

EXPERIENCES TO LEARN FROM

Experiences from Member Services Representative Jan Rowen:

I have been recently working with a social worker and the mortuary in a case in which a woman had joined FCA, but had not spoken to her family about her wishes. After she passed away the family met with the mortuary, but no mention was made of FCA. The mortuary assumed that she was not a member and did not bother to ask. The family began to arrange a lot of things that are not in the FCA contract and were quoted well over \$1,100.

- I would like to stress the importance of talking with family member or their executor about their wishes and letting the mortuary know that the person is a member of FCA.
- During the first contact with a mortuary after a death, always let them know of your FCA membership.

Also, our agreement now includes Goble's Mortuary. If you live in Fortuna or south of it, please let Goble's know of your enrollment in FCA either by calling or going in person to give them your name.