



Dear Valued Customer,

Over the past year we have all been through uncertainty for conducting funerals or memorial services due to Covid-19 restrictions. Unfortunately, many families have been left with a sense of uncompleted mourning. This is especially true for those who have had delayed services or have chosen not to have a service.

For those families many important decisions still need to be made such as selecting an urn and urn vault or deciding on the location of final disposition.

As your Wilbert licensee, we would like to offer assistance in helping your families finalize their memorial product and service decisions.

Assistance for families completing their memorialization process is now made easier due to the recently passed omnibus Covid relief bill. Under the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 and the American Rescue Plan Act of 2021, FEMA will provide financial assistance to families (up to \$9,000) for COVID-19-related funeral expenses incurred after January 20, 2020.

Expenses for funeral services and interment or cremation typically include, but are not limited to:

- Transportation for up to two individuals to identify the deceased individual
- Transfer of remains
- Casket or urn
- Burial plot or cremation niche
- Marker or headstone
- Clergy or officiant services
- Arrangement of the funeral ceremony
- Use of funeral home equipment or staff
- Cremation or interment costs
- Costs associated with producing and certifying multiple death certificates
- Additional expenses mandated by applicable local or state government laws or ordinances

Families will look to the funeral home for new services and merchandise they did not have an opportunity to purchase last year. These items may include:

- Urn
- Urn Vault
- ClearVault
- Headstone
- Bench
- Cremorial

Enclosed are links to three of our cremation product catalogs:

- Wilbert Urn Vault Catalog  
<https://wilbertonline.sharepoint.com/:b:/s/Public/EdOwtVbPWldEhBIXK0nwjuoB9dQmCgV9mII5tjXN7ki5Xw?e=2nJnKb>
- Wilbert ClearVault Brochure  
<https://wilbertonline.sharepoint.com/:b:/s/Public/EQqgL6UNeTxOmfmCwt0ilqQB3B3o4RBVUNCqmtNCaWaoLQ?e=2mEA4w>
- Wilbert Cremation Choices Catalog  
<https://wilbertonline.sharepoint.com/:b:/s/Public/EY125x0XU6ZNhty6wkyLpLABnywf9TUKXaf5K7xXfJmolw?e=h7gTMQ>

As always, we are here to help you with setting up meaningful graveside services that will give families a time to reconnect with family and friends.

Please know that all of us at Wilbert are here to help you navigate this challenging period. Thank you for your ongoing trust and loyalty.

Sincerely,