



County of San Bernardino
Department of Aging and Adult Services
(DAAS)

SCAM ALERT

Scam: Funeral Arrangement Double-speak Target: All Seniors

Funeral scam artists trick seniors into paying more for funeral and cemetery costs than is necessary. A funeral scam often occurs when a sales person:

- Shows the most expensive caskets first;
- Offers a deal that reduces the casket price, but increases other funeral related fees;
- Pushes a seal that can cost an estimated \$700 to allegedly improve the caskets durability; however, the seal is not needed and could cause the casket to explode; and
- Takes advantage of the emotion and talks seniors into buying products and services that are not wanted or needed.

Seniors are at risk for being tricked into higher priced funeral costs!

The following tips are recommended:

- Make funeral and cemetery arrangements in advance when possible.
- Shop around and compare prices from at least two funeral homes or suppliers.
- Remember you can always provide your own casket or urn.
- Ask for a price list for the products sold at the funeral home; the law requires funeral homes to give you written price lists for products and services.
- Resist pressure to buy goods and services you are unsure of or do not really want or need.
- Review the laws in the state of final resting to know which goods and services are legally required, so you can recognize your rights as a consumer.
- The Cemetery and Funeral Bureau website at www.cfb.ca.gov offers a free informative section titled *Consumer Guide to Funeral and Cemetery Purchases*.

**If you think you may be a victim of a scam, contact
San Bernardino County Adult Protective Services (APS)
at 877-565-2020, or your local police department.**