

Statement for Consumers
Affected by Beaches Memorial Gardens/First Coast Funeral Home Situation

Statement by: Division of Funeral, Cemetery, and Consumer Services

This is in regard to Beaches Memorial Gardens, and First Coast Funeral Home, located at 1500 Main Street, Atlantic Beach, Florida. We deeply regret the stress and heartache so many consumers went through because of the misconduct of the prior owners of the cemetery and funeral home.

On 7-22-16 the Board of Funeral, Cemetery, and Consumer Services **REVOKED** the licenses of that cemetery and funeral home. Those licenses were ultimately controlled by Amanda and Nader Rayan.

Also on 7-22-16 the Board of Funeral, Cemetery, and Consumer Services approved **a new owner** to operate the cemetery and funeral establishment. The new owner will be Beaches Memorial Services LLC, controlled by Mr. Todd Ferreira. The new owner is not in any way affiliated with the prior principals or managers of the cemetery and funeral home (Amanda and Nader Rayan).

The new owner will operate the cemetery under the name "Beaches Memorial Park," and will operate the funeral home under the name "Ferreira Funeral Services." The new owner has for several years operated two funeral homes, one in MacClenny, and one in Starke. The new owner is also knowledgeable concerning cemetery operations.

The new owner is already on-site at the cemetery and funeral home at 1500 Main Street, Atlantic Beach, and is operating the cemetery and the funeral home pending closing on his purchase of the properties.

Persons with complaints or concerns about failure by the prior owners to honor their contracts and obligations, are requested to call the new owner at **904-259-5700** or **904-249-1166**. The phone will be answered by "Ferreira Funeral Services." The new owner has committed to returning all calls within one business day.

The cemetery grounds are now open every day from 9 AM to 5 PM. The offices of the cemetery and funeral home at 1500 Main Street are now open weekdays from 9 AM to 4 PM. However, the new owner urges consumers to call before coming out to meet with him, so that an appointment may be made to meet with the new owner.

We urge you to contact the new owner with any concerns or issues you have. The new owner is committed to honoring all valid contract obligations of the cemetery and funeral home, and wants to work with consumers to fix problems and make things right. However, the problems were not created overnight, and it will take the new owner some time to get things turned around.

Because the licenses of the prior owners have been revoked, we can take no further disciplinary action against the cemetery and funeral home based on complaints about the cemetery and funeral home conduct under the prior owners. We have provided the local law enforcement authorities with information about all the complaints we have received. If you wish to provide local law enforcement authorities with information about what happened to you, we suggest you contact John Zipperer at the Office of the State Attorney in Jacksonville, Florida. The telephone number for that office is (904) 255-2500.