

General information that can be told consumers who call in about having received a claim packet from National Prearranged Services (NPS). Also, please encourage consumers to call the SDR (Special Deputy Receiver) at 1-866-991-3710 or go to the website <http://www.lincolnmemorallife.com> and also to speak with their own attorneys for legal advice.

- Claim packets are being sent out to all consumers with an NPS prepaid funeral plan.
- NPS is in liquidation, a formal legal proceeding somewhat like bankruptcy, under the supervision of the Travis County, Texas Court.
- As part of the court proceedings, the law requires that everyone to whom NPS might owe money must receive a claim packet.
- Your funeral home is obligated to provide your funeral, per the prepaid contract, regardless of whether you file a claim or not.
- If there is insurance associated with your pre-need contract, your funeral home is entitled to receive payment from the Missouri Guaranty Association at the time of your death pursuant to other orders entered in the court proceedings. This packet of information has nothing to do with receiving the funeral goods and services at the time of death. Filing this claim has no impact on whether your funeral home gets paid at the time of death.
- You **MUST** file this claim if you believe NPS owes you money. An example would be if you have cancelled your prepaid funeral plan and have requested a refund.
- If you don't know whether or not NPS owes you money, you may file this claim and protect your right to receive money, if you are owed anything.
- Filing a claim does not guarantee you **WILL** receive money, it just means your name goes on the list of people to be paid if there is money to pay out. Only people who have filed claims by the deadline will receive payment if there is money to pay out.