



Issue	Strategy	Considerations
Managing pre-paid accounts when services are delayed	<p style="text-align: center;">TRUST</p> <ul style="list-style-type: none"> Consider a partial withdrawal of the amount that is needed for the current services being provided (eg. direct cremation or burial). Keep the remaining funds in the trust account until the services are needed 	<p style="text-align: center;">TRUST</p> <ul style="list-style-type: none"> Calculate the amount of the partial withdrawal by taking the pre-paid prices of items being provided immediately after the death, plus prorated interest. Provide a clear accounting to the family and ensure all pre-paid contract terms and conditions are applied. Ensures the funds remain safely in trust until needed
	<p style="text-align: center;">INSURANCE</p> <ul style="list-style-type: none"> The entire policy must be claimed at the time of death. Consider applying the funds available to the current services being provided (eg. direct cremation or burial) and placing the remaining funds in trust for the future services. 	<p style="text-align: center;">INSURANCE</p> <ul style="list-style-type: none"> Provide a clear accounting to the family and draw up a new pre-paid trust contract for the future services (<i>note a new insurance policy cannot be written as the person is deceased</i>) Ensures the funds are safely held in trust until needed
Managing at-need funds for delayed services	<ul style="list-style-type: none"> Consider arranging both the required services and the future services at the same time. The family can pay for the required services and pre-pay for the future services in trust 	<ul style="list-style-type: none"> This will require both an at-need contract for the required services and a pre-need trust contract for the future services <p><i>*note that the funds for a future service cannot be invested via insurance as a new insurance policy cannot be written for a person who is deceased</i></p>
Handling payment deferrals on pre-paid time payments	<p style="text-align: center;">TRUST</p> <ul style="list-style-type: none"> The Operator sets the terms and conditions for trust payment plans which allows for you to adjust the terms according to your internal policy Consider deferring the payments for a number of months or allowing the Purchaser to reduce the payment amounts 	<p style="text-align: center;">TRUST</p> <ul style="list-style-type: none"> Ensure that the Purchaser commits to a date for payments to resume Deferral or payment change requests typically must be submitted 7 business days prior to the next scheduled withdrawal
	<p style="text-align: center;">INSURANCE</p> <ul style="list-style-type: none"> Most insurance policies will permit deferrals of monthly payments for the short term (typically 3 months) Consider lowering the goods & services amount to lower the monthly premiums If permitted by the policy rules, discontinue the monthly payments and request that the policy be placed in to Reduced Paid Up status. 	<p style="text-align: center;">INSURANCE</p> <ul style="list-style-type: none"> <u>Before committing anything to the Purchaser</u>, be sure to ascertain the policy rules regarding payment deferrals by contacting the insurance company. <p><i>*note: insurance policy rules can vary widely depending on the underwriter – <u>never</u> make assumptions regarding policy rules regarding payment deferrals or reduced paid up status</i></p>