



CONTACT: Robert M. Fells
703-391-8407

FOR IMMEDIATE RELEASE

INTERNATIONAL CEMETERY, CREMATION AND FUNERAL ASSOCIATION

APPOINTS DALY AND TATE TO CCSC BOARD OF DIRECTORS FOR 2010-2011

Sterling, VA – April 10, 2010 – President Kevin R. Daniels, CCE, announced two appointments to the Cemetery Consumer Service Council (CCSC) Board of Directors during the Annual Convention of the International Cemetery, Cremation and Funeral Association in San Antonio, Texas, on March 12, 2010. The individuals appointed for the 2010-2011 term are William Tate, CCE, Laurel Hill Cemetery, Saco, Maine; and Thomas P. Daly, CCCE, CCE, Cemetery Helpful Solutions, Westwood, Massachusetts. Mr. Daly also serves the Massachusetts Cemetery Association as Chairman of its Legislative and Consumer Affairs Committee. In addition, Mr. Daly is a Cemetery Commissioner for the cemeteries of the Town of Westwood, MA. Both appointments of Mr. Tate and Mr. Daly were approved by the ICCFA Board of Directors.

CCSC is a non-profit organization created in 1979 and is funded by the International Cemetery, Cremation and Funeral Association, the Cremation Association of North America, the Wisconsin Cemetery Association, the Southern Cemetery, Cremation and Funeral Association, the Illinois Cemetery and Funeral Home Association, and the Cemetery and Mortuary Association of California. The sole purpose

of CCSC is to assist consumers, without charge, in resolving complaints or answering inquiries regarding cemetery services or policies. Participation in the complaint resolution process is voluntary for both the consumer and the cemetery.

Industry members volunteer their time and experience to serve as CCSC representatives in their respective states. The Federal Trade Commission, the U.S. Department of Veterans Affairs, various state consumer protection agencies, and offices of attorneys general are periodically notified of CCSC activities and are among the major sources for consumer referrals. CCSC is listed in the Consumer's Resource Handbook, a U.S. government publication that is circulated to public libraries and consumer assistance agencies throughout the nation.

Complaints are handled by the state and regional committees with the national CCSC office in the Washington, D.C. area being the overall coordinator of the project and the central contact point. Complaints received by the national office are logged in and each is given a file number for tracking purposes. A copy of the complaint is then forwarded to the appropriate state representative for investigation and action. At that point, many complaints are resolved by telephone and the consumer is notified of the results. It is rare for a cemetery to refuse to participate in the CCSC dispute resolution process. Where no committee exists, CCSC works with the state cemetery board or similar government agency to assist the consumer.