



## Hospice Care Pre-Need Policy

Since March 1, 2015

**OUR POLICY:** When contacted by either an individual who is receiving hospice care, their legal representative or next of kin, regarding information about advance planning of final arrangements, whether for funeral or cremation, it is our company policy to offer a **price guaranteed quote valid for six months without any financial commitment or payment** whatsoever by the consumer.

**TERMS & CONDITIONS:** This price guarantee applies to our professional services, use of facilities, our motor equipment and merchandise offered by our funeral directors and funeral homes. The price guarantee does not apply to third party, outside expenses also known as cash advances, i.e. cemetery charges, newspaper notices, flowers, etc.

**PROCEDURE:** After learning the preferences and wishes of the consumer or next of kin, we complete a Statement of Goods and Services Selected itemizing all expenses and provide a copy to the consumer and to our company and we will provide a letter to the consumer confirming that the prices quoted will be honored for six months from the date of the Statement of Goods and Services Selected.

**WHY?** For individuals receiving hospice care and the people closest to them who would like to talk about final arrangements but might hesitate to seek information for fear there could be any financial obligation on their part, this policy is meant to (1) eliminate any perceived barriers to becoming informed, and (2) provide peace of mind by outlining final arrangements and receiving a price guarantee without any payment or financial commitment by the consumer.

We are not aware of any other firms in our area that offers anything remotely like this, which, once again differentiates our family owned firm from other providers. This policy fills a void, sets a new standard and better meets the needs of the communities we serve.

Please call me personally, Mike Heflebower, at 303-870-9530 or email at [mtheflebower@gmail.com](mailto:mtheflebower@gmail.com) if you have any questions.

Respectfully,

Mike Heflebower

Funeral Director/Owner

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