

**Funeral Consumers Alliance of Eastern Massachusetts**  
**The Memorial Society, Inc.**  
 66 Marlborough Street, Boston, MA 02116  
 www.fcaemass.org  
 Telephone 617-859-7990  
 Fax 781-973-0626

**2006 Funeral Service Survey**

Funeral Home POWLER-KENNEDY FUNERAL SERVICE, INC  
 Director(s) JOHN E. ERB  
42 CONCORD ST  
MAYNARD, MA 01754

Street address: \_\_\_\_\_

City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone 978-897-7343 Fax 978 897 8334

Email → Website fowler-kennedy.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? *depends on what services are chosen.*  yes  no

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

Is viewing without embalming available? *Sometimes*  yes  no

Does your direct cremation listed price include:

Crematory fee  yes  no

Permits *each city and town can choose to charge for permits. Some*  yes  no

Other fees *don't - that's*  yes  no

Which crematory(ies) do you use for cremation? *acash advance about our charges*  
*Mt. Auburn, Newton, Rural*

Will you allow/use other crematories?  yes  no

**Please attach your General Price List with this survey.**

**Fax: 781-973-0626 or**

**Mail: FCAEM, 66 Marlborough Street, Boston, MA 02116**

Thank you for your cooperation in completing and returning this survey and your GPL to the  
 Funeral Consumers Alliance of Eastern Massachusetts.



Fowler•Kennedy Funeral Service•Inc. • 42 Concord Street•Maynard•MA 01754•(978) 897-7343  
www.fowler-kennedy.com

John E. Erb *President*

January 5, 2006

Funeral Consumers Alliance of Eastern Massachusetts  
66 Marlborough St.  
Boston, MA 02116

Dear Judith Lorei;

In completing your survey, there are issues raised by your letter and survey that I need to address. First, I am a professional funeral director that lives in the community I serve and care about my friends and neighbors when a death occurs. The implication that I do not allow unique and non-traditional services is something with which I take issue. I take pride in the fact that I assist families in carrying out funerals that are unique to the family and the individual.

Second, your questions are too general. Each situation is unique. I have had viewings with out embalming many times but not without council, and not for the general public. I cannot answer yes or no to that question. Also, many times we provide "part of the funeral" but that is dependent on the individual circumstances and I cannot answer yes or no to that question.

Third, Permit fees vary from \$20.00 to 0 and it would not be fair to all families to charge the same price for direct cremations when the cost varies. Permit fees are cash advances and not a part of our costs.

I hope these comments are helpful to you and if you feel there is a need to conduct these surveys in the future you might incorporate these ideas.

Sincerely,

A handwritten signature in cursive script that reads "John E. Erb".

John E. Erb



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## GENERAL PRICE LIST

These prices are effective as of March 1, 2005, but are subject to change without notice.

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire; however, any funeral arrangements you select will include a charge for our basic service and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide, describing the funeral merchandise and services you selected.

1. **Local Transfer** of remains to the Funeral Home.
  - a. Within 15 mile radius of the funeral home.....\$ 245.00
  - b. Transfer of remains to or from Logan Airport.....260.00
2. **Embalming:** 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 public 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 immediate burial or direct cremation.
  - a. Embalming.....\$ 495.00
3. **Other Preparation of remains:**
  - a. Cosmetology, grooming, dressing and casketing.....\$ 195.00
  - b. Handling, surface disinfection, for identification prior to  
Cremation or immediate burial.....195.00
4. **Basic Services of Funeral Director, Staff and Overhead.....\$1395.00**

This fee for our basic services and overhead will be added to the total cost of the cremations, immediate burials and forwarding or receiving of remains. Includes the following: Staff available 24 hours daily to respond to the initial request for services; conference with the family or its representatives and advise to determine desired services and to obtain vital statistical information for required documents; Sheltering of remains for 4 days; coordinating the desired funeral service plans with Clergy, Cemetery, Crematory, And/or third parties; The Preparation and filing of all necessary notices, authorizations, and permits with governmental offices; Follow-up attention to related details connected with the service, in addition this fee includes a proportionate share of our basic overhead costs such as compliance with infectious waste management regulations, and employee safety regulations mandated by governmental agencies; general administration and record keeping. May include the following: Securing obituary information for newspaper notices, if desired; supervision by funeral director and staff for visitation and/or ceremony; receiving and arrangement of flowers and other memorial tributes; professional adherence to the rituals and designated religious faiths and/or fraternal orders.

## GENERAL PRICE LIST

- 5. Optional use of Funeral Home Facilities, Staff and equipment:**
- A. Viewing and/or Visitation:** Use of Staff and equipment for viewing at our facility or at another local facility.  
Per hour.....\$145.00
- B. Funeral Ceremony:** select one option only:
1. Use of facilities, Funeral director and staff, including necessary equipment for services using our Chapel.....\$ 495.00
  2. Use of Funeral Director and Staff, including necessary equipment for Church Services.....460.00
  3. Use of funeral Director and Staff, Including necessary equipment for Graveside Service.....375.00
  4. Use of Facilities, Funeral Director and Staff Including necessary equipment for Memorial Service using our Chapel.....375.00
  5. Use of Funeral Director and Staff, Including necessary equipment for Memorial Service at another facility.....350.00
- 6. Automotive Equipment:** All Transportation charges are for local service. Beyond 15 miles radius add \$2.00 per loaded mile per vehicle.
- A. **Hearse** (Funeral Coach).....245.00
  - B. **Other automotive equipment**  
\$95.00 for each **flower vehicle**; \$245.00 per **Limousine**
- 7. Funeral Merchandise:**
- A. **Remembrance Package:**
    1. Guest Register book.....\$15.00
    2. Prayer cards (100).....62.00
  - B. **Caskets:** from \$ 590.00 to 8500.00 A complete price list will be provided at the funeral home for your inspection prior to your selection.
  - C. **Outer Burial Containers:** from \$ 495 to 3100. A complete price list will be provided at the funeral home for your inspection prior to your selection.
  - D. **Burial Garments:** from \$ 80.00 TO 190.00
  - E. **Cremation Urns:** from \$ 95.00 to 495.00
- 8. Forwarding Remains to another funeral home.....\$1720.00**  
This charge includes local transfer of remains to our facility, Embalming, Basic Services of funeral director and staff and transfer to remains to Logan Airport. It does not include Merchandise, optional use of facilities, staff and equipment and other preparation of remains if necessary.

## GENERAL PRICE LIST

### 9. Receiving remains from another Funeral Home..... \$ 1400.00

This charge includes: Transfer of remains to our facility from Logan Airport, basic services of funeral director and staff and local transportation of remains to the place of final disposition. It does not include merchandise, optional use of facilities, staff equipment or embalming.

### 10. Direct cremations: from \$ 1815.00 to 5790.00

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. The containers we provide are combination wood and fiberboard or any wood casket.

This charge includes local transfer of remains to our facility, basic services of funeral director and staff, hearse for local transportation to crematory, crematory charge (\$300.00) and required medical examiner fee (\$75.00). It does not include: merchandise (Except itemized below), optional use of facilities, staff and equipment, embalming and other preparation.

- A. Direct cremation with a container provided by purchaser....\$ 1815.00
- B. Direct cremation with alternative container  
(Combination wood and fiberboard).....1950.00
- C. Direct cremation with any cremation container in our  
Inventory is this fee plus the container selected.....1815.00
- D. Direct cremation with minimum casket.....2405.00

## OTHER AVAILABLE MERCHANDISE

**Air Tray (for use when forwarding remains by air).....\$ 135.00**

**Acknowledgement card selection available at no additional charge**

### NOTICE TO CONSUMERS AND DISCLAIMER OF WARRANTIES

These disclosures are made in compliance with the requirements set forth by the Federal Trade Commission. These prices have been computed according to the guidelines set forth by the F.T.C. Rule and in accordance with generally accepted practices by Fowler-Kennedy Funeral Service, Inc.

Our funeral home makes no representation or warranties regarding caskets, outer containers or other funeral goods sold by the funeral home. The only warranties express or implied, granted in connection with the goods sold with this funeral service are the express written warranties, if any, extended by the manufacturers thereof. No other warranties, express or implied, including the implied warranties of merchantability or fitness for a particular purpose, are extended by Fowler-Kennedy funeral Service, Inc.