

A GUIDE FOR FAMILIES CHOOSING CREMATION

*Simple cremations.
Service beyond expectation.*

THE DIGNITY MEMORIAL® CREMATION PROMISE

Every Detail Remembered™

Dignity®
MEMORIAL



We know that planning a cremation isn't something families do every day.

It's important to understand that all providers are not the same. This booklet was designed to provide information and facts to help you choose the best provider for your family's needs and the best provider to care for your loved one.



We bring uncompromised quality and dedication to everything we do.

Plenty of companies will offer to cremate a loved one—and nothing more. That’s not who we are. When you choose a Dignity Memorial® provider, you’re choosing professionalism, compassion and attention to detail that is second to none.



100% Service Guarantee

We vow to get everything right, from your first contact to the return of your loved one to your family. And we stand behind that promise. Should any detail of our service not meet the expectations as promised in our agreement, we’ll do everything we can to make it right, up to refunding that portion of the service.

See associate for details.

What families are saying about our services.

“

They were very respectful of our wishes. ... I can't say enough about what a good experience dealing with them during a stressful time. They made the process go smoothly.

— Jacqué E., CO

”

“

They assisted me in navigating everything from the paperwork, cremation arrangements, and even how to write the obituary. ... I can't say enough good things about their service.

— Karen T., WA

”

We care for your loved one as we would our own family.

We take such extreme measures to ensure a loved one brought into our care is the same loved one returned to their family that our cremation policies have set the industry standard and have been the model used for laws regulating cremation.

In a moment when things may seem uncertain, it's important to us that you know your loved one is safe and secure.



We go the extra mile.

Cremation is a multistep process, and we're proud of the things that set our process apart from other operators.



First contact with your family

We're here to answer your questions 24/7.



Bring your loved one into our care

Dignity Memorial® and our trusted partners have exclusive custody of your loved one at all times.



Preparation and arrangements for cremation

We walk your family through the entire process.



Transfer from the funeral home to the crematory

Our Identification Pendant stays with your loved one throughout the cremation process.



Return to the funeral home from the crematory

We let your family know that the cremation is complete.



You pick up your loved one or we bring them to you at any location within 30 miles.

Personal, caring touches make this a special moment for your family.

Every detail remembered.

Dignity Memorial® providers demonstrate the highest level of care and compassion of any in North America.

Custody of care guaranteed.

- > Our Identification Pendant and custody-of-care program help safeguard the identification of your loved one.



Exclusive custody of your loved one.

- > We use only crematories owned and operated by Dignity Memorial locations or their trusted partners.
- > Once your loved one is in the care of a Dignity Memorial provider or trusted partner, they're in our care until they're returned to your family.



Our certified process is detailed and thoughtful.

- > Our crematory operators are licensed and certified.
- > Only one person at a time is cremated.



We support your family every step of the way.



> A DIGNITY MEMORIAL® DIFFERENCE <

24-hour Compassion Helpline®



With Dignity Memorial's exclusive Compassion Helpline, your family will have up to 13 months of unlimited complimentary phone access to professionals trained in grief counseling.

In addition, anyone who attends a visitation, cremation memorial or celebration of life will have three months' access to the Compassion Helpline.

Services provided by Charles Nechem Associates, Inc.

Among the services we offer your family:



- > Filing for death certificates
- > Securing cremation and burial permits
- > Filing for military death benefits
- > Writing and providing a free online obituary
- > Planning the perfect celebration of life
- > Assisting with bereavement travel for family and friends
- > Giving guidance on Social Security survivors benefits
- > Helping with the filing process for insurance proceeds
- > Assistance and referrals for settling a loved one's estate
- > Giving expert guidance on scattering a loved one's ashes
- > Helping choose a lasting cemetery memorial
- > Offering innovative remembrance options for purchase, including beautiful cremation jewelry or handcrafted Memory Glass
- > Providing information about caring for an urn
- > Offering ongoing grief support

We're affordable and transparent.



The old adage “you get what you pay for” couldn’t be more true than when it comes to the services cremation providers offer.

It’s important for your family to understand the differences between Dignity Memorial® cremation providers and those that provide only simple cremations and nothing more.

“*Choosing the right funeral home/cremation service for your loved one and your family can make all the difference in the world ... we did NOT go with a company that has a super-low set price for this service and this service only, we didn’t want my Dad to be just another name or number ...*”

— Joanne R., NC

| HOW WE STACK UP: | DIGNITY MEMORIAL® PROVIDERS | DIRECT DISPOSERS |
|------------------------------|---|---|
| Affordable | No hidden fees. | Families may be surprised along the way. |
| Accountable | 100% guaranteed satisfaction. | There may be no guarantee. |
| Secure | Once your loved one is in the care of a Dignity Memorial provider or trusted partner, they're in our care until they're returned to the family. | May not know where your loved one is during the cremation process. |
| Transparent | Families may tour our facilities or participate in the cremation process. | May not be open to the public. |
| Responsive | Families can call and speak to someone 24/7 or come by during regular business hours. | Families may reach voicemail and may not be able to drop by the location—or even find a picture of it online. |
| Protects your privacy | We never sell a family's personal information, and we guard your identity and that of your loved one. | Information may be sold, and the business may not have privacy measures in place. |

| HOW WE STACK UP: | DIGNITY MEMORIAL® PROVIDERS | DIRECT DISPOSERS |
|-------------------------------------|--|---|
| Timeline charges | We don't charge extra to hold loved ones while paperwork is being finalized. | Taking extra time may cost more. |
| Weight/size | We charge the same amount no matter a loved one's size. | Larger loved ones may cost more. |
| Includes mileage | Included within a wide radius of our location. | May be extra no matter where a loved one lives. |
| Speed | We provide a true estimate of cremation time. | There may be no timeline guarantees. |
| A place to say goodbye | Available to all families. | Probably not. |
| Hand delivery of ashes | Included within 30 miles of location. | May be extra. |
| Online obituary | Included. | May be extra. |
| Personalized planning | Included. | Offerings may be limited. |
| Highly trained professionals | Absolutely. | Unsure. |
| Payment options | We offer insurance assistance and many payment types, including at-need financing for qualified consumers. | Payment options may be limited. |

12 questions to ask when shopping for a cremation.

The best way to make the right choice for your family is to ask questions that will help you find out exactly what to expect from each provider you talk to. Keep this list handy and take notes about the providers you call.

1. Are you licensed and insured?
2. Do you operate your crematory? Are crematory operators certified?
3. What's included in your cremation price? Are there additional fees?
4. What payment types do you accept?
5. What are your customer care hours?
6. What do you do with my personal information?
7. What's your star rating on Google? Why?
8. Are you exclusively in custody of my loved one?
9. What procedures do you have in place that ensure the ashes returned to me are my loved one's?
10. How are my loved one's ashes returned to me? Do you offer complimentary home delivery?
11. What happens if I'm dissatisfied with your service? Is there a satisfaction guarantee or a partial refund if I am dissatisfied?
12. May I have a location tour? Or is there a virtual tour available?

Our complimentary offerings.

Signature Dedication™

In keeping with our pledge to treat every loved one and their family with the deepest respect, we provide a special moment and place to reflect before you take your loved one home.



Concierge Delivery™

If your family prefers not to pick up your loved one, we'll schedule a time for a trusted member of our staff to personally hand-deliver your loved one's ashes to your family's home, clergy or cemetery.

Complimentary Remembrance Memorial™

We believe that every family should be able to create an ongoing tribute to the person they loved. Select Dignity Memorial® cemeteries offer complimentary cremation placement as a permanent remembrance to loved ones' lives for generations to come. Alternately, a family may choose credit toward another cremation cemetery option.

Available at participating Dignity Memorial cemeteries. Free placement or credit may not be available at all locations and void where prohibited by law.

We make your family's vision a reality.

Dignity Memorial® associates are experts at personalizing a cremation celebration in any way imaginable. We listen to your family's wishes, consider the details that made your loved one special and help you create a final tribute unlike any other—without additional planning charges.



Service beyond expectation.



As North America's most trusted cremation provider, it's our privilege and our promise to treat your loved one with true compassion, respect and devotion. Your loved one is always in expert care, and every service we provide is backed by our 100% Service Guarantee.

**We're always here to answer
questions or provide information.**

DignityMemorial.com



Dignity Memorial® is a symbol of trust and a mark of excellence. We celebrate every life with compassion and attention to detail that is second to none.

Every Detail Remembered™

Dignity
MEMORIAL®

DignityMemorial.com

The Dignity Memorial brand name is used to identify a network of licensed funeral, cremation and cemetery providers owned and operated by affiliates of Service Corporation International, 1929 Allen Parkway, Houston, Texas 77019.