



United States of America
FEDERAL TRADE COMMISSION
East Central Region

Jon Miller Steiger
Director, East Central Region

1111 Superior Avenue, Suite 200
Cleveland, Ohio 44114

(216) 263-3455 (Main Office)
Email jmsteiger@ftc.gov

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Patricia A. Quigley, F.D., Supervisor
Laurel Hill Funeral Home
225 Belmont Avenue
Bala Cynwyd, PA 19004

Re: Funeral Rule Compliance Notice

Dear Funeral Provider:

trade regulation rule

became fully effective on April 30, 1984, and revisions to the Funeral Rule became effective on July 19, 1994. As amended, the Funeral Rule has the full force and effect of federal law.

The Funeral Rule requires that funeral providers disclose prices and other information to persons arranging funerals. The Funeral Rule requires disclosure of itemized price information both over the telephone and in writing concerning general funeral services and ancillary arrangements offered by the funeral provider, as well as price lists for caskets and outer burial containers. The Funeral Rule prohibits misrepresentations about legal, cemetery or crematory requirements pertaining to the disposition of human remains, including embalming. Certain unfair practices also are prohibited, such as embalming for a fee without prior permission; requiring consumers to purchase caskets for direct cremation; or conditioning the purchase of any funeral good or service upon the purchase of any other funeral good or service. Moreover, the Funeral Rule requires that each person who arranges a funeral be given a statement of the funeral goods and services selected by that person and the price to be paid for each item. Failure to comply with the Funeral Rule may result in penalties of up to \$51,744 per violation.

FTC staff has obtained information that, in April and May 2023, during undercover calls placed by the FTC, Laurel Hill Funeral Home did not provide accurate information over the telephone in response to questions about your offerings or pricings. In particular, Laurel Hill Funeral Home:

