

**Funeral Plan: Conduct of Business sourcebook**

# Chapter 13

## Cancellation

## 13.3 Effects of cancellation

**13.3.1** **R** By exercising the right to cancel, the *customer* withdraws from the *funeral plan contract* and the contract is terminated.

### Termination of contract

**13.3.2** **R**

**Firm's obligation on cancellation**

- (1) This *rule* applies where a *funeral plan contract* is:
  - (a) cancelled by the *customer* in accordance with ■ FPCOB 13.2.1R; or
  - (b) deemed cancelled by the *funeral plan provider* (■ FPCOB 13.2.2R) during the *moratorium period*.
- (2) A *firm* must, without any undue delay and no later than within 30 *days*, return to a *customer* any sums it has received from them in accordance with the contract, except as specified in this section.
- (3) This period shall begin from the *day* on which the *firm* receives the notification of cancellation.