

J FRASER AND SONS LTD  
Standard Terms of Engagement

INTRODUCTION

Initial funeral service choices are often the product of consensus-type discussions between close family members, and then a family representative (often the next of kin) will formally engage the funeral home. This document explains the authority and duties of the family representative to arrange and instruct the funeral home about all aspects of the funeral service and care of the deceased, and to assume formal responsibility for payment of the account.

AUTHORITY TO ARRANGE BURIAL OR CREMATION

The family representative will need to satisfy the Burial Authority or the Cremation Authority as to their status to make such arrangements, and will need to supply their name, address, contact details, and their relationship to the deceased person (*please note our Privacy Statement*).

REQUIREMENT TO REGISTER THE DEATH

The family representative will need to provide personal profile information about the deceased, which will enable the death to be registered at the Department of Births Deaths and Marriages.

CARE OF AND VIEWING OF THE DECEASED

The family representative will instruct and authorise the funeral home on any matter relating to the preparation, presentation, dressing, casketing, viewing, location of the deceased, prior to the funeral service.

The family representative shall give clear details confirming the identity of the deceased; any wishes about the final appearance of the deceased, including the manner of dress, setting of facial features, colour or style of hair, any photos, family tributes intended to accompany the deceased; any personal jewellery to remain with or to be uplifted by the family.

The family representative may make appointments with the funeral home to arrange for the viewing of the deceased by members of the family, and other members of the wider family and close friends as may be appropriate.

FUNERAL SERVICE ARRANGEMENTS

The family representative will instruct the funeral home and have overall responsibility for the arrangements of any form of funeral service that the family may consider to be appropriate for the deceased.

Following completion of all funeral services, the family representative may make any appropriate arrangements with the funeral home for the uplift of the cremation ashes, or the temporary or permanent marking of the burial grave of the deceased person.

#### FUNERAL SERVICE COSTS AND OBLIGATION TO PAY THE ACCOUNT

Within the bounds of reasonable notice, the family representative will have overall authority, to approve, change, or add to any services for which an estimated cost has been provided by the funeral home,

The family representative shall be bound with the obligation that the funeral invoice is paid by the due date to the funeral home.

#### PAYMENT FOLLOWING ADMINISTRATION OF THE ESTATE

If at any time, and with the approval of the funeral home, the agreed obligation of payment is transferred from the family representative to an administrator of the deceased person's estate, then that obligation will automatically revert to the family representative, should the administrator be unable to pay or fully pay the account.

The funeral home reserves the right to charge reasonable additional fees, including interest or debt recovery costs, to compensate for any delay in payment beyond the due date, and regardless of whether the reason for the delay has been within or beyond the control of the family representative.

#### CIRCUMSTANCES IN WHICH A DEPOSIT MAY BE REQUIRED

Notwithstanding the above process, the funeral home may request a deposit for credit of the funeral expenses, in any of the following circumstances:

- 1/ The family representative is unable to accept full obligation for the payment of the funeral account.
- 2/ The deceased person has no known assets, estate, funeral or life insurance policy which may be available for the payment of funeral expenses.
- 3/ The deceased person has no funds held in trust by the FDANZ Funeral Trust, for the specific purpose of payment of funeral expenses.

Where a deposit is requested, it will generally be of an amount at least sufficient for the funeral home to meet all its obligations to third party suppliers of services.

#### EARLY FULL PAYMENT REQUIRED UNDER SOME CIRCUMSTANCES

The funeral home reserves the right to receive early full payment for services whenever:

- 1/ The role of the funeral home is limited to specified assistance rather than direction of the funeral, or
- 2/ Limited to duties which principally involve compliance with statutory requirements for the burial or cremation of a deceased person

## GOODS AND SERVICES TAX

All itemized costs will be inclusive of Goods and Services Tax.

## ACCESSING OF PREPAID FUNERAL FUNDS

The funeral home will prepare a fully itemized funeral account and will request authority from the family representative for the funeral home to access any prepaid funeral funds held on account of the deceased by the **FDANZ Funeral Trust**. The family representative will be responsible for payment of any remaining balance owing.

## FUNERAL GRANTS

The family representative may apply for any statutory grants (WINZ, ACC), and direct any entitled funds to the funeral home for partial payment on account of the deceased.

## PUBLIC NOTIFICATION AND VIEWING OF SERVICES

The funeral home will only publish, notify, make services available for general viewing, to the extent as authorised by the family representative.

## COMPLAINTS PROCESS

If you have a complaint about the services that have been provided to you, you may refer your complaint to the person in our funeral home who has had overall responsibility for the arranging and direction of the funeral.

If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to Mr Wilson Fraser, Managing Director of J Fraser and Sons Ltd, who may be contacted as follows:

By letter: PO Box 1380, Invercargill 9840

By email: [wilson@frasersfunerals.co.nz](mailto:wilson@frasersfunerals.co.nz)

By phone: 03-2184095

The Funeral Directors' Association of New Zealand (FDANZ), also maintain a complaints process, and you are able to make a complaint to that service.

*The Funeral Directors' Association of New Zealand (FDANZ).*

*PO Box 25148, Featherston Street,*

*Wellington 6146*

*Ph. 04-4737475*

*Email: [info@funeraldirectors.co.nz](mailto:info@funeraldirectors.co.nz)*