

# 3 QUESTIONS

## YOU SHOULD ASK EVERY FUNERAL HOME OR CREMATION COMPANY



### ENSURE YOU DON'T MAKE THESE COMMON MISTAKES

Thank you for downloading this list of questions and answers.

At **St. Louis Cremation**, our mission is to go beyond what is expected, provide a meaningful experience for every person in the community, and treat everyone with the same compassion we do our own family members.

#### 1 WHAT IS THE ADDRESS OF THE CREMATORY? OR ARE YOUR CREMATIONS DONE ON SITE?

All funeral homes offer cremation. The problem is most funeral homes are unable to do the cremation themselves, which means your loved one is being passed between multiple companies. **If the funeral home cannot immediately recite the address of the crematory, you know they are using a wholesale cremation company who does cremations for several different funeral homes.** This also adds to your cost which isn't typically shared up front.

#### OUR ANSWER:

**All of our cremations are done on site at our Chouteau location.** From the time we pick up your loved one, to the time we return the cremated remains to your family, your loved one is carefully treated by our own trusted employees who are background checked and drug tested. **Your loved one never leaves our care.**

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## IS THE FUNERAL DIRECTOR PAID ON SALES COMMISSION?

It is common for funeral directors to be paid, at least partially, on commission. **This becomes a problem when the funeral director pushes more expensive products and services on you.** Making end of life arrangements for a loved one is emotionally stressful enough. Spending more money doesn't make the situation easier. In fact, it can cause even more financial stress later. **What matters is that your wishes are respected, and you feel confident you made the right choice.**

### OUR ANSWER:

**Our funeral directors are not paid on commission.** They earn the same rate if they work with a family for a no-charge body donation as they do working with a family doing a full service casketed burial (typically the most expensive service). Our goal is for families to **get exactly what they want without feeling any pressure to purchase a more expensive service or merchandise** than they truly need.

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## IS THAT THE TOTAL PRICE?

Many funeral homes say they charge \$695, \$795, \$895 for cremation. **The problem is that it isn't an all-inclusive price.** And, they don't share the additional fees with you until they have picked up your loved one. Only at this point, will you learn about the removal fees, the cremation container fees, and the crematory fees. **Your cost becomes much more than you were expecting.**

### OUR ANSWER:

**Our pricing is up front and honest.** No bait and switch. No hidden fees or gimmicks. If your family chooses to add additional services, we will tell you ahead of time if there are additional charges, so you know exactly what you are paying for. **That's the way every business should operate, especially businesses dealing with grieving families.**

Thank you for taking the time to read the common mistakes people make when choosing a funeral home. We hope it was informative and gives you confidence moving forward. Please call anytime for fair, honest, and compassionate care for you and your family.



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