

Division of Funeral, Cemetery, and Consumer Services
Complaint Form
Complaint Concerning JGR Funeral Home (preneed contract)

To Complainant: If you have a complaint against JGR Funeral Home in regard to a preneed contract you purchased, and you desire to file for a refund from the Consumer Protection Trust Fund (CPTF), please fill out this complaint form, and the appropriate claim form, and send those documents to the Division of Funeral, Cemetery, and Consumer Services. It may not always be in your best economic interest to seek a refund from the CPTF. Information about CPTF claims regarding JGR Funeral Home preneed contract, can be obtained by reading the Division's document entitled "Information For Consumers Holding Preneed Contracts Issued By JGR Funeral Home". The Division's address and contact info, to get information or to send completed forms, is given at the end of this form.

PLEASE PRINT LEGIBLY

(1) Complainant Information (info about the person who signs this complaint form)

- (a) Print your name:
(b) Your full mailing address:
(c) Your daytime phone number:
(d) Your email address:

(2) Status of person signing this complaint (check one)

- I am the person who purchased and paid for the preneed contract.
 I am the spouse of the person who purchased the preneed contract
 I am an adult child of the person who purchased the preneed contract and I submit this on behalf of my elderly parent
 Other as follows:

(3) Date of the preneed contract (this is usually the date shown on the preneed contract): _____

(4) Copy of preneed contract.

Do you have a legible copy of the preneed contract? Yes No

(5) Information about the Purchaser and Beneficiary

The Purchaser is the person who paid for the preneed contract. The Beneficiary is the person whose death and final arrangements are the subject of the preneed contract. The Purchaser and the Beneficiary are often the same person, but are sometimes different persons.

(a) Purchaser. Name of the person who paid for the preneed contract (for example, if the preneed contract was paid for by one or more checks, who signed the checks?)

Purchaser Name: _____

- Is the Purchaser still alive? Yes No

• If Yes, is the Purchaser's age, health, and mental clarity such that the Purchaser would be able to testify at a hearing concerning this complaint and a related claim? ___ Yes ___ Probably not ___ No

• If Yes, does the Purchaser understand and speak English? ___ Yes ___ No
(the Division has Spanish language translators, if needed)

(b) Beneficiary. Name of person whose death and final arrangements were the subject of the preneed contract?

Beneficiary name: _____

• Is the Beneficiary still alive? ___ Yes ___ No

• If no, date of death: _____

(6) Preneed contract price .

(a) Total price of the preneed contract? \$ _____

(b) Total amount that has actually been paid for the preneed contract, as of the date of this complaint?
\$ _____

(c) If the entire price has not been paid, please explain why:

(7) How was the preneed contract paid for? (check and fill-in applicable):

___ Payment in full at time of purchase

___ Down payment in of \$ _____ at time of purchase followed by installment payments.

Number of installment payments made: _____.

Amount of each installment payment was \$ _____

(8) Form of payment for the preneed contract (check applicable)

___ All payments were in cash

___ All payments were by check

___ All payments were by credit card

___ Payments were a mixture of the above

(9) Proof of Payment

How can you prove how much you paid for the preneed contract? (check all that apply)

___ We have copies of cancelled checks for all amounts paid

___ We have copies of credit card receipts

___ We have receipt(s) issued by JGR Funeral Home

___ We have a document from JGR Funeral Home saying "Paid in full"

___ Other as follows:

(10) Where was the preneed contract purchased (check applicable)

___ The Purchaser of the preneed contract went to the offices of JGR Funeral Home at 6718 N Armenia, Tampa, and met with representatives of the funeral home at that location, and purchased the preneed contract while at that location.

___ A representative of JGR Funeral Home came to the residence of the Purchaser, and the preneed contract was purchased at that location

___ Other. The preneed contract was purchased at the following location:

(11) Who did Purchaser deal with when purchasing the preneed contract?

When purchasing the preneed contract, the Purchaser dealt in person primarily with the following representative of JGR Funeral Home:

___ Lucia Gonzalez-Roel

___ Julio Gonzalez-Roel

___ Adolfo Gonzalez-Roel

___ Douglas Hernandez

___ Vanessa Franco

___ Randy Howard

___ Other as follows:

(12) Efforts to obtain fulfillment or refund of preneed contract

(a) Has Purchaser or Purchaser's representative tried to obtain a refund from JGR Funeral Home?

___ Yes ___ No

- If yes, explain what efforts you have made and what the results were:

(b) Has anyone representing JGR Funeral Home contacted Purchaser or Purchaser's representative and discussed a full or partial refund, or proposed an alternative method of getting your preneed contract honored?

___ Yes ___ No

- If yes, who contacted Purchaser or Purchaser's representative, when, and what was said:

(c) Has Purchaser or Purchaser's representative entered into any agreement or arrangement with any representative of JGR Funeral Home, for a refund or alternative method of honoring the preneed contract? ___ Yes

___ No

- If Yes, explain the agreement or arrangement:

(d) Has Purchaser or Purchaser's representative or family received any full or partial refund of amounts paid for the preneed contract? ___ Yes ___ No

- If Yes, state when and how much:

