

## TERMS OF BUSINESS

The Funerals Market Investigation Order 2021 requires funeral directors to display specific information about their business, to allow customers to choose a funeral director based on criteria which may influence their choice.

To comply with the terms of the Order you need to display 'Terms of Business' on your website, or if you do not have a website, on any other online channels or platforms where you market your business by **16<sup>th</sup> September 2021**.

To support you to meet these requirements, please provide your 'Terms of Business' by completing the template below. If this information varies between branches, please complete a separate template for each branch.

Branch name	Robert Minns Funeral directors
Branch address	Fir Covert Road North, Norwich, NR10 4DT

Please enter the deposit amount required for:

Attended Cremation	Disbursement Costs
Unattended Cremation	Disbursement Costs
Attended Burial	Disbursement Costs
Unattended Burial	Disbursement Costs

Please enter the time by which the deposit and final balance must be paid (for example, within a specific number of days of the funeral taking place):

Deposit paid by:	On Arrangement
Final balance due:	On receipt of Invoice

Please enter any payment options, including any interest charged, which you offer customers in relation to the payment of any deposit and final balance:

Deposit	This can be added to Funeral fee costs, to then become monthly payments
Final balance	A Standing order can be set up on request with affordable payment terms
Interest	A fee of 5% is added to the final balance then monthly fees calculated

Please enter any charges that you will make for late payment of sums due:

Deposit	5%
Final balance	5%

Please enter any other relevant information relating to your 'Terms of Business':

Invoices are usually raised 7 days after a funeral has taken place. We do explain to families that we are independent and family owned. In order to continue our important work caring for deceased and serving the bereaved, we do need reasonably prompt payment.

Dated: 11 September 2021

Signed: Simon Woodbridge BA (hons) Soc Sci Dip FD LMBIFD