

CHECKLIST

A checklist for the family

Information to have at hand and questions for the provider



Online version, always up to date
www.eternimax.com/en/resources/family-checklist/
24/7 help · +1 (866) 978-5207

Written by The Eternimax team
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IN 30 SECONDS

- ✓ Gather the basics before you call: full name, nationality, where your loved one is and who decides.
- ✓ Share documents only with whoever requests them, through the channel they indicate.
- ✓ Ask your questions in writing and keep the answers.

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About the person who died

- ☐ Full name, exactly as it appears on the passport or ID
- ☐ Date and place of birth
- ☐ Nationality or nationalities
- ☐ Passport or ID number, and where the original document is
- ☐ Marital status and the spouse's name, if any
- ☐ Full names of their father and mother (often requested for the death certificate)
- ☐ Last address
- ☐ In the United States: Social Security number, if they had one (the funeral home may ask for it for the death certificate)

Where they are and who is in charge

- ☐ Address of the place where the death occurred
- ☐ Where they are now (hospital, medical examiner's office or funeral home)

- ☐ Name and phone number of a contact person there
- ☐ Case or file number, if you were given one
- ☐ Whether there will be an autopsy and when release is expected

The family's decisions

- ☐ Who is authorized to decide and sign
- ☐ Who will be the single contact for the providers
- ☐ Burial or cremation
- ☐ Destination country, city and place (cemetery, church, home)
- ☐ Receiving funeral home in the destination country, if you already know it
- ☐ Ceremonies and religious or cultural customs to respect
- ☐ Available budget and who will pay
- ☐ Contracts, memberships or benefits your loved one may have had (for example, through an employer)

Documents you may be asked for

- ☐ Your loved one's passport or ID
- ☐ Your own ID
- ☐ Proof of relationship (birth or marriage certificates), if requested
- ☐ Signed authorizations
- ☐ Translations, if the destination requires them

 Share documents only with the provider or authority that requests them, through the channel they indicate. Don't post them or send them to people you don't know.

Questions for the provider

1. Are you licensed or authorized for this service in this jurisdiction? What is your license number?

2. Have you handled transfers to our destination country? Which funeral home would you work with there?

3. What exactly does your price include, and what doesn't it? Can you give me an itemized written estimate?

4. Which documents do you need from us, in what format and by when?

5. Which permits and documents do you obtain, and which do other parties obtain?

6. How long do you estimate it will take, and what could change that?

7. Who books the air transport, and how will you let me know about the flight?

8. Who receives my loved one at the destination, and what does the family need to do there?

9. When, how and to whom is payment made? What happens if there are additional charges?

10. What is your cancellation and refund policy?

11. Who will be my contact, and how do I reach them after hours?

 Write down each answer, the date and the name of the person who answered.

If you work with a coordinator

1. What will you do, and what will the providers do?

2. How and how often will you update me?

3. How much do you charge to coordinate, and how does that charge appear?

4. Whom do I contact if I have a concern?

Good practices

- Get everything in writing and keep copies.
- Log every call: the date, who you spoke with and what was agreed.
- Check the provider's license. In the United States, each state has a board or authority that licenses funeral providers.
- Be wary of urgent payment requests from people you don't know or through unusual channels.
- If you don't understand something, ask again.

Frequently asked questions

Should I hand over the original passport?

The provider or the authority will tell you whether they need the original or whether a copy is enough. Ask before sending it and keep a copy for yourself.

How do I check a funeral home's license in the United States?

Each state has a board or authority that licenses funeral providers and usually lets you look up a license. Ask the provider for its license number and the state that issued it.

What if there are charges I didn't expect?

Ask for each charge to be explained in writing before you authorize it. In the United States, the FTC's Funeral Rule gives you the right to a written statement of what you're buying before you pay¹.

Official sources

- 1. U.S. Federal Trade Commission (FTC). [The FTC Funeral Rule](https://consumer.ftc.gov/articles/ftc-funeral-rule)

<https://consumer.ftc.gov/articles/ftc-funeral-rule>

Links to the official sources. Requirements change: always check the current version.

General information

This guide is general information. It is not legal, medical, immigration or tax advice and does not replace a professional licensed in your jurisdiction. Requirements, timelines and costs are determined by the providers and authorities in each case and may change. Eternimax coordinates between the parties and does not itself perform funeral or other regulated services.

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Need help now?

A coordinator answers at any hour, in English or Spanish.

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