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FINANCE









# *Crake and Mallon*

**FINANCE**

## **OPENING HOURS**

Our staff are on call 24 hours a day, every day of the year. Our office staff are in attendance at our premises Monday to Friday 9.00am until 5.00pm and on Saturdays from 9.30am until 12.30pm (with the exception of Bank Holidays).

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## INTRODUCTION

*Foreword by Alison Crake*

*MBA FCMI, Senior Partner*

.....

At Crake and Mallon Funeral Service we have been arranging and conducting funerals throughout the Teesside area since 1971. My family and I have seen first hand the impact that bereavement has on the families we care for and understand how distressing it is to have to make funeral arrangements for a loved one. We also understand that many people have concerns about how they are going to meet the cost of the funeral and any associated expenses.



With this in mind, in the early part of 2016 we began looking at ways in which we could offer some alternative options for families when it came to the time for them to settle their account with us. We researched extensively to find a finance provider that, like ourselves, is committed to the highest possible standards and service and in September 2016, we entered into an agreement with Divido Financial Services Limited (you can find out more about Divido and the answers to some frequently asked questions on pages 12-15 of this brochure).

Through our relationship with Divido we are now able to act as a credit intermediary. We are authorised and regulated by the Financial Conduct Authority and bound by their Code of Practice, which I hope gives further reassurance to yourself and your family. This brochure outlines the options that we now have available which includes an interest free 0% finance option, a reduction in our professional fees for prompt payment (for funeral expenses only) and a deposit payment followed by the payment of the balance once our invoice is submitted to you. You can find full details of all these options in the following pages (terms and conditions apply).

I appreciate that you may be reading this brochure at a very difficult time in your life. I do hope that the information within it is helpful to you. If you have any queries or would like any further help or information, please get in touch with either your Funeral Director or contact our office, where one of my colleagues will be pleased to offer any assistance.

Sincerely,

A handwritten signature in black ink that reads "Alison Crake". The signature is written in a cursive style with a horizontal line underneath.



## SETTLING YOUR ACCOUNT WITH US

Crake and Mallon Funeral Service are able to offer a number of options with regard to settling your account with us on the following services we provide:

- Funerals
- Memorials
- Memorial Jewellery and Keepsakes

Over the following pages we outline the details for each option, together with some representative examples.

## FUNERAL EXPENSES

Your Funeral Director will discuss your requirements in detail and provide an estimate of the costs for the type of service you require. We understand that you may wish to discuss the costs in private with your family and so, if you have recently made funeral arrangements with us, this brochure will have been left with you in order that you may read through it in detail before making any decision as to how you would like to settle your account with us. Please contact your Funeral Director once your decision has been made and he will advise you of the procedure from that point forward. We will need to know how you wish to proceed at least 3 days before the funeral has been arranged to take place.

## MEMORIALS

We are able to provide written quotations for all memorial work including new memorials, additional inscriptions and renovation and restoration work. A copy of our memorials brochure is available from our office or you can download a copy at [www.crakeandmallon.co.uk](http://www.crakeandmallon.co.uk). Please advise us at the time of ordering how you wish to settle your account.

## MEMORIAL JEWELLERY AND KEEPSAKES

We offer an extensive range of memorial jewellery and keepsakes designed as a way to preserve the memory of a loved one. A copy of our brochure is available from our office or you can download a copy at [www.crakeandmallon.co.uk](http://www.crakeandmallon.co.uk). Please advise us at the time of ordering how you wish to settle your account.

**\*\*Please note:** Applications for finance must be made in person at our office.



Crake and Mallon are members of the National Association of Funeral Directors so you can be sure that your wishes will be handled sensitively, professionally and in accordance with the NAFD's Code of Practice.

Crake and Mallon Funeral Service is authorised and regulated by the Financial Conduct Authority.



## FUNERALS - SETTLING YOUR ACCOUNT WITH US

We have detailed below the options available to you with regards to settling your funeral account with us, including a representative example. The example that we have used is based on the current approximate costs for a cremation service in the Teesside area with the service taking place in the crematorium Chapel (but excluding any estimated costs for press notices or floral tributes etc). We would like to stress that this is a guideline only as costs can vary greatly depending on the individual family's requirements. Your Funeral Director will provide an estimate of the costs involved at the time the arrangements are made.



- 1 . Payment in full (including disbursements) 48 hours before the funeral takes place. Should you choose this option we would deduct £95.00 from our fees.

Amount payable .....	<b>£3230.00</b>
Less prompt payment discount .....	<b>£95.00</b>
<b><i>Total amount payable</i></b> .....	<b>£3135.00</b>

- 2 . Pay 10% deposit 48 hours before the funeral takes place and finance the remaining balance with interest free 0% finance over 12 months.

Further detail and representative example included on the next page.

- 3 . Pay 40% deposit 48 hours before the funeral takes place and pay the remaining 60% balance in full within 28 days of receipt of our invoice (after which interest charges will apply).

40% deposit to be paid .....	<b>£1292.00</b>
Balance on receipt of our invoice .....	<b>£1938.00</b>
<b><i>Total amount payable</i></b> .....	<b>£3230.00</b>



## FINANCE OPTION FOR SETTling YOUR ACCOUNT WITH US

Further details on the finance option (option 2) is detailed below.

### REPRESENTATIVE EXAMPLE

Pay 10% deposit 48 hours before the funeral takes place and finance the remaining balance with interest free 0% finance over 12 months

Total approximate costs .....	<b>£3230.00</b>
Deposit to be paid .....	<b>£323.00</b>
Amount of credit .....	<b>£2907.00</b>
	(total repayable by client)
12 monthly instalments of .....	<b>£242.25</b>
	(duration of agreement - 12 months)
Rate of interest .....	<b>0%</b>
Total amount repayable .....	<b>£2907.00</b>

\*Please note your monthly instalments will be collected via Direct Debit by Divido. The first instalment will be taken around 30 days after the funeral takes place. The exact date will be confirmed by Divido. Please advise your Funeral Director of the option you wish to take to settle your account with us. Applications for finance must be made at our premises and cannot be made at your home address.





## MEMORIALS - SETTling YOUR ACCOUNT WITH US

We provide a full monumental service including new memorials, additional inscriptions to existing memorials, renovation and restoration work. We are now able to offer 2 options with regards to settling your memorial account. The options for payment are detailed below:

**1 .** Pay 40% deposit of the total cost with your order. Our account will be submitted to you for the remaining balance after the memorial has been completed and erected in the relevant Cemetery or Churchyard. The balance must be paid in full within 28 days of receipt of our invoice (after which interest charges will apply).

40% deposit to be paid..... **£476.00**

Balance on receipt of our invoice..... **£714.00**

***Total amount payable***..... **£1190.00**

**2 .** Pay 10% deposit of the total cost with your order and finance the remaining balance with interest free 0% finance over 12 months. Further details and a representative example are included on the next page.

Please note the total amount payable is based on the following example of the current, approximate cost for a headstone in a local cemetery. **We would stress that this is a guideline only, depending on your chosen headstone the approximate costs will vary. In addition, we have no control over the Cemetery or Churchyard fees and they are subject to change without notice.**





**FINANCE OPTION FOR SETTLING YOUR ACCOUNT WITH US**

Further details on the finance option (option 2) is detailed below. Please note, should you wish to arrange finance a minimum spend of £600 applies.

**REPRESENTATIVE EXAMPLE**

Pay 10% deposit of the total cost with your order and finance the remaining balance with interest free 0% finance over 12 months

Total approximate costs (based on example below) .....	<b>£1190.00</b>
Deposit to be paid .....	<b>£119.00</b>
Amount of credit .....	<b>£1071.00</b> (total repayable by client)
12 monthly instalments of .....	<b>£89.25</b> (duration of agreement: 12 months)
Rate of interest .....	<b>0%</b>
Total amount repayable .....	<b>£1071.00</b>

Black granite headstone fully inclusive of all fixing charges, memorial insurance and VAT at the current rate .....	<b>£995.00</b>
Cemetery fee .....	<b>£195.00</b> (for a memorial on a purchased grave)
<b>Total</b> .....	<b>£1190.00</b>



\*Please note your monthly instalments will be collected via Direct Debit by Divido. The first instalment will be taken around 30 days after the memorial has been completed and erected in the relevant Cemetery or Churchyard. The exact date will be confirmed by Divido. From the point of order to the completion date you will need to ensure your credit status does not change as Divido reserves the right to re-assess your eligibility after 30 days.



## JEWELLERY & KEEPSAKES - SETTLING YOUR ACCOUNT WITH US

We provide an extensive range of memorial jewellery and keepsakes, designed as a way to preserve the memory of your loved one. We are now able to offer 2 options with regards to settling your jewellery account. The options for payment detailed below:

- 1 . Pay 40% deposit of the total cost with your order. The remaining balance must be paid on collection of your jewellery.

40% deposit to be paid .....	<b>£352.00</b>
Balance on receipt of our invoice .....	<b>£528.00</b>
<i><b>Total amount payable</b></i> .....	<b>£880.00</b>

- 2 . Pay 10% deposit of the total cost with your order and finance the remaining balance with interest free 0% finance over 12 months.



## FINANCE OPTION FOR SETTLING YOUR ACCOUNT WITH US

Further details on the finance option (option 2) is detailed below. Please note, should you wish to arrange finance a minimum spend of £600 applies.

### REPRESENTATIVE EXAMPLE

Pay 10% deposit of the total cost with your order and finance the remaining balance with interest free 0% finance over 12 months

Total approximate costs (based on example below) .....	<b>£880.00</b>
Deposit to be paid .....	<b>£88.00</b>
Amount of credit .....	<b>£792.00</b> (total repayable by client)
12 monthly instalments of .....	<b>£66.00*</b> (duration of agreement - 12 months)
Rate of interest .....	<b>0%</b>
<i><b>Total amount repayable</b></i> .....	<b>£792.00</b>

\* Please note your monthly instalments will be collected via Direct Debit by Divido. The first instalment will be taken around 30 days after the delivery/collection of your order. The exact date will be confirmed by Divido.

<b>1</b> . Ashes into Glass Tribute Ring (gold) .....	<b>£375.00</b>
<b>2</b> . Ashes into Glass Long Pendant (silver) .....	<b>£295.00</b>
<b>3</b> . See You rose plated bracelet .....	<b>£210.00</b>
<i><b>Total</b></i> .....	<b>£880.00</b>



\*Please note this example has been included for illustrative purposes only, we would be happy to discuss further based on your individual requirements.



Through our partner Divido we offer an attractive finance package of 0% over 12 months. Divido Financial Services Limited ('Divido') is authorised and regulated by the Financial Conduct Authority. For more information, please visit: [www.divido.com](http://www.divido.com). The application process is simple, takes around 15 minutes to complete, is carried out online with a decision made within a couple of minutes of completion.

## WHO IS ELIGIBLE FOR FINANCE?

Applying for finance is the same as applying for a new credit card. The details you provide are checked against public registers, such as credit-rating agencies. This means that not everyone will be approved, however to increase the chances of acceptance, ideally, you will have a good credit history – (no late payments, CCJ's, etc) – and meet the following minimum criteria:

- Valid phone number and email address
- Be over 18 years of age
- Be working at least 16 hours per week or in receipt of steady income
- Have 3 years of UK address history
- You must have a UK bank account capable of accepting direct debits.

## HOW IT WORKS

- 1 .** Contact us to confirm that you wish to apply for 'finance' to settle your account with us and we will make an appointment for you to come into the office.
- 2 .** During your appointment\* we will help you complete the lender's online application form.
- 3 .** A decision is made within a couple of minutes usually - you will then have 2 steps to complete:
  - Step 1: Pay your 10% deposit
  - Step 2: Review and e-sign the contract (loan agreement)

Please note deposits must be paid with cash, cheque or credit/debit card.

- 4 .** Once approved you will receive all documents and terms and conditions via the email address provided.

\*Please refer to adjacent page for the details you will need when you come to your appointment.

Please Note:

Crake and Mallon Funeral Service is an independent partnership business. Registered office: 45 Norton Road, Stockton on Tees, TS18 2BU. Crake and Mallon Funeral Service acts as a credit intermediary and only offers credit products for Divido. Crake and Mallon Funeral Service is authorised and regulated by the Financial Conduct Authority. Credit provided subject to age and status. Terms and Conditions apply and we reserve the right to withdraw these offers without notice.



## TO APPLY

We will need the following information to apply:

PERSONAL DETAILS	
<i>First Name</i>	
<i>Middle Name</i>	
<i>Surname</i>	
<i>Gender</i>	
<i>Date of Birth</i>	
<i>Home Address</i> <i>(current address and previous addresses for 3 years)</i>	
<i>Email Address</i>	
<i>Mobile Phone Number</i>	
<i>Residential Status</i>	
<i>Marital Status</i>	
EMPLOYMENT DETAILS	
<i>Employment Status</i>	
<i>Employer Name</i>	
<i>Job Title</i>	
<i>Gross Annual Income</i>	
<i>Work Phone</i>	
<i>Years With Employer</i>	
BANK DETAILS	
<i>Sort Code</i>	
<i>Account Number</i>	
PLEASE USE THIS SECTION TO RECORD DETAILS OF YOUR APPLICATION	
<i>Purchase description</i>	
<i>Funeral</i>	
<i>Memorial</i>	
<i>Jewellery</i>	
<i>Date Application Made</i>	
<i>Total Cost</i>	
<i>Deposit (10% of total cost)</i>	
<i>Amount of Credit/Total Repayable</i>	
<i>12 Monthly Instalments of</i>	
<i>Rate of Interest</i>	0%
<i>First Instalment to be Taken</i>	

As part of the electronic signature process you will also be required to provide details from one of the following:

- A credit or debit card registered at your home address
- OR; a photo card driving licence
- OR; a passport

Please ensure you have one of these to hand when coming to the office for your appointment.

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## FREQUENTLY ASKED QUESTIONS

### Q. WHY SHOULD I CONSIDER FINANCE WITH DIVIDO?

Divido finance option offers a structured repayment plan at a fixed rate to allow you to spread the cost of your purchase. Another advantage is that you can pay off the loan early without incurring a penalty. In addition, Divido can finance purchases for up to £25k.

### Q. CAN I PAY MORE THAN 10% DEPOSIT?

Yes – 10% is the minimum deposit that we require.

### Q. CAN I PAY MY MONTHLY INSTALMENTS BY CASH OR CHEQUE?

No – your monthly instalments must be collected by direct debit from a UK bank account.

### Q. WHEN WILL THE INSTALMENTS START?

Around 30 days after your order has been fulfilled, (i.e. the date the funeral takes place, once the memorial is in place or on collection of your jewellery order) the exact date will be confirmed by the lender.

### Q. CAN I SET UP THE PAYMENTS FROM A BUSINESS BANK ACCOUNT?

No – only personal bank accounts can be accepted.

### Q. CAN I CHANGE MY PAYMENT DATE?

Yes – you will be able to contact Divido and request to change your payment date once the agreement is in place.

### Q. HOW DO DIVIDO MAKE THEIR DECISION?

Divido use all the information you supply in your application and information supplied by a credit reference agency to give the underwriters the information they need to make a decision. As responsible lenders, the underwriters take into account, your personal circumstances to decide the appropriate level of credit to offer you. They use your credit score to help them do this. We have a commitment to act responsibly in facilitating credit to customers. The underwriters look at how customers meet their various debt repayments together with the total level of debt, including available credit on cards. Their decision is based on the level of risk calculated for each applicant.

### Q. CAN I ADD A MEMORIAL OR JEWELLERY ONTO MY FUNERAL COSTS AND FINANCE BOTH TOGETHER?

Sorry, we are currently unable to offer this facility. Should you wish to finance the cost of a memorial (headstone) or memorial jewellery in addition to the cost of the funeral expenses you would need to make a further (second) application at a later date. Any further applications would be subject to the necessary credit checks.



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**Q. WHAT IF THE DECEASED'S ESTATE IS TO BE SETTLED VIA A SOLICITOR?**

You will need to notify your Funeral Director that a Solicitor is handling the administration of the estate so that we can update our records. We will still require a 40% deposit or 10% if you are applying for finance. In certain circumstances we may be able to forward the whole of our account to your Solicitor for payment (terms and conditions apply). Please speak with your Funeral Director if you wish to discuss this further.

**Q. CAN I STILL APPLY FOR FINANCE EVEN IF I AM APPLYING FOR ASSISTANCE FROM DWP?**

Yes – you are still eligible to apply for finance even if you are making a claim to DWP for assistance with the cost of the funeral. You should submit your application to the DWP in the usual way and they will advise if you are eligible for assistance (terms and conditions apply). Please contact the DWP directly if you have any concerns about your eligibility or for more advice on how to claim.

**Q. WHAT IF I TAKE OUT THE FINANCE OPTION AND THEN FIND I AM STRUGGLING TO MAKE MY MONTHLY PAYMENTS?**

The finance agreement is between you and Divido. If you find you are unable to meet the monthly payments you would need to contact Divido for further advice. Their contact numbers and details of what to do in such circumstances will be provided to you after your application has been approved.

**Q. WHAT IF I APPLY FOR FINANCE AND MY REQUEST IS REJECTED?**

We understand that it can be disappointing to have an application for credit be unsuccessful. If your request is rejected; you will need to make alternative arrangements to settle your account. Our staff will discuss the other options available to you and offer any help and advice they can.

**Q. CAN I FIND OUT WHY I HAVE BEEN REJECTED?**

The underwriters use Equifax, Call Credit and Experian as credit reference agencies. To find out what information these credit reference agencies hold on your file, you can contact them by writing to them at the following address, enclosing the standard £2 fee:

*Equifax Limited,  
Credit File Advice Centre,  
PO Box 1140,  
Bradford,  
BD1 5US  
Website : [www.equifax.co.uk](http://www.equifax.co.uk)  
Phone: 0844 335 0550*

*Callcredit Limited,  
Consumer Services Team,  
PO Box 491,  
Leeds,  
LS3 1WZ  
Website : [www.callcredit.co.uk](http://www.callcredit.co.uk)  
Phone : 0870 060 1414*

