

Frequently Asked Questions about the transfer of your Funeral Plan from Lincolnshire Co-op to Ecclesiastical Planning Services Ltd.



What do I need to do?

You will need to sign the enclosed consent form allowing us to transfer your existing Funeral Plan from Lincolnshire Co-op to Ecclesiastical Planning Services Limited ("Ecclesiastical") who will then be responsible for providing and managing your plan.

Please note that if you are the Plan Holder for more than one plan, separate consent forms must be signed for each individual plan.

How does this impact the funeral that I had planned?

It doesn't. The funeral details will remain just as you originally organised, with Lincolnshire Co-op carrying out the funeral at the time of need. There is nothing extra to pay and your funeral will still be provided by your chosen Lincolnshire Co-op funeral home.

How does this impact the Funeral Plan that I purchased?

Ecclesiastical will assume responsibility for the overall provision, management and oversight of your plan, in essence the financial aspects of your Funeral Plan.

How is the law changing?

The Financial Conduct Authority ("FCA") will start regulating firms that provide and/or sell pre-paid Funeral Plans from 29th July 2022. From that date, you will be able to bring any concerns that you have about a Funeral Plan or the provider to the Financial Ombudsman Service. You will also have the protection of the Financial Services Compensation Scheme (FSCS) www.fscs.org.uk

Lincolnshire Co-op will not be directly authorised or regulated by the FCA, but by teaming up with Ecclesiastical we can continue to provide Funeral Plans you can trust in a fully compliant manner as Ecclesiastical have applied to be authorised by the FCA on 29th July 2022.

How will Ecclesiastical ensure that the money I paid for my Funeral Plan is safe?

We and Ecclesiastical are committed to providing a first-class service that you can trust. To ensure the money that you have paid for your funeral is kept safe and that we will be able to provide your funeral when the time comes, Ecclesiastical will keep your investment in whole-of-life assurance policies* with Royal London Mutual Insurance Society Limited in exactly the same way as we have done.

Royal London Mutual Insurance Society Limited are regulated by the FCA and authorised by the Prudential Regulation Authority.

The funds in the policies will only be accessed by Ecclesiastical on the death of the Beneficiary (the person whose funeral you are arranging) and only in order to provide for the funeral, or if you cancel your plan so that Ecclesiastical can, where applicable, refund this to you in accordance with the terms and conditions of your plan.

Who are Ecclesiastical Planning Services Limited?

Ecclesiastical is part of the Benefact Group, a specialist UK-based financial services group which has been protecting people, property and funds since it was founded in 1887 and providing Funeral Plans since 2006. Ecclesiastical's company registration number is 02644860 and its registered office is at Benefact House, 2000 Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW.

More information about Ecclesiastical can be found at www.funeralplans.co.uk/about-us/

What happens to my personal data?

We will continue to hold your personal data in accordance with our privacy policy (available here www.lincolnshire.coop/privacy-policy) in order to ensure your funeral will still be provided by your chosen Lincolnshire Co-op funeral home to your chosen specification, but of course we will need to share your details with Ecclesiastical. Ecclesiastical will use the personal data you provided to us to provide and manage the financial aspects of your Funeral Plan. All personal data will be held in accordance with their data protection and privacy policies from time to time as displayed on their website www.ecclesiastical.com/privacy-policy. This will include the information you shared with us, including your name, address, date of birth, details about dependents and the specification of the funeral.

What do I do with my Funeral Plan certificate?

When you took out your Funeral Plan, we gave you a Funeral Plan certificate. Please keep hold of your certificate which will remain valid. Ecclesiastical will not be issuing any new certificates following the transfer and will recognise your certificate.

What if I have concerns about the change, or I want to cancel my plan?

We hope that the information we have provided assures you that there is nothing to worry about, but if you have concerns then please do contact us, and we will be pleased to help you in your decision making. If you do not consent to the transfer of your Funeral Plan it will be cancelled, and you will be refunded in accordance with the terms and conditions issued when you purchased your Funeral Plan.

* Whole of life assurance – sometimes called whole of life insurance – is a type of policy that guarantees an insurance provider will pay out a lump sum upon the death of the person who is covered – in this case, the Plan Beneficiary. In this context, it is a policy taken out to cover the cost of providing the funeral, whenever it is needed.