

## MESSAGE TO OUR CLIENTS



Funeral Plans-Canada is pleased to announce the appointment of Mike Nurse, CLU, LLIF as President, Canadian Operations.

### MIKE AT A GLANCE:

- Graduated Queen's University with a Major in Sociology and a Minor in Psychology
- 29 years in life insurance and life insurance administration outsourcing - covering all aspects of Marketing/Business Development/Sales
- CLU designation through Advocis and Leadership Institute Fellow (LLIF) from Life Insurance Management Research Association (LIMRA)
- Married to Helen for 23 years with three kids - Madelaine, Patrick and Stuart
- Avid reader of WWI and WWII history (Canadian role in particular)
- Collector of military medals
- Loves to travel, fish and watch the Detroit Red Wings win the Stanley Cup (ok, not this year)
- Practices Taekwondo with his sons
- Favourite Quote: *"It is not the strongest of the species that survives, nor the most intelligent, but the one that is most responsive to change."* Charles Darwin (1809 - 1882)

## FUNERAL PLANS-CANADA'S 12TH ANNUAL CONFERENCE

Our 12th Annual Conference will be held in Niagara-On-The-Lake at The Pillar and Post Inn on January 27-28, 2010. Please visit the Events section of our website, [www.funeralplans.com](http://www.funeralplans.com), regularly for updates on this event. For more information contact our office at 1.888.428.4444 and speak with Tina Dietrich.



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## WHAT'S NEW

### THE PROPOSED HST: HOW IT WILL AFFECT PREPAID ARRANGEMENTS IN ONTARIO

After the HST was implemented in Nova Scotia, New Brunswick and Newfoundland, the federal government produced a document to help funeral homes deal with the new combined tax and prepaid funeral arrangements. The information below is based on this document and is how we expect the HST to be implemented in Ontario.

As with the introduction of the GST a number of years ago and the HST in other provinces, we expect that prepaid funeral arrangements entered into prior to July 1, 2010 will be grandfathered, and therefore not subject to the HST. When a prepaid arrangement is fulfilled any services and merchandise included on the original contract will not be subject to HST. If the family chooses to add additional items or services at the time of need, HST will be payable on those additional items only.

A copy of the Technical Information Bulletin B-091R is available in the Newsletter section of our website. We will provide more detailed information to you as it becomes available.

Please contact Tina Dietrich if you have any questions about the HST.

### HST NEWSPAPER AD

FPC has prepared a newspaper ad for you to educate your community about this opportunity to save the HST. Please contact your Account Executive or Steph Frame for more information.

## FROM THE ADMIN CORNER

### CREDIT CARD PAYMENTS:

Please remember when filling out your Group Annuity Forms that the credit card payment option is only available for people who would like to have monthly withdrawals over 2-10 or 15 years. We are unable to process credit card payments on single pay or 1 pay contracts under any circumstances.

### MONTHLY PAYMENT PLANS:

Please make sure that you are submitting the first monthly payment (via cheque) along with the contract and the void cheque or credit card information for monthly withdrawals. We are unable to process a contract that does not have the first monthly payment included.

### ENROLMENT KITS:

We are updating our look! Coming soon, we are changing the enrolment kit materials. In an effort to be more environmentally friendly, we will replace the pieces of the kits as the stock is depleted. Over the next few months, you can expect to see the entire new kit, starting with the enrolment cards which will be sent out over the coming weeks.

## Q&A

**Q:** Are terminally ill clients eligible to purchase multi-payment plans?

**A:** Terminally ill clients may only purchase a Single or One Year payment plan. The terminal illness clause must be signed upon completion of a prepaid funeral plan.

## IN THE SPOTLIGHT

### FUNERAL PLANS-CANADA'S ROVER PROGRAM

If you have a Funeral Plans-Canada Rover in your funeral home, then you know how valuable they are to your preneed business. Our Rovers are well trained industry professionals who strive to generate preplanning interest in your community.

These Preplanning specialists work with your families through Direct Mail, Seminars and small group presentations to provide knowledgeable insight to the importance of planning ahead. In each and every meeting with a family they strive to ensure final wishes are planned in advance in order to provide peace of mind to their loved ones.

Our Rovers work with you to increase your preneed business and create preplanning awareness in your community.

### MEET FPC'S ROVERS



Charles Routh



Jan Wagner



Tom Payton



Tonia Catcher



Ian MacDonald

Speak to your Account Executive today on how our Rovers can help grow your preneed business.

## ANNOUNCEMENTS



### MAURICE IRVINE JUNE 9, 1954 - JUNE 24, 2009

It is with great sadness that we announce the passing of Maurice Irvine on Wednesday, June 24th, at his home in Kingston.

Maurice, affectionately referred to as 'Mo', had been an Account Executive with Funeral Plans-Canada since 2003. He was well respected by his clients, peers and community for his hard work and dedication.

Maurice, as many are aware, had been enduring a two and a half year battle with ALS, also known as Lou Gehrigs Disease. Throughout his courageous fight, Maurice maintained a positive attitude and uplifting demeanour, inspiring everyone who knew him.

He is survived by his wife Peggy, daughter Meagan and her husband Michael, and son Matthew. Maurice is also survived by his brothers Dennis Irvine and his wife Patricia, Brent Irvine and his wife Barbara (Irvine Funeral Home and Chapel, Brockville), and Dale Irvine (Gordon F. Tompkins Funeral Homes, Kingston).

He will be deeply missed by all whose lives he touched with his gentle spirit and caring ways.

Memorial donations to The A. L. S. Society of Ontario will be gratefully acknowledged.

Complete details are posted at [www.irvinefuneralhome.com](http://www.irvinefuneralhome.com) where condolences and tributes may be left. For further information please contact the funeral home at 613-342-2828.

Congratulations to Charlie and Jenn Routh on the arrival of their daughter Haylee Ann McKenna Routh, born 2:34pm June 29th, 2009, weighing 8lbs 1oz.

## TOOLS FOR THE TRADE

### FALL MARKETING CAMPAIGNS:

Now that summer has arrived, it is time to start planning for your fall marketing campaigns. Take advantage of our proven marketing programs, both Seminar and Direct Mail, to help your funeral home secure and grow your market share for the future.

We also have a variety of brochures, posters and newspaper ads available to you to promote preplanning. For help in choosing your ideal marketing campaign and establishing a marketing plan, please contact your Account Executive or call our office to speak with Tina Dietrich.

### FPC CUSTOMER CARE CENTRE

Funeral Plans-Canada provides online solutions with the click of a mouse. Through our Customer Care Centre, clients can view current reports and data on any of their policy holders, 24 hours a day, seven days a week. In order to provide the most current and up to date data possible, the Care Centre is updated each business day. Simply visit our website at [www.funeralplans.net](http://www.funeralplans.net) and click on the Care Centre Login button.

[Login here for 24hr access to our Care Centre](#)

For login and password details or for more information about our Customer Care Centre please contact our office and speak with Stephanie Frame or email [steph@funeralplans.net](mailto:steph@funeralplans.net).

## STAFF & CONTACTS

### President

Mike Nurse - [mike@funeralplans.net](mailto:mike@funeralplans.net)

### Accounting Coordinator/HR Manager

Karen Moser - [karen@funeralplans.net](mailto:karen@funeralplans.net)

### Administration

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Tanya Reitzel - [tanya@funeralplans.net](mailto:tanya@funeralplans.net)

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### Customer Development Coordinator

Stephanie Frame - [steph@funeralplans.net](mailto:steph@funeralplans.net)

### Marketing

Tina Dietrich - [tina@funeralplans.net](mailto:tina@funeralplans.net)

Rhonda Hewitson - [rhonda@funeralplans.net](mailto:rhonda@funeralplans.net)

### Account Executives

#### *Ontario*

Marianne Eagleson

Donna Marie Wilson

Matthew Irvine

Katherine Downey

#### *Alberta & British Columbia*

John Welsh

#### *Manitoba, Saskatchewan & Northwestern Ontario*

Corey Pelland

### Preplanning Counsellors

Tom Payton

Ian MacDonald

Jan Wagner

Tonia Catcher

Charles Routh