



Consumer Guide: *Your Rights Under the Funeral Rule*

The Federal Trade Commission (FTC) Funeral Rule ensures that consumers can make informed decisions during the funeral planning process. It guarantees transparency in pricing and allows you to avoid unnecessary and inflated costs.

Key Rights Under the Funeral Rule:

- **Right to Purchase Goods Separately:** You have the right to purchase a casket or other funeral goods separately from the funeral home. You are not required to buy any goods or services from the funeral home.
- **Right to Receive a General Price List (GPL):** Funeral homes must provide a written price list of their services and products before any arrangements are made. This allows you to make informed decisions.
- **Right to Avoid Unwanted Packages:** Funeral homes cannot force you into purchasing a package deal. You can select only the services you need.
- **Right to a Funeral Consultant:** You are entitled to work with a funeral consultant who can act as a liaison to help you understand the process and negotiate fair pricing when dealing with funeral homes.
- **Right to Clear and Transparent Pricing:** All pricing must be itemized, and there should be no hidden fees. You should know exactly what you're paying for and . associated fees.

To Learn More, visit the FTC's official website at:

<https://www.consumer.ftc.gov/articles/0300-funeral-rule>

Filing a Complaint for Funeral Rule Violations:

If you believe that a funeral home has violated your rights under the Funeral Rule, you can file a complaint with the Federal Trade Commission. The FTC investigates complaints and enforces the Funeral Rule to protect consumers..

- Online FTC Complaint Assistant: www.consumer.ftc.gov
- Phone: 1-877-FTC-HELP (1-877-382-4357)
- Mail: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580

Once filed, the FTC will investigate the complaint and may take action to enforce the Funeral Rule, including investigating funeral homes that have violated your rights.