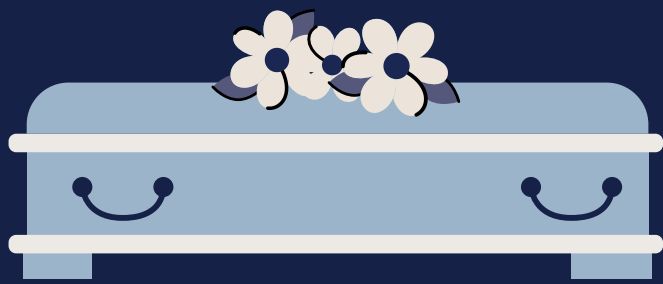


Arranging a Pro Bono Funeral

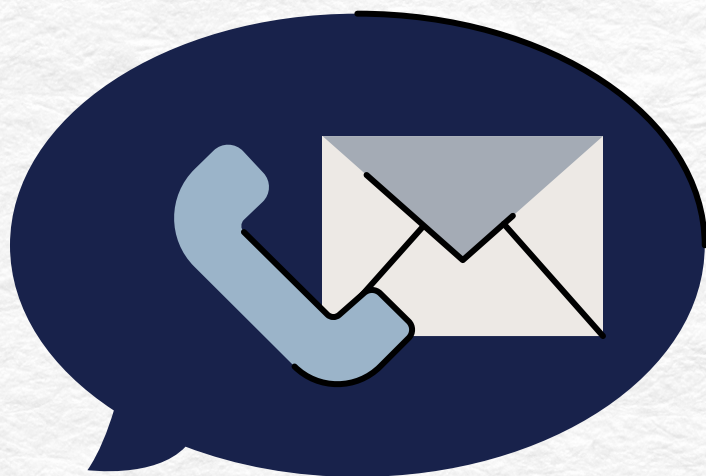
When it comes to death and funerals, many people are unfamiliar with the funeral process and what actions to take when their loved one passes on. If you think this could be you and want to better prepare yourself, this guide is for you.



01

Call our hotline or email care at Casket Fairprice

Our Customer Service team is available 24/7, ready to assist you in navigating you through the process and ensuring your client receives the help they require.



02

Social worker to send a social report

The social report helps us understand the situation and evaluate the eligibility for pro bono funeral services. Do note that we are only able to provide pro bono service to patients who are under the care of a social worker.



03

Social worker to submit LOA if there is no NOK (Next of kin)

In cases where there is no next of kin available, the social worker can submit an LOA on behalf of the decedent. The LOA can be submitted by NOK or the social worker.



04

Activation call can be done either by NOK or Social worker

Once the LOA is approved, the NOK or social worker can make the activation call to our team where we will dispatch our next available funeral advisor to meet and assist you with all funeral arrangements.



Note: Collection of the body for pro bono cases is only available during Monday to Sunday (9 am - 5 pm) and is subject to our team's availability. We currently do not accept any forms of donations. If you wish to contribute, you may direct your generosity to other charitable organizations dedicated to similar causes.