

# Avalon Repatriation Cremation Funeral Plan (Portugal)



Avalon Funeral Plans is a trading style of The Avalon Trustee Company Limited (Company No: 02836336), and Avalon (Europe) Limited (Company No: 03773923) both with their registered Head Office in England: Brooke Court, Lower Meadow Road, Handforth Dean, Wilmslow, SK9 3ND, UK.

Avalon Group Companies are authorised and regulated by the Financial Conduct Authority (FCA). Our UK plans are provided through The Avalon Trustee Company Limited and its FCA registration number is 965284. Our European plans are provided through Avalon (Europe) Limited and its FCA registration number is 965286.

## Why it's important to read this document

This document explains what is and is not included in your funeral plan, how you can pay for your plan and information on cancelling your plan, making a compliant and your entitlement to compensation. Please ensure you read this carefully. This is a summary of your plan, for full Terms and Conditions please refer to the contractual documentation in your Welcome Pack. If you have any questions, queries or require any further information please contact Avalon Customer Services on +34 966 799 070 or +44 161 486 2020.

## What products and services are included in my funeral plan?

Subject to the full terms described in your Terms and Conditions document, this plan will cover:

- 1) Attending to all legal and administrative formalities required for repatriation from Portugal to mainland Great Britain - liaising with Portugal and mainland Great Britain Funeral Director and supervision throughout ✓
- 2) Appointed Funeral Director in Portugal and mainland Great Britain attending to all the necessary funeral arrangements prior to and on the day of the funeral ✓
- 3) Appointed Funeral Director in Portugal and mainland Great Britain providing confidential advice on the certification and registration of the death ✓
- 4) Collection and transportation of the deceased from a place of residence, a care home, hospital, or resting place in Portugal to the mortuary in Portugal ✓
- 5) Care and preparation of the deceased for transportation - to include full hygienic treatment as required ✓
- 6) 4 days mortuary expenses in Portugal ✓
- 7) Medical certificate for cremation ✓
- 8) Supply of a high-quality coffin for transportation ✓
- 9) Transportation of the deceased to the airport in Portugal ✓
- 10) Contribution of up to €1000 for the flight for the deceased to mainland Great Britain ✓
- 11) Collection and care of the deceased from an airport in mainland Great Britain ✓
- 12) Supply of a simple coffin suitable for cremation in mainland Great Britain ✓
- 13) Cremation fee ✓
- 14) Family-led service at FD appointed crematorium in mainland Great Britain ✓
- 15) Relevant funeral staff required deliver the funeral directors' services ✓
- 16) Avalon LifeLocker ✓
- 17) 24-hour bereavement line with English speaking operators based in Europe ✓

## What products and services are not included in my funeral plan?

Your plan does not include:

- 1) Any services for a Funeral Director not appointed by Avalon ✗
- 2) Additional venue costs to host the event of a service including a church service ✗
- 3) A wake, including the costs associated with catering for the funeral congregation/guests ✗
- 4) Obituary notices posted in the media ✗
- 5) Flowers, floral tributes, or any items requested in celebration of the deceased ✗
- 6) Burial plot – a plot of land purchased to be used as a grave ✗
- 7) Headstone, memorials, or associated costs for stonework and erection thereof ✗
- 8) Gifts, including charitable donations ✗
- 9) Cost incurred for the upkeep and maintenance of a memorial ✗
- 10) Any transportation of funeral guests on the day of the funeral ✗
- 11) List of funeral guests who sent flowers and charitable donations ✗
- 12) Use of chapel of rest for viewing the deceased ✗
- 13) Hymn cards and order of service ✗
- 14) Audio or visual equipment ✗
- 15) Interment or distribution of ashes ✗
- 16) Repatriation to or from any other country ✗
- 17) Delivery of ashes back to Portugal ✗

## How do I make changes to my plan?

You can change, upgrade or downgrade your plan at any time, just let our Customer Services team know and we'll go through options with you. If you move house and we need to assign a new Funeral Director, we will do this free of charge if you let us know before the time of need. We can only appoint a Funeral Director if we have a relationship with them..

**Avalon Funeral Plans** is a trading style of The Avalon Trustee Company Limited (Company No: 02836336), and Avalon (Europe) Limited (Company No: 03773923) both with their registered Head Office in England: Brooke Court, Lower Meadow Road, Handforth Dean, Wilmslow, SK9 3ND. Avalon Funeral Plans are authorised and regulated by the Financial Conduct Authority (FCA). Our UK plans are provided through Avalon Trustee Company Limited and its FCA registration number is 965284. Our European plans are provided through Avalon (Europe) Limited and its FCA registration number is 965286.

**T:** +34 966 799 070 / +44 161 486 2020 **E:** customercontact@avalonfuneralplans.com **W:** www.avalonfuneralplans.com

## When and how do I pay?

You can choose to pay for your plan with a one-off lump sum payment or over an agreed monthly instalment term from either:

- 18 monthly payments without additional charges; or
- From 2 years up to 5 years with an additional monthly instalment charge of 6%

The instalment charge is a fixed annual fee added to the balance owed at the start of your plan.

We have laid out below examples of the instalment terms available and the total retail price of the plan when the instalment charges are included in the total cost. We will provide an exact cost breakdown dependent on the deposit and terms for each individual

Plan Name	Full Payment Price	Deposit	Term in Years	Monthly Premium	Total Payable	Instalment Cost
Repatriation Cremation Plan (Portugal)	€8950 / £7795	N/A	N/A	N/A	€8950 / £7795	N/A
	€8950 / £7795	€500 / £500	18 months	€469.45 / £405.28	€8950 / £7795	N/A
	€8950 / £7795	€500 / £500	2 years	€394.34 / £340.44	€9964 / £8670.40	€1014 / £875.40
	€8950 / £7795	€500 / £500	5 years	€183.09 / £158.06	€11,485 / £9983.50	€2535 / £2188.50

If you pay in instalments, we will not provide any of the products and services if you pass away during the 18 month moratorium period unless your death is the direct result of a covered accident. You can find full details in your Terms and Conditions.

## What happens if I miss a payment?

It's important that you contact us as soon as you encounter difficulties with the instalment payments. We understand that sometimes a payment could be inadvertently missed and to accommodate this occurrence we will allow a maximum of 2 consecutive missing monthly payments.

We'll write to you enclosing a statement of your account and advising you that your payments have not been made. We will cancel your plan if you miss more than 2 consecutive monthly payments and do not rectify the missing payments within 10 working days of us requesting the payment. If we cancel your plan we will charge you a cancellation fee of €495 / £395 if it is due. Further details can be found in our Terms & Conditions.

## How do I cancel my plan?

### Fully-paid plans

You can cancel your plan:

- Within 30 days of the receipt of your Welcome Pack with no cancellation fee.
- After 30 days following receipt of your Welcome Pack, we'll refund all monies paid into the plan, less the cancellation fee which is €495 / £395.

### Plans paid on instalments

You can cancel your plan:

- Within 18 months of the receipt of your Welcome Pack with no cancellation fee.
- After 18 months following receipt of your Welcome Pack, we'll refund all monies paid into the plan, less the cancellation fee which is €495 / £395.

For further information on how to cancel your plan and any cancellation fees which may apply, please see the Terms & Conditions.

## How do I make a complaint?

Complaints should be made: By email: [complaints@avalonfuneralplans.com](mailto:complaints@avalonfuneralplans.com), In writing to us at: Brooke Court, Lower Meadow Road, Handforth Dean, Wilmslow, Cheshire SK9 3ND, UK Or you can phone us on: +44 161 486 2020. We'll be in touch within 3 working days and aim to resolve your concerns within 8 weeks. If you are unhappy with our response, you may be able to refer the matter to the Financial Ombudsman Service, Exchange Tower, London, E14 9RS, UK. Telephone: +44 800 023 4567. Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

If we were unable to meet our liabilities under the terms of the funeral plan, the customer or their estate (if the customer had passed away) may be entitled to compensation from the FSCS compensation scheme. You can find more information on this scheme at: Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY, UK. Telephone on +44 800 67 1100 or +44 207 741 4100. For more information on their process go to: [www.fscs.org.uk](http://www.fscs.org.uk)

## Information concerning potential funeral plan provider failure

In the unlikely event of failure of Avalon there will be a reasonable likelihood that your funeral plan contract will be transferred to and continue to be carried out by another regulated funeral plan provider but that could potentially incur extra costs to you.

In the event that the relevant funeral plan contract will not continue to be carried out by us or another firm then you will receive a payment corresponding to your balance, but this may not be the full amount you've paid in.

**Avalon Funeral Plans** is a trading style of The Avalon Trustee Company Limited (Company No: 02836336), and Avalon (Europe) Limited (Company No: 03773923) both with their registered Head Office in England: Brooke Court, Lower Meadow Road, Handforth Dean, Wilmslow, SK9 3ND. Avalon Funeral Plans are authorised and regulated by the Financial Conduct Authority (FCA). Our UK plans are provided through Avalon Trustee Company Limited and its FCA registration number is 965284. Our European plans are provided through Avalon (Europe) Limited and its FCA registration number is 965286.

**T:** +34 966 799 070 / +44 161 486 2020 **E:** [customercontact@avalonfuneralplans.com](mailto:customercontact@avalonfuneralplans.com) **W:** [www.avalonfuneralplans.com](http://www.avalonfuneralplans.com)