

Funeral plan fraud

In response to the Legacy Independent Funeral Directors incident

As part of the Legacy Independent Funeral Directors incident in Hull, a number of people have been affected by funeral plan fraud. This means that you, or a relative, may have paid for a funeral plan thinking that this plan would be put in place. However, it may have come to your attention or been brought to your attention that the plan was not put in place, and no arrangements have been made.

Experiencing fraud can provoke a range of emotions and particularly when that fraud relates to such traumatic circumstances. Fraud impacts people differently, and you may feel anger and frustration, embarrassment and shame, sadness and disbelief as well as feeling the financial aspects.

Although the above are common reactions, it is important to remember that only the fraudster is responsible for this crime taking place.

Victim Support Humberside offers a free and confidential welfare and support service specifically designed for individuals affected by the Legacy Independent Funeral Directors incident, and you are able to contact our local team who are trained to provide assistance to families and individuals impacted by the incident, including helping to manage the effects of fraud, which can extend beyond financial loss.

We will never ask for your bank details and would recommend that you only provide these details to someone you know is from your bank, building society or credit card provider.

You should not need to pay anyone to help you with a refund due to this fraud. We would first recommend that you pursue a refund yourself or with support from Victim Support.

This service is accessible at any time, including for those who have previously contacted us, and is available regardless of whether you have spoken to the police or not.

Individuals seeking support can reach Victim Support's Legacy service by calling **0808 28 111 36**. The service operates Monday to Friday, from 9am to 5pm with an answer machine option at all other times.

You can find out more information by accessing the affectedbycrime.com website

The service is free and confidential.