



Frequently Asked Questions

1. Are there any costs for the Living Memorial? The Living Memorial is an outward expression of Batesville's mission of helping families honor the lives of those they love.® There are no costs to the funeral home or the family. Batesville covers all expenses associated with processing submissions, preparing and mailing letters, and plantings.

2. If a family buys multiple products for a service, can I submit a request for each? No, the program is not based on the number of products purchased. The Living Memorial honors a single life with the planting of a single tree. Only one request and letter are allowed for each decedent.

3. Do all products qualify? Most Batesville-branded products are included, but there are a few exceptions that do not qualify. Submissions for the following items WILL NOT be accepted:

- o NewPointe® caskets
- o Cardboard containers
- o Rental caskets and inserts
- o Keepsake and miniature urns (full size urns are included)
- o Memorialization items purchased separately (caskets, containers and full-size urns qualify)

4. Where are trees planted? Planting locations are determined by our partners, based on the areas of greatest need. Typically, these are national forests and woodlands that have suffered from fire, drought, floods, or other natural disasters.

Trees are not identifiable to an individual or family. However, there is comfort in knowing that a loved one has been memorialized in a way that benefits our ecosystem by providing shelter to birds and wildlife, resistance to wind and water erosion, and contributing to the purity of our air.

5. Why do you require the name of the deceased? This information is valuable in several ways. In the processing phase, it helps to validate the "relationship" so the letter to the family is accurate. More importantly, having the name of the deceased allows us to better manage returned letters and inquiries when address information is incomplete or no longer current. The name is not being used for any other purpose.

6. Am I required to use Batesville.com, or can I still submit manual cards? The Living Memorial submission system is now completely digital. You can download step-by-step instructions directly from our website. Please note: If you have outdated cards with a pre-printed post office box address, do not put these in the mail as they will not be delivered.



Helping families honor the lives of those they love.®

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