

State Board of Embalmers and Funeral Directors

Financial Examination Process – FAQ

1. How will the sellers be selected for an examination?
 - a. Sellers will be selected for examination by a random “pull” from the Division’s licensing system.
 - b. Some sellers will be examined due to the random pull and others will be examined due to a complaint initiated process.

2. What can be expected when a seller is chosen for an examination?
 - a. When a seller is selected for examination, the seller may receive a letter notifying them of their selection and may ask them to submit specified documents in advance of the examination which might include:
 1. Copies of statement showing trust balances and assets, joint account statements;
 2. A copy of a ledger or computerized report showing any outstanding preneed
 3. Copies of agreement(s) with providers, agents and the trust agreement with the trustee (if the seller has a trust);
 - b. The seller will then be contacted to schedule a time for the examiner(s) to come to the seller’s place of business.
 - c. The examiners will come on-site to the place of business and will need a space to sit and review records. They will bring their own equipment and will need access to electrical outlets. The examiners will ask to see the preneed files and any records outlined in 2.a not previously received. They may have other questions as well.
 - d. For most examinations, the examiners will not be on location for an extended period of time and will aim to cause as little interference as possible. Regular business of seller will be able to continue as usual.
 - e. After the examiners complete the on-site review of records, they will go back to the office to analyze the results, may send consumer letters to confirm information regarding their contract/s, and will prepare of summary of findings for the Board.
 - f. The seller will receive a letter from the Board notifying them of the findings from the examination and will be given an opportunity to respond, if they choose to do so.
 - g. The Board will then review the summary of findings and the seller’s response to determine whether the examination is satisfactory or if there is any action to be taken.
 - h. The seller will be notified of the Board’s final action.

3. Can someone volunteer to be placed on the examination list?
 - a. Yes. A seller can volunteer to have their own business placed on the list for financial examination rather than wait for a random pull. The seller may request such by writing to the board or by emailing the board office at embalm@pr.mo.gov.