

## *Our Services guaranteed :*

- Compassion & Respect
- Quality service
- Professionalism
- Ethical standards

## *Our Mission:*

- To promote and maintain high professional and ethical standards
- To ensure all our staff are professional and properly trained
- To serve our members
- A funeral service that is both meaningful and memorable. To honour and highlight your love one's life.

# *Why a Funeral?*

Funerals fill an important role for those mourning the loss of a loved one by providing surviving family and friends a caring, supportive environment. Funerals are the first step in the healing process. It is possible to have a full funeral service even for those choosing cremation.

## The ritual of attending a funeral service provides many benefits:

Providing a social support system for the bereaved.

Helping the bereaved understand death is final and that death is part of life.

Easing the transition to a new life after the death of a loved one.

Providing a safe haven for embracing and expressing pain.

Providing a time to say good-bye

*At some time in our lives, most of us will make or assist in making funeral arrangements. This can mean making many decisions at a very difficult and emotional time. GroupEx are there to offer help and guidance during one of life's most difficult times.*

Today there are a variety of options to meet your wishes and financial needs. Be sure to discuss all available options with your funeral director.

When selecting GroupEx, you can have peace of mind. We are licensed and have a good reputation in the community. Our funeral directors are professional and will always look after your needs.

Avoid the burden of making decisions while under emotional stress by trusting us to make the necessary arrangements. We can help with arranging the verger, organist, flowers and even the catering. We can also do all the funeral related payments for you.

We will plan a personalised ceremony or service to suit your needs and help you begin the healing process. Getting through grief is never easy, but having a meaningful funeral or tribute service will help.

Thinking about your own funeral leaves most people feeling a little uneasy, but more adults are finding that preplanning a funeral offers great emotional and even financial security for them and their families. That is why we offer a wide range a policies and add-ons to suit your needs.

.

# *Cremation*

The following information is meant to help you build an understanding between cremation and burial, to help make an informed decision when arranging a funeral.

As more people are choosing cremation, we are striving to give customer a true sense of what their many options are in having a service. We often find that people have a preconception that they have fewer choices for a ceremony when selecting cremation for themselves or a loved one. Therefore, they request a direct cremation and deny the surviving friends and family an opportunity to honour them with a memorial service. In actuality, cremation is only part of the commemorative experience, in fact, cremation can actually increase your options when planning a funeral

Even with cremation, a meaningful memorial service that is personalised could include:

A visitation prior to the service

An open or closed casket

Special music

A service at the crematorium chapel, your place of worship or any other special location

Cremated can be interred in a family burial plot, scattered at a special place or committed in a “wall of remembrance”.

## *Frequently asked questions about cremations.*

In South Africa there are many cultural groups, and cremation is the normal method for Hindus, Parsees and Buddhist. However, it is forbidden by the Orthodox Jews and Moslems. Christian denominations, including the Roman Catholic Church, do allow cremations.

### What is Cremation?

Cremation is the process by which a body is exposed to extreme heat, usually 800 – 1200 degrees Celsius, (depending on the size and weight of the body) which is the process where the body is reduced to its basic elements – cremated remains. Cremation occurs at a crematorium in a special kind of furnace called a cremation chamber or retort. Ashes are not the final result, since cremated remains have neither the appearance nor the chemical properties of ashes. They are, in fact, bone fragments. These fragments are further reduced in size through a mechanical process. After preparation, these elements are placed in a temporary container that is suitable for transport.

### What do cremated remains look like?

The Cremated remains bear a resemblance to coarse sand and are pasty white in colour. Depending upon the size of the body, there are normally 1.5kg to 2kg of cremated remains.

### How is a Cremation arranged?

The cremation Regulations are quite complicated and it is wisest to approach a funeral director immediately when a death occurs and advise them of your desire to cremate. As there is a number of legal formalities with which one must comply, it is wisest to let the funeral director arrange for the completion of the statutory forms for cremation. If you are the executor or the next of kin, you will be required to sign the statutory forms.

### Is Cremation more expensive than a burial?

No, generally the cost of the grave is more or less the same as the cremation and Doctors fees. A fee is paid for two doctors for the necessary certificates to be