

Step-by-step guide

How does Cremation Without Ceremony work?

Everything you need to know about arranging a Cremation Without Ceremony.

1. Let's talk.

Our team of trained professionals are here to guide you through every step of the way. They're available anytime, any day on 0800 029 4590. You can also visit the website coop.co.uk/cremation or, pop into one of our funeral homes local to you.

2. Cremation Without Ceremony choice.

We'll explain to you in detail what the Cremation Without Ceremony includes so you can be clear if this is what you expected and would like to proceed.

3. We'll take your loved one into our care.

We'll arrange the transfer of your loved one in to our care, no matter the time of day you need us.

4. We'll help with the paperwork.

We'll send the documents you'll need to sign and complete, this will include the agreement and an application for cremation.

In England and Wales this is the Cremation 1 Form and in Scotland this is Form A.

We can send these by email or post. If you have any queries when you receive these, you can contact us. It's important to complete these and return them as soon as possible, along with the original certificate for cremation.

This is commonly known as the green certificate/form, or in Scotland, a Certificate of Registration of Death Form 14

Once we have all the paperwork we'll proceed with finalising the arrangements.

5. How to pay.

Once we've sent all the documentation we'll contact you to make payment. Payment can be made by using a credit or a debit card. You'll need to pay within two working days from making the arrangement.

6. We'll make all of the arrangements.

The date of the cremation will be confirmed, once we've received all the paperwork, processed payment and have your loved one in our care.

Our dedicated team of advisers will be in touch with you to confirm the date your loved one will be taken to the crematorium. This can give you peace of mind knowing that everything has been taken care of in a dignified, caring way and will give you a moment to reflect, should you wish to do so.

7. We'll call you once the cremation has taken place.

We'll contact you once your loved one's ashes are ready to be collected or delivered to you. Alternatively, we can arrange for these to be delivered to you or scattered in the Garden of Remembrance at the crematorium.

 Our Step-by-step guide is also available online www.coop.co.uk/cremation