

Dear [NAME],

We continue to think of you and your family as you continue to adjust to life without your loved one. The COVID-19 pandemic is not just a historical event, but to your family a very personal one. The loss you experienced due to this virus is tragic and our hearts go out to you. We hope the services our funeral home provided were helpful during such a difficult time and that our caring staff brought you a bit of comfort.

We wanted to make sure you were aware of a new program that Congress enacted that may allow your family to be reimbursed for some of your funeral expenses. The Coronavirus Response and Relief Supplemental Appropriations Act of 2021 and the American Rescue Plan Act of 2021 will provide financial assistance for COVID-19 related funeral expenses incurred after January 20, 2020.

- This program is available through [FEMA](#) and applications will begin to be accepted on April 12, 2021.
- For more information about the program, you can [click here](#).
- To find the answers to Frequently Asked Questions, such as who can apply, what expenses are covered and what documentation you will need in order to apply, [click here](#).

Up to \$9,000 of funeral and burial expenses may be covered through this program. There are [eligibility requirements](#), and the death certificate must indicate that the death was attributed to COVID-19.

If you were not able to hold a funeral at the time of your loved one's death, you may schedule a memorial service through our funeral home and the cost of this may also be covered by this program.

To apply for these funds, you can call the COVID-19 Funeral Assistance Line beginning on April 12 at 844-684-6333 Monday – Friday from 8 a.m. – 8 p.m. Central time. You will be asked to set up an online account and submit the required documentation through your portal.

We know this can be a confusing time, so feel free to call us at [PHONE NUMBER] and we will review with you the available options, provide you with any missing receipts from our funeral home and discuss with you the steps you need to take to apply for these funds. We can also share with you the benefit of holding a memorial service at our funeral home or assist you with one at your church or cemetery.

With sympathy,

[SIGNATURE]