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Funeral Consumers Alliance of Eastern Massachusetts

The Memorial Society, Inc.
66 Marlborough Street, Boston, MA 02116
www.fcaemass.org
Telephone 617-859-7990
Fax 617-245-9911

2009 Funeral Service Survey

Funeral Home Kfoury Keefe Funeral Home

Director(s) Louis M. Kfoury III
Richard A. Kfoury

Street address: 8 Spring Street

City/Town West Roxbury, MA Zip Code 02132

Telephone 617-325-3600 Fax 617-325-0329

Email info@KfouryFuneral.com Website www.KfouryFuneral.com

Non-Traditional Funeral Service Options

Are you willing to provide services for **part of a funeral** such as death registration and transportation with the family handling the rest? yes no

Will you handle a wake at a residence instead of your funeral home? yes no

Do you provide refrigeration facilities? yes no

Is viewing without embalming available? yes no

Does your direct cremation listed price include:

Crematory fee yes no

Permits yes no

Other fees yes no

Which crematory(ies) do you use for cremation? FOREST HILLS Crematory

Will you allow/use other crematories? yes no

Please attach your General Price List with this survey.

Fax: 617-245-9911 **OR** Mail: FCAEM, 66 Marlborough Street, Boston, MA 02116

Thank you for your cooperation in completing and returning this survey and your GPL by February 13, 2009 to the Funeral Consumers Alliance of Eastern Massachusetts. Please note that we cannot accept faxes over 9 pages in length.

Kfoury Keefe Funeral Home

8 SPRING STREET WEST ROXBURY, MASSACHUSETTS 02132

617-325-3600 www.KfouryFuneral.com

GENERAL PRICE LIST

These prices are effective as of January 1, 2009 but are subject to change without notice.

For over 75 years, we have faithfully served grieving families with the belief that they are entitled to the utmost in care, respect, and dignity during their most difficult time. The most effective way to cope with the death of a loved one is for family, friends, and community to gather together, sharing stories and offering love and support.

To honor this commitment, we place a staff of the finest, caring personnel at your service. We maintain outstanding facilities for the comfort of the families and their friends we serve. We work with you to personalize your arrangements so they are most meaningful to you, and encourage and welcome your thoughts and wishes.

We provide information to the community, at no charge and without obligation, so that all consumers can make informed and intelligent decisions about funeral care. As part of this effort, we provide this itemized price list to all parties who inquire about funeral arrangements.

The goods and services shown are those items that we can provide to the families we serve. You may choose only the items you desire. However, any funeral arrangements you select include a charge for our basic services and overhead. If legal or other requirements dictate that you must buy any items you did not specifically request, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected.

We hope the information provided here will help you to have a complete understanding of the costs of any services you may desire. It is the goal of our staff to help you create a meaningful celebration of life that will suit your needs perfectly, and exceed your expectations.

Our History

Our grandfather, Louis M. Kfoury, began his funeral profession in 1932 in Lawrence, Massachusetts. Louis was 21 years old and the youngest Funeral Director in the area at the time.

In 1936, having established his reputation as a dignified, compassionate care-giver, and knowing that Boston was where he could best serve his growing number of client families, Louis moved the business to Boston's South End. At that time, most city funeral homes were merely storefronts, as the majority of funeral services took place in the family home or at a place of worship.

In 1937 Louis met Rose Haddad of West Roxbury. This meeting would be the beginning of four generations (and counting) of the Kfoury family in West Roxbury. Louis and Rose married in 1940, and had two sons, Louis Jr. and Ronald.

Louis was joined in the family funeral profession by our father, Louis M. Kfoury, Jr. in the mid 1960's. This was an exciting time for our Dad, who had recently married his high school sweetheart, Ann O'Flanagan, daughter of John and Mary (O'Hare), and remained in West Roxbury to raise his family. Louis Jr. and Ann married in 1966 and had two sons, Louis III and Richard.

By 1972 Louis recognized the need for a larger facility and a more central location, to best meet the needs of client families who were both growing in number and moving outside of the South End. That year Kfoury Funeral Home opened in a beautiful Victorian in Brookline, Mass., near the JFK Birthplace, and flourished in a location convenient to both the South End and to our many client families throughout Greater Boston.

Upon Louis' death in 1979, our Dad took over the business and carried it through the 1980's and 1990's. He quickly earned a reputation of compassionate and caring service, which allowed him to serve more and more new client families. It was during the mid 1990's that Dad was joined by his son, Louis III. This would prove to be the link in joining Dad's generation of service to the reputation which we uphold today.

Louis Jr. passed away in 2000. The Kfoury Funeral Service has continued to flourish under Louis III, who has earned his own reputation as a dignified, compassionate care-giver. In addition, Richard Kfoury joined his brother in 2002 to help carry on the tradition of service to families in need.

In September 2003 the Keefe Funeral Home in West Roxbury, which had been established in 1946 by Francis T. Keefe, became the new home for the Kfoury family to carry on a commitment to compassionate service. In recognition of the fine reputation of Mr. Keefe, the Keefe name was maintained. Our beautifully-renovated funeral home is the fulfillment of a long-time dream of both our father and grandfather.

It will be our home for generations to come.

PACKAGES

One of our caring professionals will spend time with your family to learn about your loved one. Along with your family, we will help create a meaningful celebration of their life. We specialize in creating a warm, comfortable environment for your family and friends to gather in love and support. The following are three service packages which might meet your needs. No adjustment will be made for items not used. These packages are only available to those families who purchase a casket and outer burial container from Kfoury Keefe Funeral Home.

Complete Traditional Funeral Service

Our Traditional Funeral Service is for those who want all the services that are associated with a traditional funeral. There is one day of visitation at the funeral home with the body present; followed, the next day, by a funeral service at the funeral home or off-site church or other location and burial at a local cemetery.

Our Traditional Funeral Service Package includes all of the professional services that are associated with a traditional funeral. All necessary services of the funeral director and funeral staff for removal from local place of death, embalming, other preparation of the body, preparation and procurement of all necessary documents, such as death certificate and burial permit, use of the funeral home for one day of visitation, standard register book, 100 standard prayer cards, 100 standard acknowledgement cards, use of the funeral home for funeral service or use of staff for funeral off-site, hearse to local off-site funeral and/or cemetery, and limousine for local transportation on the day of the funeral. This charge does not include the casket and outer burial container you choose from our selection, or cash advances. \$4,695.00.

Memorial Service

A Memorial Service occurs following burial. The service itself can be customized to the wishes of the family, and often includes flowers, photos, recorded music, and reflections by family and friends.

Our Memorial Service Package includes all of the professional services for a Simple Burial with no visitation or viewing, followed by a memorial service, either at the funeral home or off-site. All necessary services of the funeral director and staff for removal from local place of death, preparation and procurement of all necessary documents, such as death certificate and burial permit, minimum washing/disinfection of the body, standard register book, 100 standard prayer cards, 100 standard acknowledgement cards, hearse to local cemetery, use of the funeral home for memorial service or use of staff for off-site service, and limousine for the memorial service. This charge does not include the casket and outer burial container you choose from our selection, or cash advances. \$2,995.00.

Simple Burial

A Simple Burial includes no visitation.

Our charge for a Simple Burial includes all of the professional services for local removal and shelter of remains, preparation and procurement of all necessary documents, such as death certificate and burial permit, minimum washing/disinfection of the body, transportation to local cemetery, and graveside service. This charge does not include the casket and outer burial container you choose from our selection, or cash advances. \$1,895.00.

Cremation can be part of the process of saying goodbye to a loved one. With this in mind, we offer the following **Cremation Service Packages**. No adjustment will be made for items not used. These packages are only available to those families who purchase an urn and casket, if applicable, from Kfoury Keefe Funeral Home.

Complete Traditional Funeral Service followed by Cremation

Our Traditional Cremation Service is for those who want all the services that are associated with a traditional funeral, but without the expenses of a vault purchase or cemetery charges. There is one day of visitation at the funeral home with the casketed body present; followed, the next day, by a funeral service at the funeral home or off-site church or other location, followed by cremation. At a later date, the cremated remains are delivered to the family. The remains can be kept in an appropriate urn, scattered, or buried at a cemetery.

Our Traditional Cremation Service Package includes all of the professional services that are associated with a traditional funeral. All necessary services of the funeral director and funeral staff for removal from local place of death, embalming, other preparation of the body, one day of visitation, standard register book, 100 standard prayer cards, 100 standard acknowledgement cards, use of the funeral home for funeral service or use of staff for funeral off-site, hearse to off-site funeral and/or crematory, and limousine for local transportation on the day of the funeral. This charge does not include the casket and urn you choose from our selection, or cash advances such as crematory and medical examiner fees. \$4,695.00

Cremation followed by Memorial Service

For this service package, cremation takes place first, followed by a memorial service, usually with the urn of cremated remains present. The Memorial Service itself can be customized to the wishes of the family, and often includes flowers, photos, recorded music, and reflections by family and friends. This allows the family to save the traditional expenses of a casket, vault, and cemetery charges. Like the Traditional Service above, following the Memorial Service the remains can be kept in the urn, scattered, or buried at a cemetery.

Our Memorial Service Package includes all of the professional services for a simple cremation, as described below, followed by a memorial service, either at the funeral home or off-site. All necessary services of the funeral director and funeral staff for removal from local place of death, preparation of the body for identification and cremation, pouch and cremation container required by the crematory, transportation to crematory, local delivery of cremated remains to family or staff for graveside service, use of the funeral home for memorial service or use of staff for off-site service, standard register book, 100 standard prayer cards, 100 standard acknowledgement cards, and limousine for the memorial service. This charge does not include the urn you choose from our selection, or cash advances such as crematory and medical examiner fees. \$2,995.00

Simple Cremation

A Simple Cremation includes no visitation or services.

Our charge for a Simple Cremation includes all of the professional services for local removal of remains, shelter of remains mandated by state law, preparation of the body for identification and cremation, procurement of death certificate and cremation permit, coordination with Office of the Chief Medical Examiner for cremation certification, pouch and cremation container required by crematory, transportation to crematory, and plastic container for cremated remains. This charge does not include the urn you choose from our selection, or cash advances such as crematory, medical examiner, and permit fees. \$1,895.00

ITEMIZED PRICES

THESE CHARGES APPLY IF NONE OF THE ABOVE PACKAGES ARE SELECTED

Services and Facilities

BASIC SERVICES OF FUNERAL DIRECTOR AND OVERHEAD. \$2,575

Our professional service charge includes, but is not limited to, staff to respond to initial request for service, arrangement conference with family or responsible party, arrangement of funeral, preparation and filing of necessary notices, authorizations and consents; and other services and attendance prior to, during and following the funeral, including coordinating with those providing other portions of the funeral, e.g. cemetery, crematory, and others. Also included in this charge are overhead charges related to our facility such as insurance, maintenance and utility expenses. This basic charge does not include use of the facilities or staff for any visitation or funeral service. This fee for our services will be added to the total cost of the funeral arrangements you select. This fee is already included in our charges for simple cremations, simple burials, and forwarding or receiving remains.

EMBALMING. \$495

Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement which does not require you to pay for it, such as a simple cremation or simple burial. For the protection of the public health, it is our policy to require embalming when a body is in our facility for 72 hours or more.

OTHER PREPARATION OF THE BODY

- Washing, cosmetology, dressing, & casketing. Washing and disinfection when no embalming. \$215
- Special care of autopsied remains \$95
- Restoration when necessary (per ½ hour) \$75
- Special cosmetology (per ½ hour) \$50

VISITATION/WAKE AT OUR FUNERAL HOME: USE OF FACILITIES AND STAFF, ONE DAY. \$490

VISITATION/WAKE IN FACILITY OTHER THAN OUR FUNERAL HOME. . (Total of A-C below). \$725

- A. Service van for transfer. \$210
- B. Staff for transfer and visitation. \$380
- C. Delivery, use and return of funeral equipment. . . \$135

USE OF STAFF FOR CHURCH OR OFF-PREMISES FUNERAL CEREMONY/SERVICE \$360

USE OF OUR FACILITIES AND STAFF FOR FUNERAL CEREMONY. \$360

USE OF OUR FACILITIES AND STAFF FOR MEMORIAL SERVICE. \$360

USE OF STAFF AND EQUIPMENT FOR GRAVESIDE SERVICE. \$210

Automotive Equipment

All prices are for use of automotive equipment within a 10-mile radius of the funeral home. Additional miles will be assessed a charge of \$2.25 per mile, per vehicle.

- TRANSFER OF REMAINS TO FUNERAL HOME. \$325**
- SERVICE/LEAD CAR for permits, errands, transportation of flowers to cemetery \$210**
- HEARSE. \$360**
- LIMOUSINE (7-passenger) for four hours. Additional use is \$60 per hour. \$325**
- FORMAL FLOWER CAR \$325**

ITEMIZED PRICES continued**Merchandise**

CASKETS	(A complete list will be provided at our funeral home) . . .	\$620-\$9,975
OUTER BURIAL CONTAINERS	(A complete list will be provided at our funeral home) . . .	\$615-\$3,050
PRAYER CARDS.	per 100 (A complete list will be provided at our funeral home) . . .	\$45-\$110
ACKNOWLEDGEMENT CARDS	(A complete list will be provided at our funeral home)per 100.	\$68-210
REGISTER BOOK		\$40
TEMPORARY GRAVE MARKER		\$20
BURIAL CLOTHING		\$200
CREMATION URNS		\$40-\$1810

Simple Cremations

Our charge for a simple cremation, without any attendant rites or ceremonies, includes local removal and shelter of remains, preparation of the body for identification, transportation to crematory, and necessary services of staff. It does not include cash advance items, such as medical examiner fee, crematory charges, and permit. If you want to arrange a simple cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without outside covering). The containers we provide have a particleboard base and heavy cardboard sides and cover.

Simple cremation with casket selected from our funeral home (in addition to casket) . .	\$1795
Simple cremation with alternative container.	\$1895
Simple cremation with container provided by purchaser	\$1995

Other Services

SHELTER OF REMAINS per 24-hour period. \$100

FORWARDING OF REMAINS TO ANOTHER FUNERAL HOME. \$1975
 This charge includes removal of remains, services of staff, embalming, minimum shipping container for body, necessary authorizations, and local transportation to Logan Airport. It does not include the services of staff or the use of facilities for any visitation and/or rites or ceremonies prior to forwarding the body. The cost of other than local transportation in vehicles of the funeral home is \$2.25 per mile over 10 miles.

RECEIVING OF REMAINS FROM ANOTHER FUNERAL HOME. \$1450
 This charge includes temporary shelter of the remains, transportation of remains to cemetery or crematory and required services of staff. It does not include the services of staff or the use of facilities for viewing or for funeral rites/ceremonies.

SIMPLE BURIALS. from \$1895
 Our charge for a Simple Burial includes all of the professional services for local removal and shelter of remains, preparation and procurement of all necessary documents, such as death certificate and burial permit, minimum washing/disinfection of the body, and transportation to local cemetery. This charge does not include a casket, outer burial container if required by the cemetery, or cash advances.

Simple burial with casket selected from our funeral home, in addition to the casket. . . .	\$1895
Simple burial with minimum (cloth-covered) casket.	\$2515
Simple burial with container provided by purchaser.	\$1950

No funeral rites or ceremonies will be held on New Year's Day, Easter, Independence Day, Thanksgiving or Christmas.

Payment Solutions

To lose someone you love can be a devastating experience. It is frequently traumatic and can seriously impact judgement. We believe in the importance of the recognition and meaningful celebration of a life that has been lived and will assist in arranging an appropriate service to meet your individual needs.

It is also important to be realistic about funeral expenditures. We do not want a family to spend more than they should, nor less than they would like. It is important that funeral arrangements are in keeping with a family's wishes and budget.

Provisions for payment are due at the time of arrangements. To avoid any possibility of misunderstanding or embarrassment and for your convenience, we accept the following methods of payment:

Cash Personal check Bank check Debit card

DISCOVER MasterCard VISA American Express

Insurance Assignment of a verifiable policy

Advance payment by a forwarding or receiving funeral home

Pre-Arrangement