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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 Nordgren Memorial Chapel
Director(s) Kurt J. Mangsen
Katherine E. Mangsen, apprentice
Street address: 300 Lincoln Street
City/Town Worcester MA Zip Code 01605
Telephone 508-852-2161 Fax 508-852-2580
Email Nordgren.memorial@verizon.net Website www.Nordgrenmemorialchapel.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? immediate family only. 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? All Faiths Crematory & Rural Crematory

Will you allow/use other crematories? no reason to at this point. The 2 we use are very good. 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.

Nordgren Memorial Chapel

Funeral Service

300 LINCOLN STREET • WORCESTER, MA 01605

(508) 852-2161 • FAX: (508) 852-2580



Kurt J. Mangsen
Katherine E. Mangsen

GENERAL PRICE LIST

These prices are effective November 15, 2008 and are subject to change without notice.

Basic Services of Funeral Director, Staff and Overhead

\$1,650.00

Our fee for the services of funeral director and staff includes, but is not limited to, staff to respond to initial request for service; arrangement conference with family or responsible party; arrangement of funeral; recording vital statistics; preparation and placement of obituary notices and necessary permits and authorizations; staff assistance prior to, during, and following the funeral, including coordination with those providing other portions of the funeral, e.g. cemetery, crematory and others. Also included in these charges are overhead expenses relative to our facility such as insurance, maintenance, and utility expenses, secretarial and administrative costs, and equipment and inventory costs.

This fee for our basic services and overhead will be added to the cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding of receiving remains.)

Embalming

\$790.00

Except in certain special cases, 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 that does not require you to pay for it, such as direct cremation or immediate burial.

Other Preparation

- Restoration when necessary.....(per hour) **\$35.00**
- Special care of autopsied remains..... **\$75.00**
- Washing and disinfecting remains when no embalming..... **\$295.00**
- Dressing, cosmetizing, and casketing..... **\$95.00**
- Hairdresser or Barber **\$50.00**
- Encase in Sanitary Pouch **\$75.00**

Use of Facilities

- **Use of facilities and Staff services for Visitation.** Our services include set-up of visitation area, placement of remains, display of funeral arrangements, supervision, direction and assistance during traditional visitation.
 - 2 hours..... **\$425.00**
 - 3 hours..... **\$500.00**
 - 4 hours..... **\$575.00**
 - 1 hour on same day prior to service..... **\$100.00**
- **Use of facilities and Staff services for Funeral Service,** or additional staff necessary for Service in another facility. Our services include coordination of the funeral, supervision and direction of the Funeral and Staff to conduct and assist with the Service..... **\$550.00**
- **Use of facilities and Staff services for Memorial Service** (without body present). Our services include coordination of the Memorial Service arrangements, supervision and direction of the Service and staff to conduct and assist with the Service..... **\$420.00**
- **Equipment and Staff necessary for Graveside Service.** Our services include accompaniment of remains to the cemetery, supervision and direction of the Graveside Service and staff to conduct and assist with the Service..... **\$420.00**
- **Staff member to Cemetery for Cremated Remains Burial** **\$150.00**

Automotive Equipment

• Transfer of remains to Funeral Home.....	\$375.00
• Hearse to Cemetery.....	\$330.00
• Hearse to Crematory.....	\$150.00
• Limousine (6 passenger/8-10 passenger)	\$290/\$335
• Family Car.....	\$210.00
• Service/Flower/Utility Vehicle.....	\$195.00
• Police Escort.....	\$180.00

Unless otherwise noted, all transportation charges in this General Price List apply to local area only (within 25-mile radius of funeral home). The charge for additional miles is \$3 per mile.

Merchandise

Caskets.....	\$195.00 to \$4,200.00
A complete price list will be provided at the funeral home.	
Outer Burial Containers.....	\$795.00 to \$2,805.00
A complete price list will be provided at the funeral home.	
Cremation Urns and Cremation Jewelry.....	\$20.00 to \$646.00
A complete price list will be provided at the funeral home.	
Guest Register Book.....	\$30.00
Personalized Acknowledgment/Thank You Cards	
50	\$43.00
100.....	\$58.00
Prayer/Memorial Cards (per quantity of 100 cards).....	\$60.00 - \$170.00

Cash Advance Items

The following items are often necessary and are part of the total cost of the funeral. The costs of these items vary according to the desires of the family as to their choice and/or quantity needed. **These items require immediate payment, and therefore we ask you to provide us with cash/check/credit card to cover your estimated cash advances prior to services.**

- | | |
|--|--|
| • Airline transportation/Freight Charges | • Crematory fees |
| • Bagpiper | • Flowers |
| • Bugler/Taps | • Honorariums (Clergy/Musician/Sexton) |
| • Burial Permit | • Medical Examiner's fee (cremation) |
| • Canopy/Tent and/or Chairs | • Paid Death Notices/Obituaries |
| • Cemetery fees | • Stone/Monument Engraving |
| • Certified copies of death certificate | |

Immediate Burials..... \$3,370.00 to \$4,220.00

Our charge for an immediate burial without any visitation, rites or ceremonies includes removal and shelter of remains, local transportation to the cemetery, and necessary services of staff and authorizations.

- Immediate burial with casket provided by the purchaser..... \$3,370.00
- Immediate burial with minimum casket (cloth covered)..... \$4,220.00
- Immediate burial with casket selected from our funeral home
(In addition to the cost of the casket)..... \$3,370.00

Direct Cremation..... \$2,740.00 to \$2,935.00

Our charge for direct cremation with any visitation, rites or ceremonies includes removal and shelter of remains, local transportation to the crematory, and necessary services of staff and authorizations. If you want to arrange a direct 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 an outside covering). The containers we provide are fiberboard and composition material. **Crematory fees and cash advance items are additional.**

- Direct cremation with container provided by the purchaser..... \$2,740.00
- Direct cremation with alternative container..... \$2,935.00
- Direct cremation with casket selected from our funeral home
(in addition to the cost of the casket)..... \$2,740.00

Receiving Remains from Another Funeral Home \$1,825.00

This charge includes temporary shelter of remains, transportation of remains to cemetery and necessary services of staff. This charge does not include visitation, rites or ceremonies.

Forwarding Remains to another Funeral Home

This charge includes removal of remains, necessary services of staff, embalming, necessary authorizations, and local transportation to airport. This charge does not include visitation, rites or ceremonies prior to forwarding of the body.

- With minimum shipping container \$2,815.00
- With casket selected from our funeral home
(In addition to the cost of the casket)..... \$2,620.00

Payment

We offer for consideration the following payment options:

- **Cash or Check payable to Nordgren Memorial Chapel**
- **Credit Cards:** We accept all major credit cards.
- **Insurance Assignment:** We can assist you with life-insurance assignments.

*Unless Prior Arrangements have been made with your Funeral Director,
Payment is expected when arrangements are made.*

Thank you .