



FuneralExperts.com[®]

Trust, Transparency and Compassion

Introduction to Funeral Experts



How it all started

Funerals Market Study 2019

The Competition and Markets Authority (CMA) carried out a market investigation into the supply of services by funeral directors at the point of need and the supply of crematoria services.

Issues identified

- Due to the inherent emotional distress people experience when arranging a funeral, they understandably tend not to spend time comparing providers. They typically choose to use a funeral director that has been recommended or is familiar to them
- Pricing and product information is not provided consistently by funeral directors in a way that allows people to compare different offers
- The fees charged by funeral directors increased at a rate well above inflation for at least a decade
- Most people believe that funeral directors are regulated, but that is not the case in England, Wales and Northern Ireland. The investigation found that, although many funeral directors meet good standards, some are providing unacceptably low levels of care of the deceased



Funerals Market Investigation Order 2021

Price Transparency Requirements

Terms of Business

Disclosure of Interests

Prohibited Practices

- No incentive-based referrals from hospitals, hospices, care homes, palliative services
- No exclusive or prominent placement of services in hospital materials (leaflets, websites, brochures, etc.)
- No promotion during body collection under police or coroner contracts
- No direct or indirect financial relationships with institutions that could influence referrals or create preferential treatment (e.g. payments, gifts, informal arrangements)

Plus...a recommendation for people to 'shop around' and acquire quotes from at least two funeral directors



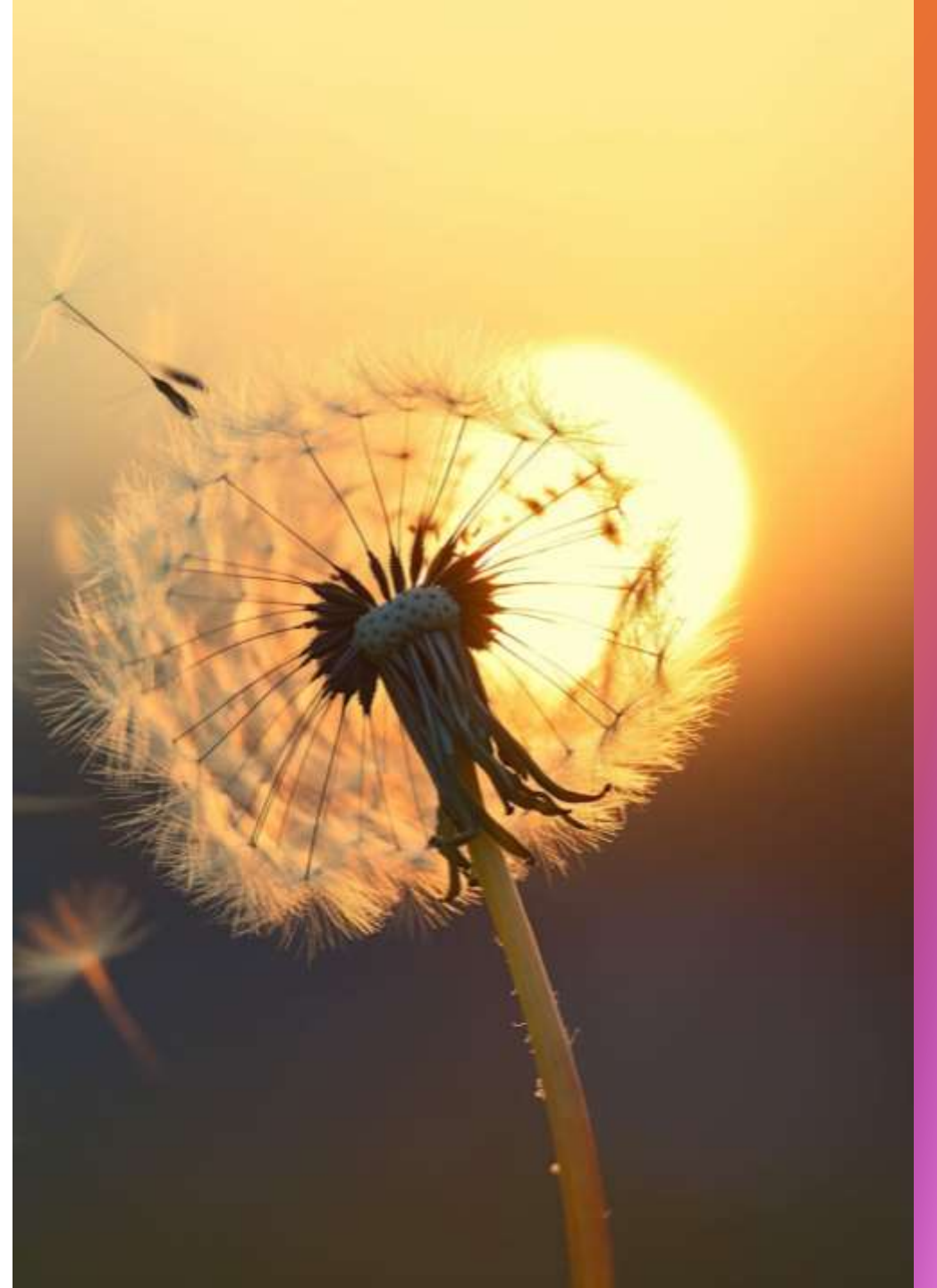
Funeral Experts was born

Funeral Experts is a free, independent service providing comprehensive advice and support for funeral planning and bereavement.

Our service is unbiased, we do not recommend or have affiliations with funeral directors, ensuring families receive impartial support.

We work closely in partnership with key local organisations, ensuring the highest quality support for families:

- **NHS Trusts and Local authorities**
 - Liverpool City Council
 - Liverpool University Hospital Foundation Trust
 - And imminently, further trusts and local authorities
- **Charities and other organisations**
 - Child Bereavement UK
 - Cherish Reach and Connect
 - Life Ledger
 - Ataloss
 - And many more





Our Services

- Advice and support when planning a funeral, including support to help find the right funeral director
- Welfare benefits advice, including bereavement benefits and the impact on income when someone dies/income maximisation
- Notification of a death, including Tell Us Once, and notification to utility providers, social media, banks, insurance companies and more
- Council Tax advice, including liability, discounts and exemptions when someone has died
- Signposting for bereavement support
- Emotional Support
- Grants search
- Advice on probate and estate management
- Bereavement administration...and more

Accessing our service



Monday to Friday 9am
till 6 pm
0800 086 8887



www.funeralexperts.com



info@funeralexperts.com.



Live chat 9am till 6pm
via our website




[Funeral Experts Referral
Form](#)





Demo

For personalised support call our Funeral Advice Centre on 0800 086 8887 (Monday to Friday 9 am till 6 pm)

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 Liverpool City Council  NHS Liverpool University Hospitals
NHS Foundation Trust

Compare funeral directors

Searching for a funeral director can feel overwhelming during an already difficult time. At Funeral Experts, we simplify the process, helping you compare funeral directors based on location, and price. Our quick, easy-to-use platform ensures you find the right funeral director for you. Enter a few basic details below to start your search for compliant funeral directors.

Enter town or postcode: Burial or cremation: Attended/unattended:

[Compare now](#) [Call on 0800 086 8887](#)

Enhance your crematorium



Enhance Your Crematorium with a 3D Digital Twin

As part of our commitment to improving funeral and bereavement outcomes through transparency and universal accessibility, we are offering local authority crematoria the opportunity to create a professional 3D digital twin of their facility. A digital twin is a high-resolution 3D virtual model of your crematorium, offering unmatched accessibility, operational benefits, and modernisation for bereavement services.

See It in Action

St Helens and Liverpool Councils are the first local authorities to utilise this new way of reaching their communities, and their crematorium scans can be found by searching in those areas via our platform [Funeralexperts.com](https://www.funeralexperts.com) Other samples can be found on our [YouTube](#) channel



Why a 3D Digital Twin?



Greater Accessibility & Public Engagement

- Mourners can view your facility remotely, therefore demystifying what a crematorium is and therefore reducing 'fear of the unknown' and anxiety before a funeral.
- Supports inclusivity for those with mobility challenges or who are arranging a funeral from far away.
- Enables residents to make informed choices on funeral service locations.
- Funeral directors, celebrants, and others can familiarise themselves with the layout remotely, reducing site visits and potential mishaps with event organisation.
- Scans can be enhanced with links, photos (360 & stills) and videos to make the scans fully immersive.

Modern, Future-Proofed Service

- Help to set new standards in crematorium and funeral sector innovation.
- Fully managed service hosted on our Cyber Essential PLUS certified infrastructure.

Questions?

- info@funeralexperts.com
- 0800 086 8887
- www.funeralexperts.com

