

For Immediate Release

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Brookfield, Wis. – The National Funeral Directors Association's (NFDA) Funeral Service Consumer Assistance Program (FSCAP) is being renamed "Funeral Service Help Line" and has a new telephone number. The new hotline number is 800-228-6332.

"Planning a funeral is a difficult topic for people to think about," said Christine Pepper, NFDA's CEO. "Whether someone is planning a funeral for a loved one or preplanning their own funeral, the free Funeral Service Help Line gives consumers the information they need to make educated decisions."

FSCAP, which dates to the early 1980s, has helped provide free information to thousands of consumers looking for information about planning a funeral and addressing concerns about experiences they may have had with funeral directors. The Funeral Service Help Line will continue to provide the same help and assistance to consumers that the FSCAP hotline offered. The Funeral Service Help Line will provide information about:

- Making informed decisions when choosing a funeral home and funeral director.
- Recognizing, understanding, and coping with grief.
- Addressing concerns about funeral service experiences.
- Celebrating a loved one's life in the most meaningful and personal way.
- Preplanning a funeral.

During the transition to the new Funeral Service Help Line, the old FSCAP number will be in operation, however, consumers are encouraged to use the new number. The FSCAP hotline number will be discontinued June 1.

NFDA is the leading funeral service association, serving more than 19,500 individual members who represent 10,000 funeral homes in the United States and other countries. >From its headquarters in Brookfield, Wis., and its Advocacy Office in Washington, D.C., NFDA provides advocacy, education, information, products, programs and services to help members enhance the quality of service to families. For more information, visit <http://www.nfda.org>