

## Reassurance for our clients

The worst of the credit crisis may now be over and markets could soon be on the road to recovery, the Bank of England believes.



In a recent report likely to reassure families struggling with soaring mortgage bills and falling house prices, the Bank of England's deputy governor, Sir John Gieve, said London's troubled money markets could soon recover from what is widely regarded as the worst crisis since the Great Depression. He also stated: "The most likely path ahead is that confidence and risk appetite will return gradually in the coming months."

The credit crisis has an impact on everyone, clients and businesses alike. We take very seriously the opinions expressed by our clients about the credit crisis and the impact this may have on the financial security of all businesses, including Trust Funds. Golden Leaves Limited has been at the forefront of pre-paid Funeral Planning since 1984 when such plans first became available in the UK, and is a founding member of the National Association for Pre-paid Funeral Plans (NAPFP) and registered with the Funeral Planning Authority (FPA). Funeral Planning is a regulated activity governed by the Financial Services Authority (FSA) in the UK and the Ministry of Economics in Spain.

We would like to take this opportunity to assure our clients that financial security is assured by the Golden Leaves Trust which is managed by an independent Board of Trustees and regulated to comply with the Financial Services & Markets Act 2000 (Regulated Activities) Order 2001. Funds for funerals are held securely in an independently managed trust to manage stable long-term growth, specifically to cover the increasing cost of funeral services.

Steve Rowland, Managing Director added "We would like to give an assurance that we are adhering to the quality standards our profession has set, and there may be a perception that financial stability is a concern for all businesses. However, I want to reassure our clients, current and prospective, that Golden Leaves continues to pursue a business plan that is simple, but well-executed, and we are financially secure".

He went on to say "The funds accepted for funeral plans are held in an independently managed trust, where it accumulates stable long term growth, specifically to cover the increasing cost of funeral services. All funds are paid directly into the Golden Leaves Trust. The Trustees are required to ensure the levels of funds are available to cover the cost of all funerals when they occur. Our last actuarial report dated 31<sup>st</sup> March 2008 stated that there were sufficient funds to cover all funerals should they occur on one day. Our financial stability is assured."



All Funeral Directors that work with Golden Leaves have to satisfy a number of stringent requirements. Not least, they must demonstrate outstanding service records in the communities they serve, and must be affiliated to accredited professional associations. Golden Leaves UK appointees are members of the National Association of Funeral Directors (NAFD) and/or The Society of Allied and Independent Funeral Directors (SAIF).

To support our financial security and to protect our clients, we also have in place contingency plans. For example, should Golden Leaves Limited cease trading due to liquidation, insolvency or any other reason the Golden Leaves Trust Fund is safe from any creditors because the Trust is an entirely separate legal entity. In such an incident the Trustees are required to find another company to complete the administration of the plans. In the first instance the Trustees will ask Rowland Brothers International, a sister company to Golden Leaves to administer all plans. As a registered provider of the Funeral Planning Authority, other registered providers are required to assist in the administration of the plans.

A Golden Leaves Funeral Plan is a safe and secure way to pre-plan and pre-pay for your funeral. Your wishes are entrusted to our safekeeping, benefiting from over twenty years of respectful service. Your plan will give you the peace of mind of knowing your affairs are in safe hands, your funeral details are planned and well managed, and its costs have been covered at today's prices, and financial stability is delivered by the Trust Fund.

If you would like any further explanation of our plans or clarification on any aspect of the service we provide, please contact us 0044 20 8684 3464 during office hours from Monday to Friday, or write to us at Golden Leaves Limited, 299-305 Whitehorse Road, Croydon CRO 2HR or email [info@goldenleaves.co.uk](mailto:info@goldenleaves.co.uk). Alternatively, please contact our Spanish agent, whom is authorised by the Ministry of Economics; Millie Munro on 966 493 082 mobile 660 049 460 anytime.