

About us

1. Who are Dignity?

Dignity was one of the first companies to develop a funeral plan product, innovating the concept in 1985, and sells around 30,000 funeral plans per year.

Dignity is a UK provider in the end-of-life sector that offers the provision of high-quality funeral plans, high standards of care and compassion at the time of need through our national funeral director network, whilst offering a peaceful place to say goodbye and remember at our 46 crematoria and cemetery locations across England and Scotland.

The benefit for the consumer being one trusted, respected and regulated funeral plan provider that will also deliver the funeral to the highest of standards at the point of need.

2. Why is Safe Hands no longer able to provide my funeral?

Your previous Funeral Plan provider, Safe Hands Funeral Plans ("Safe Hands") went into administration in 2022 and are therefore unable to fulfil the funeral plan you purchased with them.

We are therefore offering you the opportunity to obtain an FCA-regulated Dignity Funeral Plan that matches the plan you purchased with Safe Hands as closely as possible, and at a heavily discounted price.

3. How do I know if my money is safe with Dignity?

The money you pay for a plan is placed in The UK Funerals (2022) Trust, which is an independent trust. The trustees ensure the money is prudently managed and we will also guarantee to add funds if necessary to the trust to ensure it is always fully funded. Additionally, your money will be protected by the Financial Services Compensation Scheme if we cannot meet our obligations.

What happens when someone passes away

1. Someone I know has passed away and has a Dignity Funeral Plan. What should I do?

In the first instance, you should contact your local Dignity Funeral Director by visiting: <https://www.dignityfunerals.co.uk/find-funeral-directors-near-you/>. If you are unable to contact your local Dignity Funeral Director, you can call us on 0808 239 6465 and we will help you handle the rest. You will have the assistance and support of a dedicated team the entire time.

Paying for my Dignity Funeral Plan

1. What options do I have to pay for my Dignity Funeral Plan?

You can pay for this plan using one of the following methods:

- a) Pay for the plan in full upfront by credit or debit card; or
- b) Spread the cost of the plan in monthly instalments for up to 60 months by Direct Debit

2. How do I purchase my Dignity Funeral Plan?

There are two ways in which you can purchase your new Dignity Funeral Plan:

- **Using our designated online website** www.rescueplan.dignityfunerals.co.uk - you will need your Dignity plan ID (as confirmed on the letter you will have received from us), postcode and date of birth in order to login, and also your payment details in order to purchase your plan; or

- **Calling our dedicated helpline** on 0808 234 7976, lines are open Monday to Friday 9am - 5pm, and one of our representatives will talk you through and process your purchase of a Dignity Funeral Plan on your behalf. You will need your Dignity plan ID, postcode, date of birth and payment details.

Please note that our representatives will not be able to give you advice, guidance or recommendations and can only process your purchase on your behalf. Furthermore, our representatives will not be able to discuss the plans in detail. Please refer to the documents you have been provided to learn more about the funeral plan that is on offer. Our representatives also cannot assist with any queries regarding your existing plan or refunds – for these please contact FRP Advisory Limited, the administrators for Safe Hands.

What happens now

1. When will Dignity contact me with confirmation of my plan purchase?

You will hear from us within a few weeks of purchasing your plan to confirm the purchase of your Dignity Funeral Plan.

2. When will Dignity contact me with confirmation of my Direct Debit setup?

If you choose to pay for your plan in monthly instalments, you will receive a letter regarding your Direct Debit set up no later than 5 working days prior to the first payment being taken.

3. When will Dignity contact me with my welcome pack and details of my plan?

We will write to you again with a welcome pack containing more information on your plan and how you can make changes within eight to ten weeks of receiving your confirmation of purchase.

My plan

1. What is included in my Dignity Funeral Plan?

Your Dignity Funeral Plan will match the product and inclusions that you purchased from Safe Hands as closely as possible. Further information on the product and inclusions we are offering are set out in the documents enclosed with your letter from us.

2. Why is my Dignity Funeral Plan different to the plan I had with Safe Hands?

We have matched the plan you purchased with Safe Hands as closely as possible but understand that there may be some discrepancies with what you purchased from Safe Hands. Where there are discrepancies, we have aimed to provide you with a service which is equivalent to or higher than the value of the plan you had before.

If you purchased a Ruby plan with Safe Hands, whilst we have made every effort to ensure that your Dignity Funeral Plan matches the plan you purchased with Safe Hands as closely as possible, some Ruby plans included a floral coffin spray. If your Ruby plan included this, please be aware prior to purchase that Dignity is not able to match this so will not be included in your Dignity Funeral Plan. If you purchased an Emerald or Funeral Directors' Choice plan with Safe Hands, unfortunately we are not able to match this funeral plan and are therefore unable to provide you with a discounted Dignity Funeral Plan.

3. What if I want a different plan to the one offered by Dignity?

We have matched the plan you purchased with Safe Hands as closely as possible. If you would like to add extra items to your plan you will be able to do this at a later date and the welcome pack you receive from Dignity after purchasing your plan will explain this further. If you would like to explore alternative funeral plans with Dignity, you can do this now but please note that they will not be discounted plans. The only plan you can purchase at a discount is the one that is offered to you and

set out in the letter you receive from us. If you would like to purchase a different plan to the one that is offered to you, further information can be found at: <https://www.dignityfuneralplans.co.uk>.

Making changes to my plan

1. How can I make changes to my Dignity Funeral Plan?

If you would like to add extra items to your plan you will be able to do this at a later date and the welcome pack you receive from Dignity after purchasing your plan will explain this further. Please note that any changes may be subject to an additional cost which may not be discounted.

2. How do I pick my Funeral Director?

Once you receive your welcome pack from us, it will contain details on how to allocate a Dignity Funeral Director to your plan. Your chosen Funeral Director has to be a Dignity Funeral Director, further information can be found at: <https://www.dignityfunerals.co.uk/find-funeral-directors-near-you/>.

In the unfortunate event that you pass away without having chosen a Funeral Director, we will allocate one to your plan.

Making monthly payments towards my plan - for customers paying by Direct Debit

1. Can I make a lump sum payment for my plan?

Yes, you can choose to make a lump sum payment for your plan to reduce or pay off your outstanding balance without any additional charges.

2. What will happen if I miss my monthly payments?

You must pay the monthly instalments in full and on time, as set out in your welcome pack. We will contact you if you miss a payment. We have the right to end your plan if you miss the equivalent of two or more consecutive payments.

Cancelling my plan

1. When can I cancel my Dignity Funeral Plan?

You have the right to cancel your plan at any time.

2. What are the cancellation terms for my Dignity Funeral Plan?

You have the right to cancel your plan any time.

You can cancel by contacting us via any of the following methods:

- **Visit us in any of our Funeral Director Branches**
- **Call us:** 0800 033 4744
- **Send us an email:** planinfo@dignityfuneralplans.co.uk
- **Visit us online:** [dignityfuneralplans.co.uk/cancellation](https://www.dignityfuneralplans.co.uk/cancellation)
- **Write to us:**
4 King Edwards Court,
King Edwards Square,
Sutton Coldfield,
West Midlands, B73 6AP

The amount you will receive will be in line with the terms and conditions enclosed in your letter from us.