venue choices? What do you know about the various options available in the area?
- ◆ If we have a specific date in mind, will you be able to accommodate this?
- ◆ Can you organise live streaming of the funeral online?
- ◆ What about donations to charity?

### **The funeral ceremony**

- ◆ Who conducts the funeral? What would they normally be wearing? What do they normally do?
- ◆ How can we play an active part in the procession or in the ceremony?
- ◆ If we want a celebrant to lead the ceremony for us, how do we find the right person?
- ◆ Do you have a list of celebrants that you can recommend we consider? Why do you recommend them?
- ◆ How much do you like to know about the details of the ceremony? How closely do you liaise with celebrants? For example, do you ask for a copy of the ceremony in advance?
- ◆ Who takes responsibility for organising any music?

### **After the funeral**

- ◆ Do you offer bereavement support?