

Statement for Later Life Academy members to use on their website following the Fairer Finance report July 2017

Chris Clark, Managing Director of Ecclesiastical Planning Services, said:

“At Ecclesiastical Planning Services, our priority is to ensure that planholders and potential customers are treated fairly and our primary focus is on supporting funeral directors that offer funeral pre-payment plans. This approach means that customers are provided with a professional, personal service from specialists who understand how to arrange funerals. They can also be confident that their needs and wishes are met by the plan they choose. We take pride in being completely transparent in all of our dealings with funeral directors and customers, and we are pleased that this aspect of our proposition has been recognised in a recent funeral planning report issued by the consumer group, Fairer Finance. We work hard to make sure that all of our literature is clear, fair and not misleading.

We are aware that some funeral plan providers use high pressure sales agents to sell their funeral plans. We would like to see action taken to raise standards in this respect. For some time we have expressed the view that the supervision of plan providers is insufficient and the absence of adequate regulatory monitoring is creating an increasing number of concerns for those providers such as ourselves that take a responsible approach. We would support any actions that result in all funeral plan providers being supervised more effectively.

In the meantime, Ecclesiastical Planning Services will continue its work to deliver the highest possible standards of professionalism and customer service whilst ensuring the pre-payment funds are held securely for each plan that is arranged.”