



**CONSUMER
PROTECTION BC**

WHAT IS CONSUMER PROTECTION BC?

Consumer Protection BC is a not-for-profit corporation independent from government. We deliver consumer protection services, enforce BC's consumer protection laws and encourage a marketplace that is fair to both consumers and businesses. We:

- Respond to inquiries and complaints from BC consumers and businesses;
- Educate consumers and businesses about their rights and responsibilities;
- License and inspect specific industries and occupations, including funeral homes, funeral directors, cemeteries, crematoria, and embalmers;
- Investigate alleged violations of consumer protection laws and follow up with progressive enforcement action;
- Provide film content information so the public can make informed viewing choices for themselves and their families; and
- Recommend enhancements to BC's consumer protection laws to the provincial government.

The Law

The Province of British Columbia has an agreement with Consumer Protection BC to administer BC's consumer protection laws including the *Business Practices and Consumer Protection Act*, the *Cremation, Interment and Funeral Services Act* and related regulations.

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CREMATION, INTERMENT & FUNERAL SERVICES

The cremation, interment and funeral services industry must meet the requirements of the law to ensure a continuing high level of professionalism and integrity.

The law protects consumers by:

Prohibiting unfair practices, including undue pressure.

Restricting when and how salespeople may contact consumers to sell contracted services.

Requiring businesses to:

- Provide specific information in the contracts;
- Display price lists on their premises;
- Give accurate information and obtain approval before performing services;
- Hold prepaid money in trust; and
- Meet certain facility standards.

Fees

Consumer Protection BC operates on a full cost recovery model and has the authority to set licence fees for crematoria, cemeteries and funeral homes. In addition to a base licence fee, a funeral home pays an administrative fee on each death they register in BC. The fees are required to offset Consumer Protection BC's operating costs to ensure that consumers are protected and receive all the rights provided by law. The funeral home is required to disclose information on the administrative fee in their contracts. The administrative fee is not a tax and is not paid to government.

