

MEMORIAL SOCIETY OF BRITISH COLUMBIA

TEN BENEFITS OF MEMBERSHIP IN MSBC

1. First, we are a consumers' advocacy group – our first loyalty and service is to our members. Members are part of a wider-community effort to influence the quality of delivery and cost of funeral services in BC.
2. On behalf of members, MSBC Board of Directors signed thirty-three contracts with BC-owned, family-based, funeral providers to serve its members. Today, there are thirty-three funeral homes serving members throughout BC: Vancouver Island, the Gulf Islands, the Sunshine Coast, lower mainland to Hope, the Okanagan, Kootenays, the Thompson River valley and Cariboo centers. Membership benefits apply throughout BC with our contracted providers.
3. At our Vancouver office, we keep a file of each member's wishes and arrangements. This information is private and confidential – its use is restricted to MSBC. Should a member die at times other than office hours, information regarding the nearest funeral provider is available at all times.
4. Our contract includes a business Ethical Code that must be observed by the funeral provider. This code guides the funeral home in its conduct of business with a member.
5. The MSBC office is in frequent contact with the owners of our designated funeral providers. This allows an exchange of views to improve services to members.
6. The services offered to our members by a funeral home are outlined in the contract and may not be changed without the approval of MSBC.
7. The contract allows MSBC to express to a funeral provider any concerns raised by our members regarding the services provided. Sometimes misunderstandings arise, and when we hear of it, we speak to the provider on our member's behalf. This, in turn, means that a better service results and our advocacy role is achieved for members.
8. Our contract is transparent – we attempt to answer quickly and directly a member's questions and concerns.
9. All of our funeral providers are Canadian owned and operated by BC families.
10. Last, a membership in the Memorial Society of BC is a most thoughtful thing to do for your family.