

## Chapter 9

# Product information



9.1 Producing and providing product information

Application

9.1.1 R This chapter applies to a *firm* in relation to *funeral plan provision* and *funeral plan distribution*.

Purpose

9.1.2 G The purpose of the *rules* in this chapter is to ensure that *customers* are provided with appropriate information before concluding a *funeral plan contract* and at relevant times thereafter, in particular when post-contractual changes to a *funeral plan contract* are proposed.

Responsibilities for producing and providing information as between funeral plan providers and funeral plan intermediaries: general

- 9.1.3 R
- (1) This *rule* applies in relation to the information that must be provided to the *customer* before the conclusion of a *funeral plan contract* in compliance with the *rules* in this chapter and the distance communication *rules* (■ FPCOB 5.1).
  - (2) The *funeral plan provider* is responsible for producing the information to which this *rule* applies.
  - (3) The *funeral plan intermediary* is responsible for providing the information to which this *rule* applies to the *customer*.
  - (4) If there is no *funeral plan intermediary*, the *funeral plan provider* is responsible for providing the information to the *customer*.
  - (5) A *funeral plan provider* must produce information in good time to enable a *funeral plan intermediary* to comply with the *rules* in this chapter, or promptly on a *funeral plan intermediary's* request.
- 9.1.4 R A *funeral plan provider* is responsible for providing all post-contractual information to a *customer* including information required on post-contractual changes made to the *funeral plan*.
- 9.1.5 R A *funeral plan intermediary* is responsible for producing price information if it agrees this with a *funeral plan provider*.