

Chapter 10

Arrangements for the funeral



10.1 Application and purpose

Application

10.1.1 R This chapter applies to a *funeral plan provider* that enters into a *funeral plan contract*, under which it undertakes to secure that another *person* provides a funeral for the *covered individual* on their death.

Purpose

10.1.2 G The purpose of the requirements in this chapter is to provide certainty at the point of sale of a *funeral plan contract* that an appropriate funeral services provider will provide the services required under the contract at no additional cost to the *customer* or the *covered individual's* estate.

Arrangements with the funeral services provider

10.1.3 R A *firm* must, within 30 days of the *customer's* purchase of a *funeral plan contract*, make appropriate arrangements for the funeral to be carried out. The arrangements must:

- (1) be legally enforceable;
- (2) be made with a funeral services provider that is located within a reasonable distance of the *covered individual's* address, unless:
 - (a) it is clear from the nature of the *funeral plan contract* that this was not the intention of both the funeral services provider and the *customer*; or
 - (b) the *customer* agrees otherwise;
- (3) identify the business name and address of the funeral services provider (including, as appropriate, the relevant branch) that will carry out the funeral; and
- (4) be such as to ensure that neither the *customer* nor the *covered individual's* estate are required to make further payments to the funeral services provider to provide the funeral in accordance with the *funeral plan contract*.

10.1.4 R Following compliance with ■ FPCOB 10.1.3R, the *firm* must within 2 *business days* provide the *customer* with a notification of:

- (1) the name, address and contact details of the relevant funeral services provider; and

		<p>(2) a summary of the arrangements made with the funeral services provider,</p> <p>in accordance with ■ FPCOB 6.2 (Means of communication to customers).</p>
10.1.5	R	The <i>firm</i> must provide the notification in ■ FPCOB 10.1.4R to the nominated representative at the same time as it is provided to the <i>customer</i> unless the circumstances in ■ FPCOB 9.3.7R apply.
10.1.6	R	The <i>firm</i> must regularly review the arrangements under ■ FPCOB 10.1.3R to ensure that the funeral services provider will provide the services required under the <i>funeral plan contract</i> .
10.1.7	G	For the purposes of ■ FPCOB 10.1.6R, a review should take place at least every 12 <i>months</i> .
10.1.8	R	If at any time after a <i>firm</i> has complied with ■ FPCOB 10.1.3R, a <i>firm</i> becomes aware that the funeral services provider is unable or likely to be unable to provide the services required under the <i>funeral plan contract</i> , the <i>firm</i> must make alternative arrangements with another funeral services provider, at no additional cost to the <i>customer</i> or covered <i>individual</i> .
10.1.9	R	<p>In accordance with ■ FPCOB 6.2, the <i>firm</i> must notify:</p> <p>(1) the <i>customer</i>; and</p> <p>(2) the nominated representative, unless the ■ FPCOB 9.3.6R circumstances apply,</p> <p>of any new arrangements made under ■ FPCOB 10.1.8R as soon as practicable and in any event, within 2 <i>business days</i> of making the arrangements.</p>
10.1.10	G	A <i>funeral plan provider</i> should consider its arrangements in respect of <i>subsisting funeral plans</i> and whether those arrangements would meet the purpose of the requirements in this section, what steps it might take to change those arrangements as a result and what notifications to make to the <i>customer</i> and the nominated representative.
10.1.11	R	[deleted]