

ESTATE ADMINISTRATION

The Estate Administrator will do the following for you.

- Meet with those involved
- Establish the assets
- Get probate
- Deal with assets
- Pay taxes and bills
- Distribute the estate
- Account for everything

All probates are now issued in Wellington and can cause delay.

You can pay the funeral account yourself and claim back the funeral costs once the estate has been finalised to avoid paying the Account Finance Charge.

We accept Credit Card payments with no additional surcharge for your convenience.

WILLS AND POWER OF ATTORNEY

An enduring power of attorney operates while you are alive.

It is there in case you become incapacitated and cannot manage your own affairs for some reason.

The Will sets out your wishes if you die. It lets you provide for your family and decide how your affairs should be managed after your death.

OSBORNES

QUALITY • SINCERITY • TRUST

• FUNERAL DIRECTORS •

MORE INFORMATION

To ensure families do not incur late payment fees, invoices should be paid in full by the due date. Any funeral grants received from either ACC or WINZ will be refunded by us to the families promptly.

If you go to our website, you will find useful links to these organisations.

www.osbornes.co.nz

The cost of funerals is always a consideration and if you would like further information, your Funeral Director is happy to discuss these with you.

24 Hour Service • Bereavement Support • Prepaid Funerals

CUSTOMER SERVICE AWARD WINNER 2016

SERVICE PROVIDER AWARD WINNER 2016

EMERGING YOUNG LEADER AWARD WINNER 2016

Phone: 07 348 3600 • Fax: 07 348 3125 •

Email: info@osbornes.co.nz • www.osbornes.co.nz

P.O. Box 926, Rotorua 3040 • 197 Old Taupo Rd, Rotorua 3015

OUR PAYMENT POLICY EXPLAINED

Payment for our services

OSBORNES
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THE FUNERAL ACCOUNT

Every funeral invoice from Osbornes is individualised. It will generally include professional service fees, mortuary services, vehicle transfers and a casket.

Other items may be included and will be itemised such as crematorium and cemetery fees, ashes and memorial fees, doctors fees, newspaper notices, flowers, printing, catering, a death certificate, gratuities and donations, multimedia and audiovisual fees.

AN ESTIMATE

With every funeral we will give you an estimate of the costs of the funeral you have arranged with your funeral director.

THE PAYMENT DUE DATE

Following the funeral service, we send the itemised funeral account to the address you have indicated as appropriate.

The Due Date for payment, which will be indicated on the invoice, will generally be three (3) weeks from the day the funeral account is sent.

An Account Finance Charge will be added when payment is not made by the Due Date.

OVERDUE ACCOUNTS

Interest is added monthly to any outstanding balance of a funeral account that remains unpaid after the due date. Any account that remains unpaid following 90 days is liable for collection costs and recovery steps being taken.

We appreciate the confidence you placed in us by engaging our services.

If there is anything that is not easily understood concerning payment for our services, please do not hesitate to contact us personally.

OSBORNES PAYMENT TIMELINE

Date of the Funeral Service



Following the Funeral Service, we send the itemised funeral account to the address you have indicated as appropriate



Three weeks after the account is sent, it is due for payment

