



**Prosperous**  
**Life** Plan today.  
Enjoy tomorrow.

At The Time of Need



We know how difficult it can be when a loved one dies.

Nothing can ever prepare you for that heartbreaking news, but we're here to help make things a little bit easier. If your loved one has taken out a Prosperous Life funeral plan, rest assured that we're here to help, and we've got everything covered.

The information below should be of guidance to you at the time of need, but if you require any further assistance, please don't hesitate to get in touch with us on 0800 046 5903.

## What to do when a loved one dies

The last thing anyone wants to do at this devastating time, is to start organising a funeral.

This is why your loved one chose Prosperous Life to take care of those arrangements for you, so you don't have to worry about a thing.

## Have you got the Funeral Plan Documents?

It's important that you can locate your loved one's Funeral Plan documents, in order to be able to contact their allocated Funeral Director and make suitable arrangements.

The cost of the Funeral Director's services should be covered providing the plan was paid in full, however if any outstanding balance remains, you will be asked to cover the remainder.

Should you choose to make changes to the plan, or contact a different Funeral Director, extra charges may also be incurred.

## What do you do next?

All of the information about their arrangements are included in their documents, and the Funeral Director is also aware of their preferences for the service. The only thing left for you to do is to make contact with the necessary people, to inform of the passing and get the funeral date arranged.

However, what you need to do next will depend on the circumstances surrounding the passing. We have all of the information you need, including who to contact and when.

