



Now For Them

Funeral Directors Association
of New Zealand Funeral Plan

Now. While you can make the decision.
For them. Because grief needs somewhere to go.

Funeral Directors
ASSOCIATION OF NZ

What is Now For Them?

Most of us don't spend much time thinking about our own funeral. But taking an hour to sort it out now is one of the kindest things you can do for the people you love.

Now For Them is a funeral prepayment plan. It's run by The Funeral Trust Services Limited, a charitable company established by The Charitable Funeral Trust, which was set up by the Funeral Directors Association of New Zealand. The Company is registered as a charity with the Trust.

When you join *Now For Them*, an account in the plan is set up in your name, and you contribute money towards your funeral costs.

Now For Them is not a savings or investment product, and no interest or return is paid on contributions made by you.



A funeral isn't really for the person who has died

Many people feel the same way. They'd rather skip the ceremony entirely. A simple cremation, no fuss, no bother. It's a generous instinct – they don't want to be a burden.

But a funeral is for the people left behind. It's how they find a way to stand together, to remember properly, to say goodbye out loud. Without that, grief has nowhere to go.

When you set things up in advance, you give them exactly what they need: a moment that's already taken care of, so they can focus on each other.



The decision
you make now...



is the gift they'll
feel then.

How it works.

Opening a plan account is straightforward. You decide how much you'd like to set aside – there is no minimum and no maximum.

Your Funeral Directors Association member funeral home will help you think through a sensible amount based on the kind of funeral you have in mind. You can contribute with a single lump sum or add to your account over time, and you and a partner can each set up your own individual accounts at the same time.

If you'd also like to record your wishes – burial or cremation, the kind of service, the music, who officiates – your member funeral home can help you do that separately. It isn't a part of *Now For Them*, but many people find it valuable, because it means their family isn't making difficult choices in the middle of grief.

If someone else wants to open an account for you, they will need to hold formal legal authority to manage your affairs.

You won't be paid returns or interest. Instead, the company running *Now For Them* invests all funds received into the plan and uses earnings from those investments to cover all operating costs, any applicable funeral assistance payments and charitable donations. The company employs specialist actuarial advice in order to do this on a sustainable basis.

Asset-testing benefit

There is no cap on how much you can set aside for your funeral with *Now For Them*. Under current Ministry of Social Development policy, the first \$10,000 in your *Now For Them* account is excluded from asset testing when assessing eligibility for a residential care subsidy. Many people choose to contribute more.

Flexibility to change your funeral home

The company running *Now For Them* holds your contributions, completely independently of your funeral home. That means if your funeral home's business circumstances change for any reason, or you or your estate want to use a different funeral home, your money is not affected.

No fees

Currently no fees are charged to customers. If that ever needs to change, for example if our specialist actuary advises us the return from funds invested won't cover the ongoing costs of *Now For Them* without them, we'll let you know.

Locked in for the right reason

Your contributions are set aside for one purpose – your funeral. So they stay there until they're needed - unless you permanently emigrate or if you can show us you're suffering significant financial hardship. Payment for these purposes is made at the company's discretion. That's the point of the plan: it holds your money for you, and the decision can't be undone in a moment of second-guessing.

Regular updates

You'll receive a confirmation, along with the account details your estate will need when the time comes.

You'll also receive an annual balance update, and you can check your balance at any time by contacting the *Now For Them* team or your member funeral home.

Your obligation is to keep us updated with your contact information and to make sure your family know you have a *Now For Them* plan.

What happens when you die

Your estate arranges your funeral with a funeral director. If the funeral home used is an Association member firm, they liaise directly with the *Now For Them* team and are paid using your contributions. They'll then return any balance left over to your estate.

If there is a shortfall, your estate may be eligible for a discretionary funeral assistance payment toward the difference. This is never guaranteed and any remaining shortfall would need to be met by your estate or family.

If the funeral home isn't an Association member, things work differently. Your estate will need to contact us directly. If they are eligible for a funeral assistance payment, we'll liaise directly with the funeral home to discuss this. Otherwise, the full balance of your account is paid to your estate, and your family settles the funeral home's invoice from those funds, meeting any shortfall.

Your member funeral home

The Funeral Directors Association of New Zealand has represented funeral directing firms in New Zealand since 1937, and its members are experienced, professional people who understand what families need. That's why they've established *Now For Them* which is only available through Funeral Directors Association member funeral homes.

Your member funeral home is your point of contact for the practical side of things and can guide you at whatever pace suits you. If you'd like to talk through and record your wishes for the funeral service itself, or the costs of a funeral, they can help with that – though that's a separate conversation, not part of *Now For Them*.

If you move, or your wishes change, you can change the member firm you're linked with at any time.

You also don't have to stay with a member firm but if your chosen firm is not a member, it will not be able to help you with your *Now For Them* account and you will need to contact the *Now For Them* team for information.

Your estate doesn't have to use a member funeral home when you die – the choice is theirs. However, things work differently if a non-member firm is used, as covered above.

For a full list of member funeral homes, visit www.funeraldirectors.co.nz

Giving back

Now For Them is administered by a charitable company established by The Charitable Funeral Trust. After meeting operating costs and funeral assistance payments, surplus earnings are paid by the company to the Trust for charitable purposes – including supporting families who cannot afford a funeral and organisations that provide grief support in the community.

If your estate has a need for additional support, it may be possible to apply to the Trust or one of the charitable agencies it supports. Contact us or your funeral home on how to apply.

Reading the detail is important

Like any important decision, this one's worth understanding properly.

It's important to know *Now for Them* gives you and your family peace of mind money is set aside for your funeral, but it doesn't pay interest or returns on contributions made by you, and the company has no responsibility for any capital growth or maintenance of the real value of funds set aside for your funeral.

The Funeral Trust Services Limited is registered as a financial service provider in New Zealand but is not licensed by a New Zealand regulator to provide the *Now For Them* plan. Registration doesn't mean that The Funeral Trust Services Limited is subject to active regulation or oversight by a New Zealand regulator. For more information about the scope of our registration, please visit the Financial Service Providers Register.

Your member funeral home will provide you with the full terms and conditions before you join, which will include information about our right to close your account on reasonable notice. You can also see our terms and conditions on the *Now For Them* section of the Funeral Directors Association website www.funeraldirectors.co.nz.

Complaints

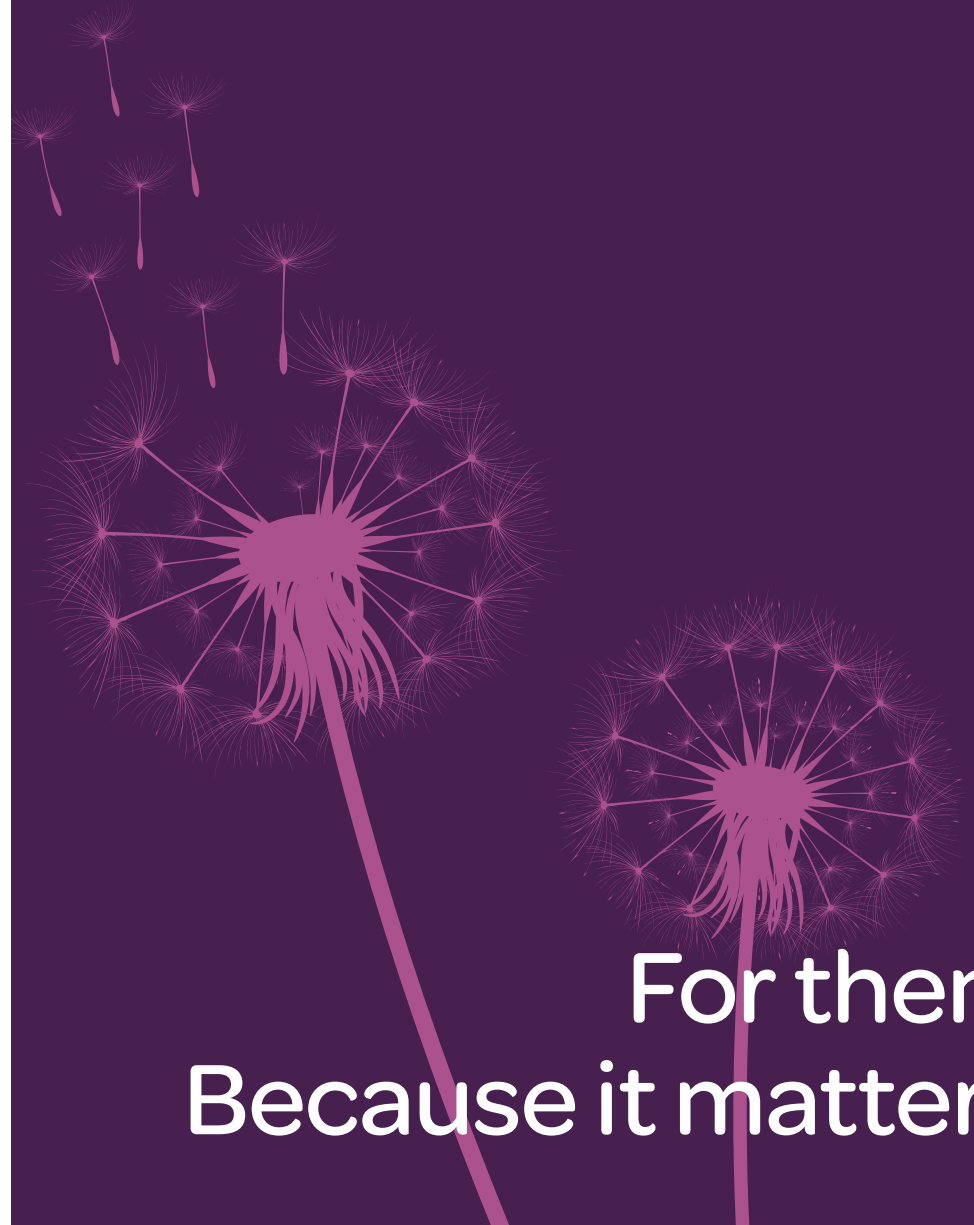
We have a complaints process on our website. Typically this involves contacting your funeral home in the first instance, or calling the *Now For Them* team.

Where you are not satisfied with the outcome of a complaint raised, you have the right to raise your concerns with our free independent dispute resolution service, Financial Services Complaints Limited, PO Box 5967, Wellington 6140.

By email: complaints@fscl.org.nz

By phone: 0800 347 257 or +64 4 472 3725

Now.
While you can.



For them.
Because it matters.



When you lose
someone you love,
choose someone
you can trust.

Funeral Directors
ASSOCIATION OF NZ

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