



Trust Matters Family Funeral Services Terms of Business

Please find below standard terms of business for our funerals. If you have any questions, please ask your funeral director.

Having been provided with a written quotation of the funeral charges, we kindly ask that full payment of our invoice is paid before the date of the funeral.

Payments being made by a solicitor, bank or building society may be settled within 14 days of the invoice date if a letter or email confirming payment being made is produced.

Department for Work and Pensions (DWP) If you have made or intend to make an application for a DWP Funeral Payment or any other financial assistance or grant to help you pay for the funeral, it is likely that it will only cover part of the Funeral Cost that you owe us. In some cases, an application for a DWP Funeral Payment or any other financial assistance or grant may not be successful or only be partly successful. **It is important to remember that in all these circumstances you will still be responsible to us for payment of any outstanding money in relation to the Funeral Cost.**

Method of Payments

- Bank Transfer – Payments can be made directly to our bank account by bank transfer. We can provide you with the appropriate bank details at the time arrangement. Our bank payment details are also included on our funeral invoices.
- Debit Card Payment – Our offices are able to take part of full payment, across one or multiple debit cards either in person in our office or over the telephone. There are no additional charges for payments made by card.
- Cheque – We accept payments by cheque. Cheques should be made payable to ‘Trust Matters Family Funeral Services’.
- Cash – If you wish to pay for your funeral account by cash, it may be possible for you to pay cash directly into our bank account. We can provide bank details for you to ask your bank to do this. Where this procedure is not available we can accept cash payments at our offices, although we may require further details of the payee to satisfy Money Laundering Regulations.

St Albans Family Funeral Services Ltd, trading as Trust Matters Family Funeral Services reserves the right to refuse instruction or cancel arrangements if we feel that payment for our services will not be made in accordance with the above terms and conditions.