

Client Stories

The “K” Family

- At the time of death the family had already decided to purchase a casket through a third party and expressed interest in using a specific funeral home.
- Everest contacted the funeral home they mentioned as well as five other local funeral homes, and reported prices ranging from \$4,575 to \$7,240 for the same services.
- When the family realized that the funeral home they had been interested in using was the most expensive in the area, they asked Everest to negotiate with two other funeral homes to ensure they stayed within their budget.
- The family elected to use a funeral home that agreed to reduce its price to \$3,750; however, the funeral home later refused to receive the casket the family purchased from a third party. The family requested Everest to intervene on their behalf.
- Everest resolved the issue by reminding the funeral home of the federal law requiring funeral homes to accept merchandise from third party retailers.
- **The family was relieved that they were able to stay within their budget by delegating negotiations to Everest.**

The “G” Family

- The family wished to have a simple graveside service followed by a memorial service that reflected their loved one’s life-long love for music and the church choir.
- Everest advised the family of the cost savings and options for personalizing a musical tribute by having a memorial service at their church rather than at the funeral home.
- After the family decided to have the memorial service at the church, Everest helped the family plan and coordinate a service which included their loved one’s favorite songs performed by the church choir.
- Prior to engaging Everest, the client intended to use a funeral home which charged \$10,890 for services and merchandise. Everest negotiated with this funeral home which agreed to reduce its fee to \$7,190.
- **As a result of Everest’s cost comparison and negotiation services, the client ultimately elected to use a different funeral home which charged \$4,595 for the same service and merchandise. And they were able to have a personalized service that honored a life-long love of music in a unique and meaningful way.**

The “O” Family

- Prior to contacting Everest, this family had several discussions with a funeral home that had an adjoining cemetery. The family was quoted what they believed were extremely high prices: \$75,000 on a family cemetery plot plus a funeral service package starting at \$15,000.
- Everest negotiated this funeral home’s service charge down to \$5,805 and helped the family select property in the same cemetery for \$20,000 - which they ultimately purchased at a savings of \$55,000.
- As a result of Everest’s cost comparison and negotiation services, the family chose a different funeral home that was willing to charge \$3,995 for the selected service and merchandise.
- While assisting the family, Everest learned of the deceased’s love of flower gardening and suggested that the family consider distributing packets of favorite flower seeds at the graveside ceremony.
- **Not only did the family save a substantial amount of money, but family and friends attending the service were able to leave with a fond and meaningful memory of their loved one.**