

# Everest

## Funeral Concierge Services



Peace of mind when it's needed the most

### THE "A" FAMILY, LONDON

#### A CASE STUDY

##### SITUATION

When the client called Everest, she already had an idea of what her husband did and didn't want but she didn't know where to begin, which funeral director to use and what options were possible.

##### EVEREST ASSISTANCE

The wife knew that she wanted a direct cremation but didn't want a veneer coffin for environmental reasons. Everest explained that a coffin was required for cremations, but veneer was not the only option. Everest immediately searched for other options and within 24 hours, had located a bespoke handmade willow coffin. Coincidentally, the coffin was made in the same town the grandmother of the deceased lives in, making the option especially meaningful to the family.

During the interactions with the family, Everest informed them that the cremation didn't have to be unattended, and that it was possible to have a short, intimate service with a couple of close family members present. This option pleased the family.

The family wished to take the ashes back to Sweden. Since the deceased's parents were in the UK, they wanted the service to take place as soon as possible. Everest was able to arrange a service and have the ashes delivered to the family with

all the appropriate travel documentation within a two-week window, which is much quicker than the usual timeframe.

Throughout this case, the Everest Sr. Advisor remained in contact with the client every step of the way via phone and email. The client was pleased with her husband's "send-off" and was grateful for the help she received.

**"I wish every family who suffers from a loss can have an Everest Advisor to help them. I can't imagine how other people go through this whole thing without help like this."**

##### VALUE TO THE FAMILY

Though the family vaguely knew what they wanted, Everest was able to provide them with a path to get there. While Everest performed the research and confirmed options, the family was able to grieve without the added stress of trying to arrange a funeral.

The Employer/HR Advisor who directed the wife to call Everest, can feel confident they were supporting their employee in a way that was practical and useful at her time of need.



For more information call **+44 800 058 4227** or visit **[everestfuneral.uk](http://everestfuneral.uk)**

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### THE "J" FAMILY, GLOUCESTERSHIRE

#### A CASE STUDY

#### SITUATION

The family wanted the deceased, who died in the UK, returned to Poland for burial or cremation. The family had no experience with the costs or legal requirements associated with repatriation and did not know where to start.

#### EVEREST ASSISTANCE

The family was assured that Everest had extensive experience and would help them understand all requirements and provide guidance throughout the entire process. After understanding the family's wishes and budget, Everest explained that the family would need the services of two funeral directors, one in the UK and one in Poland. Everest also explained that a cremation performed in the UK would cost considerably less than returning the deceased to Poland.

The family ultimately decided to have the deceased transported to Poland, where she would be later cremated. Within 24 hours, using Everest's proprietary database, PriceFinder<sup>SM</sup>, Everest helped the family identify qualified companies to assist with the repatriation and solicited competing quotes. Within 48 hours, the family made a decision, and had Everest contact the chosen Polish funeral director. At the conclusion of the call, all parties had clear, unambiguous next steps.

With Everest's assistance, the family representative quickly held an in-person meeting with the Polish Funeral Director.

#### VALUE TO THE FAMILY

Within 48 hours, this family received information they needed to make calm, confident decisions. The services of Everest do not stop when the final decisions are made. The family is provided with personal contact information to reach their Everest Sr. Advisor by phone or email should they need more information or reassurance for whatever reason.

**"The family thanks you for the speed, empathy, trusted advice and professional handling of our loved one's bereavement."**

The family expressed their sincere appreciation and thanks for the speed, empathy, and professional handling of their wishes. Everest offers clients and their families, knowledgeable, dependent, diplomatic, and compassionate support during one of the most difficult times in a family's life. Everest gives families the time to grieve without the added stress of trying to research and organise everything that goes into arranging a funeral.



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