

Hi Fair Trading,

As a business, is there a reason why funeral homes do not state their prices or have their advertised fees stated?

As per the royal commission for the banking and advice sector all fees must be disclosed to the public in writing as it's a contract to provide a service.

If not disclosed to the client, refund the difference to those customers who were not disclosed the fees. These businesses who charge customers in a vulnerable position are taking advantage of the situation.

That's not ethically or morally responsible and the funeral homes also have a duty of care for the families impacted through the death of a loved one.

The next steps is too mandate a remediation process for all customers who were charged unnessecary or undisclosed fees as they were all taken advantage of in their "vulnerable position".

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