

# Poppy's

Let's plan a funeral that works for you



## Why plan ahead with Poppy's?

CHOOSING A FUNERAL PLAN WITH US ENSURES THE PEOPLE CLOSE TO YOU GET THE BEST CARE POSSIBLE WHEN YOU DIE.

At Poppy's, we believe a meaningful funeral can be immensely powerful and we'll do everything we can to help people say goodbye in a way that's right for them.

Our funeral plan is designed to work just like our regular funeral services – flexible, transparent and designed by you.

We don't do pre-packaged plans. Instead, we work with you to tailor the funeral you want.

Most people choose a funeral plan with us because they want to know that their family or friends will receive the best care possible when they die. We're the best at what we do and we want the best for you.

Flexible,  
transparent  
and designed  
by you

# How does it work?

## We'll guide you through the details

- Choose the essentials such as the coffin and vehicles
- Consider options for adding meaning and personality, such as flowers and ceremony accessories

1



## Decide how you'd like to pay

- Spread the cost over monthly payments
- Or make a lump sum payment

2



## Let us take care of the rest

- We'll fill in all the necessary paperwork
- Your pre-payment will be held securely in a guaranteed whole of life assurance policy, arranged by Ecclesiastical Planning Services

3



# Commonly asked questions

## WHAT HAPPENS TO MY MONEY?

Our funeral pre-payment plans are provided by Ecclesiastical Planning Services which is part of the Ecclesiastical Group. Ecclesiastical has been protecting people, property and funds since 1887 and Ecclesiastical Planning Services has offered pre-paid plans since 2006.

Unlike some plans, every penny of the full value of the plan (excluding the initial management fee) is held securely in a whole of life assurance policy and ring-fenced for your funeral when the time comes. The money is made immediately available at the time of need and the funds cannot be used for anything other than your funeral.

## WHO IS ELIGIBLE?

Anyone aged 18 or over can take out a plan. There's no upper age limit and no medical or health questions to answer.

## CAN I INCLUDE SPECIAL WISHES?

You can add special wishes and requests such as song choices, readings, information for a eulogy and so on. There is no charge to add these details. There may be more to pay if you require additional features, services or upgrades.

## CAN I MAKE CHANGES TO MY FUNERAL PLAN?

Yes, you absolutely can make changes to your plan, but only once the full amount has been paid. Just let us know what you wish to change. There may be an additional cost if you add new features and services to your plan.

### DOES THE PLAN COVER THE ENTIRE COST OF THE FUNERAL?

The plan covers our services listed in the plan details as long as we carry out your funeral and your choices don't change.

The plan can also include an allowance towards third party costs such as the fees for cremation or burial, medical fees and payment to a minister or officiant. Unfortunately, these costs are outside of our control. If these costs, as listed in the plan details, are not covered by the plan value at the time of need, there will be a balance to pay. Please refer to the Terms and Conditions for more information.

### CAN I CANCEL MY PLAN?

Yes, you can cancel your plan at any time. If you choose to cancel the plan up to 30 days from the date of purchase you'll receive a full refund. If you cancel the plan after 30 days, you'll receive a refund of the original amount paid, excluding the management fee.

### CAN I PAY IN INSTALMENTS?

Yes, you are able to pay over 1, 2, 3, 4, or 5 years. Please note there is an additional cost for paying by instalments over 2, 3, 4 or 5 years. The additional cost is held in the pre-payment plan and used for the funeral when the time comes. Additional instalment payment terms and conditions apply – please ask for more details.

### WHAT HAPPENS IF I DIE ABROAD?

Our plan does not cover the cost of a funeral abroad, or the cost of repatriation. We recommend that your travel insurance covers this.

### CAN I MAKE MY FUNERAL MORE ENVIRONMENTALLY FRIENDLY?

Yes, absolutely! There are loads of things you can do to reduce the environmental impact of a funeral, whilst still making it meaningful and personal. Ask our team for more details.

Terms and conditions apply to funeral plans – please ask for details

## Ready to get in touch?

Our team is available Monday to Friday, between 9am - 5pm (9:30am on Thursdays).

Call or email us today to start the conversation and find out more.

020 3589 4726

[enquiries@poppysfunerals.co.uk](mailto:enquiries@poppysfunerals.co.uk)

Poppy's, The Gatehouse, Lambeth Cemetery,  
Blackshaw Road, London SW17 0BY

“From the first phone call to the very end of the process, Poppy's have been fantastic. Every single interaction was efficient and the whole thing could not have been done better.” – Sarah

“Poppy's made us feel that we would be looked after in a more personal way.” – Hat

“Thank you for your sensitivity, kind gestures and tact, especially in understanding and adapting to cultural differences.” – Vij