



About Us

The Funeral Planning Authority (FPA) is an organisation set up by the industry to regulate providers in the UK pre-paid funeral plan industry. Our primary aim is to ensure providers that are registered with the FPA, are operating in a manner that will result in customers getting the funeral they have paid for, at the time of need. By choosing a registered provider this provides an additional level of reassurance to the customer purchasing a plan.

Our Role

The FPA is there to add objective scrutiny to providers who chose to register with us, and this is carried out by an Independent Compliance Committee. By ensuring that providers conform to the FPA Rules and a Code of Practice, consumers are given basic protection and reassurance when they buy a plan from a registered provider.

Registration Process

To become a registered provider and maintain a registered status with the FPA, the provider has to complete an initial and then annual registration process. This subjects their business and its operations to independent scrutiny. The registration process requires the provider to complete a series of application forms and to provide the FPA with detailed information about their business model. This will include items such as any Trust Deed, insurance agreement, accounts, actuarial valuations, investment arrangements and plan literature. This registration process provides additional reassurance to current and prospective customers that the provider is operating to standards beyond the minimum legal requirements, and that this has been verified by an objective third party.

Complaints

The FPA takes complaints about registered providers and third parties they may work with very seriously. We pride ourselves on helping to drive up market standards and supporting customers in resolving complaints is just one of the ways we do this. In the first instance, we recommend that customers approach their plan provider directly and most complaints can be resolved at this stage. However, if you have done this and do not feel that your complaint has been resolved, then the FPA will assist in trying to resolve the complaint, with the provider and if necessary by offering access to our independent dispute resolution service.

Trace a Plan

We can also assist customers who may be looking to trace whether a funeral plan is in place. We do this by contacting all of our registered providers, who cover the majority of the market, asking them to search their databases for a plan with the plan holder details provided. If any provider has a potential match they will contact the enquirer directly and carry out their normal data protection checks.

For further information about the FPA, how to lodge a complaint or trace a funeral plan, please see our website: www.funeralplanningauthority.co.uk