

Pre-Paid Funeral Plan Policy

Aims

At A. Abbott and Sons we wish to provide a Pre-Paid Funeral Plan service.

As this service is now regulated by the FSA then we recognise and will undertake to remain compliant in all areas.

We will only use a registered and approved third party for this service and currently use Golden Charter Limited.

Training

Anyone selling or discussing funeral plans will need to be trained and approved.

A. Abbott and Sons will support all necessary training requirements and co-operate with Golden Charter and Regulators.

Approved persons undertake to complete training requirements in a timely fashion.

How

A. Abbott and Sons will follow the guidance from Golden Charter Limited and will only perform sales in the prescribed manner.

Records

All records will be kept in a locked drawer and access is only to those who need the information. Access to My Golden Charter is limited to a needs basis.

We will follow Golden Charters advice.

Security

We will only perform online digital sales at our offices using our own internet Services, or our own ipad.

Any uncertainty or concerns to be reported immediately to Golden Charter.

Complaints

Any complaints will be referred to Golden Charter immediately via their online tool.

Serious matters would also be telephoned through to Golden Charter for their immediate attention.