

Mark J. Floyd Funeral Services

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www.floydfunerals.com.au



Arranging a Funeral Service can initially seem complicated and overwhelming, but it need not be. Dealing with the grief of losing a loved one and then having to quickly make large decisions about best celebrating and remembering their life may appear stressful, however it is our job to carefully guide you through this sensitive process with detailed care and attention to detail at this difficult time.

We would like to take this opportunity to thank you for allowing us the privilege of taking care of the arrangements. Mark J. Floyd Funeral Services is a proudly Australian family owned and operated Independent family business serving families for thirty years. With three generations of experience in the Funeral Industry, we provide the highest level of service to the bereaved in their time of need with compassion, integrity and discretion.

We have prepared this guide to help you through all aspects of the funeral process, from the beginning to completion. Depending on the relevant circumstances, we may also have included a selection of information sheets and brochures to further guide and assist you in making arrangements.

A Little About Us

Mark J. Floyd Funeral Services has been operating in Euroa, Victoria since 1983 carrying on the tradition of Service from Bamford's Funeral Services and R.L. Ferguson & Co. Mark's son Broderick joined the family business in 2009 after gaining a decade of industry experience in the Funeral Industry to continue the family tradition of service. Mark and Broderick ensure personalised attention to detail and assure our clients that they personally take care of all of the arrangements from start to finish.

Mark J. Floyd Funeral Services uses the latest advances and knowledge in funeral care, combined with the best elements of traditional funeral tradition to assist you with any special personal touches that you may have.

Well versed in the particular rites, services and other requirements that the many different cultures, religions and belief structures that make up our community, Mark J. Floyd Funeral Services have the resources and facilities to accommodate all of your needs.

The Services We Provide

Mark J. Floyd Funeral Services operate 24 hours a day, 7 days a week to assist you when and where you may need us. We can operate in any area or location that we are required and we are often asked to help repatriate a loved one or to conduct services interstate or even overseas.

We can provide for all circumstances and tastes. From simple and private, family to large, public services accommodating for the most economical and modest or exacting and particular budgets.

In your time of need, it is our privilege to organize and facilitate every aspect of the Funeral Service, from the most large and complex to the smallest, most delicate details. In addition to any special requirements, the services we provide are;

- Collection of the deceased from their place of death and repatriation to our facilities.
- Recording of personal details with Registry of Births, Deaths & Marriages Register and apply for the Death Certificate
- Registration with Centrelink and Department of Veterans' Affairs
- Arrangement of funeral details, including but not limited to;
 - The location, time and date of the Funeral Service
 - Type of Service (Civil, Religious, Church/Chapel, Graveside, Memorial, Mass/Prayers or Eucharist etc.)
 - Selection from a range of different, vastly capable and professional Funeral Celebrants and Clergy.
 - Burial or Cremation: Organise burial or cremation and provide the very latest in specialty equipment (including marquees, chairs, umbrellas, cemetery machines and grass matting to ensure a comfortable and safe gravesite)
 - Newspaper Notices: Place Family and Funeral Notices into newspaper/s
 - Selection of a Coffin or Casket, including specialty coffins
 - Flowers: including a Casket Floral and any additional or Graveside Flowers
 - Music: Organise an organist, recorded music and provide portable PA and Music system for Church & Cemetery
 - Multimedia: Provide digital projection equipment and facilitate the creation of a Visual Presentation. Please Refer to '**Digital Presentation Guide**'. Also organise Audio and Video recording of the Service
 - Funeral Vehicles required (Hearse, Mourning Coach or specialty vehicles)
 - Memorial Book
 - Order of Service Booklets: Please Refer to '**Order of Service Guide**'
 - Organization of Service/Organization Services: RSL, Masonic, CFA, Police Association, SES etc.
 - Special Requests: A bag piper, balloons, doves, butterflies etc.
 - Facilitation of Refreshment Venue and/or Caterers

There may of course be additional, individual touches not mentioned here, it is our privilege to facilitate or organise any special requirements you may have.

Mark J. Floyd Funeral Services operates Euroa's only dedicated state-of-the-art air conditioned Funeral Chapel, and uses the latest in portable PA and Audio/Visual Equipment and utilise a fleet of modern vehicles and provide Marquees, Chairs and the latest specialty equipment to suit your needs.

Protecting Your Interests

All of our services are provided in accordance with the relevant legal and statutory requirements, including (in full) the Victorian Funerals Act 2006 and we will provide you with a full Goods & Services List and itemized Estimate of Costs should you require.

We will pay all of the required disbursements on your behalf at the time of need, and issue you with a fully itemized invoice after the service, once all of the costs have been finalised. Divided into 'Mark J. Floyd

Funeral Services Fees', and 'Third-Party Disbursements', ensuring you are protected financially during the grieving period.

Our Invoices contain an 'Estate Services Fee'. This fee is calculated as 5% of the total cost of the entire invoice. The purpose of this fee is to finance costs that we incur when payment of the funeral invoice is deferred as part administration of the estate. Should full payment of invoice be received within 10 working days from date of issue as stated on the invoice, the 'Estate Services Fee' is waived in full.

Our invoice terms are Invoice terms are strictly Net 30 days from invoice date. We accept cash, cheques, money orders and electronic bank transfers. All payments will not be deemed to have been made until the specified amount has been credited to Mark J. Floyd Funerals Services' bank account. For electronic fund transfer details contact us on (03) 5795 1086. Invoices paid in full within 10 working days of date of invoice will waive the 'Estate Services Fee' in full. Alternative terms may be arranged in consultation with Mark J. Floyd Funeral Services (requires approval before the cessation of our regular terms). A credit charge of 2.5% per month may be applied to all overdue invoices. The charge will accrue until all overdue amounts are paid. Invoices in excess of 60 days may be referred to an agency for full debt recovery.

In compliance with Sections 49-52 of the Victorian Funerals Act 2006 and to ensure the highest standard of quality funeral service provided to our clients, Mark J. Floyd Funeral Services has developed a Dispute Resolution Procedure. Copies are available from our office upon request.

Pre-Paid and Pre-Arranged Funerals

Pre-Paid and Pre-Arranged Funerals are a thoughtful way of preparing for the future and protecting your loved ones from the financial and emotional stress that funeral arrangements can have.

Mark J. Floyd Funeral Services specialize in Fixed Price Pre-Paid Funeral Plans, Funeral Bonds and Pre-Arranged Funerals having provided this service to our clients since the 1980's. Our Fixed Price Pre-Paid Funeral Plans protect you from future price rises by locking arrangements in at today's prices and all Funeral Bonds (invested with Australian Friendly Society) are Government guaranteed to provide protection in an uncertain economic climate.

The process of organizing a Pre-Paid Funeral is simple. We collect the relevant personal information, your desired funeral arrangements and any special personal touches.

Of the total Pre-Paid cost, items that can be pre-purchased (i.e. Cemetery Plots & Cremation Deeds) will be purchased in your name, the GST portion paid to the government and the remaining amount invested in a Funeral Bond which is solely the property of the bond holder and not the Funeral Director.

For further information we have prepared a **'Pre-Paid, Pre-Arranged & Funeral Bond Fact Sheet'**, should you require any further information or explanation please contact us.

Funeral Insurance

We are often contacted about Funeral Insurance and the multitude of Insurance options. Advertising for Funeral Insurance features very prominently in all media and portrays Funerals as prohibitively and extortionately expensive. This is in contrast to their assertion that Insurance is a thoughtful and cost effective alternative. An excellent analysis of the claims made by the Funeral Insurance industry was undertaken by the Combined Pensioners & Superannuants Association of New South Wales Inc. and can be provided at your request.

We recommend that anyone considering Funeral Insurance, Pre-Paid Funeral Plan or a Funeral Bond to get detailed, personal advice from their financial advisor.

We hope that we have answered most of your questions with the information provided in this folder, however if there are any questions you may have, or if we can be of any further assistance, please do not hesitate to contact us on (03) 5795 1086 or access our online resources at www.floydfunerals.com.au