

Peace of mind with a  
**pre-paid funeral plan**  
through us

Reduce the  
worry for  
loved ones



*Crake and Mallon*  
FUNERAL SERVICE



Taking out a funeral plan is one of the most thoughtful and caring things you can do.

## Plan ahead for peace of mind

If you've ever had to arrange a funeral for someone, you'll know just how much there is to decide and how difficult it can be.

By taking some time now, you can provide both financial and practical help for your loved ones in the future. It can be comforting and reassuring to have your funeral arrangements in place.

A pre-arranged funeral plan is a simple way of reducing worry for your loved ones.

We deal with funeral plans on behalf of customers on a daily basis and see the difference they can make. What's more, making funeral arrangements in advance needn't be distressing.

## Make provision for funeral costs

The plans we offer cover your specified funeral costs, no matter how much prices rise in the future. As long as you don't later choose a different funeral director and your requirements don't change, your loved ones won't be asked to pay more when the time comes.

Please refer to the questions and answers overleaf and the Terms and Conditions for more information.

**Make financial provision today**

## What happens to my money?

Our funeral pre-payment plans are provided by Ecclesiastical Planning Services.

The value of the plan (excluding the initial administration fee and any instalment charges) is held in a whole of life assurance

policy and ring-fenced for your funeral when the time comes. The money is made immediately available at the time of need and the funds cannot be used for anything other than your funeral for total peace of mind.

## A choice of services to suit you

Everyone has their own ideas about the funeral they would like. You may choose something simple and straightforward, or you might prefer a funeral with additional services and special touches.



# Questions and answers

There are a number of funeral plans to choose from and it can be difficult to know which is best for your needs and budget. There are a few things to ask before buying a funeral plan:

## **Q. Who is eligible?**

UK residents aged 18 or over can take out a plan. If paying by instalments of two years or more, eligibility criteria applies - please refer to the Terms and Conditions for more information. There are no medical or health questions to answer.

## **Q. Can the plan include special wishes?**

Yes, you can add special wishes and requests such as song choices, readings, information for a eulogy and so on. There is no charge to add these details. There may be more to pay if you require additional features, services or upgrades.

## **Q. Can I buy a funeral plan for someone else?**

Yes, many of our customers choose to do this.

## **Q. What happens if I move to a different part of the country?**

If you move, you should be able to transfer your plan to a funeral director near your new home. However, there may be additional costs depending on local prices and types of funeral plan available. Please refer to the Terms and Conditions for details or speak to a member of the team for more information.

## **Q. Does the plan cover the entire cost of the funeral?**

The plan covers the funeral costs listed in the plan details as long as your requirements don't change and you don't later choose a different funeral director. If you choose to use another funeral director or make changes to your plan, there may be additional costs to pay. Please refer to the Terms and Conditions for more information.

## **Q. Can I pay for my plan by instalments?**

Yes, you are able to pay over a range of periods. Please refer to the Instalment Q&A and the Terms and Conditions for more information. Eligibility criteria applies and there's an additional cost for paying over two or more years. We can provide you with a personalised quote.



## **Q. Can I change my funeral plan arrangements?**

Yes, you can make changes to your plan after you have taken it out and fully-paid for it. Just let us know what you wish to change. There may be an additional cost if you add new features and services to your plan.

## **Q. Can I cancel my plan?**

Yes, you can cancel the plan at any time before a claim being made. If you cancel within 30 days of receiving your welcome booklet, the person who paid for the plan will receive a full refund. If you cancel after that, the person who paid for the plan will receive a refund of the original amount, less the administration fee. For instalment plans, if you cancel in the first 12 months a full refund will be paid. If you cancel after that, the administration fee and any payments to insure the plan will be deducted from the refund.

## **Q. What happens if I die abroad?**

The plan does not cover the cost of a funeral abroad, or the cost of repatriating the deceased. It is therefore important that your travel insurance policy covers this.

Please refer to the Funeral Plan Summary and Terms and Conditions for full details.

# About Ecclesiastical Planning Services



Ecclesiastical's office in Gloucester

Ecclesiastical Planning Services works with funeral directors across the country. It is part of the Benefact Group which is a family of award-winning, specialist financial services businesses that, from its profits, gives to good causes in order to transform lives and communities.

Ecclesiastical Planning Services has been recognised by the National Association of Funeral Directors for treating customers fairly (2023).





## About Crake and Mallon Funeral Service

Crake and Mallon Funeral Service was established in 1971, by my late father Robert Crake. Robert (known as Bob) who was originally from East Rainton in Country Durham, began his career in the funeral profession in 1940. He moved to Stockton in 1956 as a Funeral Service Manager and then set-up his own business in 1971. Originally called "Robert Crake Funeral Service" the company's first premises were in Skinner Street in Stockton and the "staff" consisted of just my father and mother, Dorothy. In the earlier part of 1973 my father's former colleague and close friend, Joseph Mallon, joined him and the company became known as Crake and Mallon Funeral Service.

Both my father and Joe were well known and respected throughout the community and the company steadily developed over the following years. My brother, also called Robert, joined in 1974 and I followed in 1979, closely followed by my brother-in-law James Ross who joined in 1981.

As the years progressed we realised that much larger premises were needed and

in the summer of 1991 we purchased our current premises in Norton Road.

Our premises is now the base for our team of 26 staff, and includes extensive office space, six private Chapels of Rest, garaging for two fleets of vehicles, private arrangement rooms and extensive mortuary facilities. We have always ensured that our premises reflect the very high standards we pride ourselves in, if you would like to visit or learn more about the facilities we have please get in touch.



Foreword by Alison Crake MBA  
FCMI, Senior Partner

## Get in touch

For help with any aspect of funeral planning or to find out more about pre-arranged funeral plans get in touch today.



45 Norton Road, Stockon on Tees  
TS18 2BU

Telephone: **01642 611716**

**Visit:** [www.crakeandmallon.co.uk](http://www.crakeandmallon.co.uk)

**Email:** [info@crakeandmallon.co.uk](mailto:info@crakeandmallon.co.uk)



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Tel: 0800 633 5626 Email: [info@epsfunerals.com](mailto:info@epsfunerals.com)

Crake and Mallon Funeral Service, which is a trading name of Alison Crake and Louise Ross, 45 Norton Road, Stockon on Tees TS18 2BU is an Appointed Representative (Firm Reference Number 982370) of Ecclesiastical Planning Services Limited Reg. No. 2644860, registered in England at Benefact House, 2000 Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW, UK, which is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 958152.

# The Simply Crake and Mallon Plan



From: Crake and Mallon Funeral Service  
Visit: 45 Norton Road, Stockton on Tees, TS18 2BU  
Call: 01642 611716 Email: info@crakeandmallon.co.uk

## Funeral director's costs

- The services of your funeral director including professional guidance on the legal documents for certification and registration of death and making the funeral arrangements
- Collection of the deceased in the local area up to 15 road miles at any time
- Care of the deceased
- A standard-sized simple wood effect coffin with flat sides and a flat lid
- Transport of the deceased on the day of the funeral in the local area - standard motor hearse

## Guaranteed third party costs

- An unattended cremation at a day, time and location of our choice with no mourners or service

## What additional costs could there be for me?

- Any services not listed above will need to be paid for at the time they are added or at claim.
- If the covered individual moves and a different funeral director carries out the plan, there may be more to pay.
- There may be more to pay if you later choose a different funeral director.

## Single payment cost of plan

Funeral director's charges	£1,229.00
Third party costs	£470.00
Administration fee	£325.00
<b>Total plan price</b>	<b>£2,024.00</b>

For a bespoke plan or to add additional services to the above, for a joint plan or to pay by instalments, please contact us on the number above.

The plan information and prices provided should be used as an example only. There is further important information you will need before deciding to purchase a funeral plan. Terms and conditions apply. Prices correct as at April 2026 and may change in the future. Price based on today's cost of a funeral plus a £325 administration fee charged by Ecclesiastical and any instalment charges.

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# The Essential Funeral Plan



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## Funeral director's costs

- The services of your funeral director including professional guidance on the legal documents for certification and registration of death and making the funeral arrangements
- Collection of the deceased in the local area up to 15 road miles at any time
- Care of the deceased
- Viewing the deceased by appointment during office hours
- A standard-sized veneer coffin with flat sides and a flat lid
- Transport of the deceased on the day of the funeral in the local area - standard motor hearse
- 4 pallbearers to convey the coffin on the day of the funeral

## Guaranteed third party costs

- A local, attended cremation at a day and time of your choice subject to availability
- Officiant's fees

## What additional costs could there be for me?

- Any services not listed above will need to be paid for at the time they are added or at claim.
- If the covered individual moves and a different funeral director carries out the plan, there may be more to pay.
- There may be more to pay if you later choose a different funeral director.

## Single payment cost of plan

Funeral director's charges	£2,656.00
Third party costs	£1,255.00
Administration fee	£325.00
<b>Total plan price</b>	<b>£4,236.00</b>

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# The Classic Funeral Plan



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## Funeral director's costs

- The services of your funeral director including professional guidance on the legal documents for certification and registration of death and making the funeral arrangements
- Collection of the deceased in the local area up to 15 road miles at any time
- Care of the deceased
- Embalming of the deceased
- Viewing the deceased by appointment during office hours
- A standard-sized veneer coffin with flat sides and a flat lid
- Transport of the deceased on the day of the funeral in the local area - standard motor hearse
- 1 limousine on the day of the funeral in the local area
- 4 pallbearers to convey the coffin on the day of the funeral

## Guaranteed third party costs

- A local, attended cremation at a day and time of your choice subject to availability
- Officiant's fees

## What additional costs could there be for me?

- Any services not listed above will need to be paid for at the time they are added or at claim.
- If the covered individual moves and a different funeral director carries out the plan, there may be more to pay.
- There may be more to pay if you later choose a different funeral director.

## Single payment cost of plan

Funeral director's charges	£2,946.00
Third party costs	£1,255.00
Administration fee	£325.00
<b>Total plan price</b>	<b>£4,526.00</b>

For a bespoke plan or to add additional services to the above, for a joint plan or to pay by instalments, please contact us on the number above.

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# The Signature Funeral Plan



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## Funeral director's costs

- The services of your funeral director including professional guidance on the legal documents for certification and registration of death and making the funeral arrangements
- Collection of the deceased in the local area up to 15 road miles at any time
- Care of the deceased
- Embalming of the deceased
- Viewing the deceased by appointment at any time
- A standard-sized superior veneer coffin with flat sides and a flat lid
- Transport of the deceased on the day of the funeral in the local area - standard motor hearse
- 2 limousines on the day of the funeral in the local area
- 4 pallbearers to convey the coffin on the day of the funeral

## Guaranteed third party costs

- A local, attended cremation at a day and time of your choice subject to availability
- Officiant's fees
- Newspaper notice(s)
- Floral tributes - standard coffin spray
- 100 orders of service

## What additional costs could there be for me?

- Any services not listed above will need to be paid for at the time they are added or at claim.
- If the covered individual moves and a different funeral director carries out the plan, there may be more to pay.
- There may be more to pay if you later choose a different funeral director.

## Single payment cost of plan

Funeral director's charges	£3,321.00
Third party costs	£1,604.00
Administration fee	£325.00
<b>Total plan price</b>	<b>£5,250.00</b>

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