

1. Information about our Funeral Plans

This funeral plan is provided by Memoria Direct Cremation which is a trading name of Memoria Funeral Plans Limited, The Pool House, Bicester Road, Stratton Audley, Oxfordshire, OX27 9BS.

We are a funeral plan provider and therefore we only offer information about our own funeral plans. We are not a funeral plan intermediary.

2. Who regulates us?

Memoria Funeral Plans Limited is authorised and regulated by the Financial Conduct Authority (FCA) under Firm Reference Number 965287. You can check this by contacting the FCA by telephone on 0800 111 6768 or by visiting the FCA's website: Financial Services Register | FCA

3. The level of service we provide to you

We will provide information to you about the funeral plans that we offer. You should carefully consider the information that we provide so that you are confident to make an informed choice whether the funeral plan that you select for yourself meets your particular demands and needs.

4. What to do if you have a complaint

If you are unhappy with your funeral plan or the service you receive, you can complain to us:

- By email at complaints@memoriadirectcremation.co.uk
- By calling 0800 007 3921
- Or by writing to us at: Memoria Direct Cremation, The Pool House, Bicester Road, Stratton Audley, Oxfordshire, OX27 9BS.

Any complaint will be dealt with as quickly as possible and we aim to resolve a complaint before the close of business on the third working day following receipt. Some more complicated complaints can take up to 56 days to resolve, but we will always write to you with a formal response and explain whether your complaint is upheld and if it is how we will make things right.

If following our response to your complaint you remain dissatisfied, you have the right to refer your complaint free of charge to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by calling 0800 023 4567.

5. Financial Services Compensation Scheme

Your funeral plan will be covered by the Financial Services Compensation Scheme (FSCS). If Memoria Direct Cremation is unable to meet its liabilities and honour your funeral plan, you or the person covered by this funeral plan (or their estate, if you or the person covered by the funeral plan has died) may be entitled to compensation from FSCS. You can find out further information about the FSCS by visiting: www.fscs.org.uk/what-we-cover/funeral-plans/ or by calling 08081 685685.

6. Keeping your personal data safe

We will use any personal information or data that you provide to us in accordance with the Privacy Notice which is available on our website: <https://memoriadirectcremation.co.uk/> A copy of this Privacy Notice is also available upon request using the contact details below.

7. Contact details

You can contact us regarding your funeral plan by:

- Calling 0800 007 3921
- Emailing info@memoriadirectcremation.co.uk
- Writing to: Memoria Direct Cremation, The Pool House, Bicester Road, Stratton Audley, Oxfordshire, OX27 9BS.