



Operational Procedures for the Abbit Management Master Escrow Trust **(Funeral Home)**

Following are the operational procedures that must be followed, regarding the pre-paid funeral system of deposits, withdrawals or cancellations. It is imperative that the procedures are followed to insure uniform compliance and comfort for both you and the escrow agent.

DEPOSIT TO SYSTEM

The following items must be sent when making an initial deposit to the system:

1. **PREPAID FUNERAL CONTRACT**
The contract buyer must sign a contract. This must be on an approved contract that meets the requirements of the law. Include the contract buyer and contract beneficiary's social security number on all contracts as verification. All lines must be completed with information or N/A.
2. **NEGOTIABLE CHECK**
A negotiable check must be sent with the contract. The check may be made payable in one of the following fashions:
 - A. The preferred method is to have the contract buyer make the check payable to the funeral home (mail the check directly to Abbit with the completed contract and Deposit Form - no endorsement is required) or
 - B. The contract buyer may make the check payable to your funeral home. The funeral home may in turn issue a check payable to Chase and send it to Abbit with the completed contract and Deposit Form or
 - C. The contract buyer may make the check payable to Chase .

NOTE: The payment or endorsement to Chase is necessitated because Abbit Management Corp., a registered investment advisor with the SEC, is prohibited from taking possession of a client's assets. Endorsement or payment to Abbit could be deemed to be a prohibited transaction.

3. **DEPOSIT FORM**
You must completely fill out the deposit form with all the information requested. The information must be in conformity to the contractual agreement.

NOTE: Electronic Transfer for Monthly Time Payments for Trust. A separate Authorization Agreement must be completed by the contact buyer and sent to Abbit to establish an account.

NOTE: Make sure a representative of the funeral home signs the bottom of the Deposit Form,

4. Form W-9 (Payer's Request for Taxpayer Identification Number and Certification) for the person responsible for the taxes must be completed.

NOTE: A Form W-9 is not necessary if on the contract there is a qualified Substitute form W-9 requiring a separate signature.

5. Abbit Management will mail a receipt letter, titled FUNDS ACKNOWLEDGMENT STATEMENT, to all initial contract buyers. On transfer accounts from another bank trust dept., bank or master trust, the funeral home must provide a notice letter to the contract buyer of the transfer and the name of the new escrow agent. A copy of this letter must be sent with all the above.

PARTIAL WITHDRAWALS

1. You may notify Abbit by phone and request the current balance in an account or obtain the balance from our website at www.abbit.biz.
2. The contract buyer must request withdrawal from the account in writing. Always complete the form titled MEMO Cancellation/Partial Withdrawal. The funeral director must sign the Memo. If the contract buyer makes the request by letter, attaching the letter to Memo will satisfy a signature requirement of the contract buyer. If a Guaranteed Contract was used a new Guaranteed Contract is required to reflect the balance left in account. In this case, the old contract is voided and a new one is signed by the contract buyer. The contract seller should attempt to retrieve the buyer's copy of the old contract to avoid confusion in the future.
3. The withdrawal check is always made payable to the contract buyer, unless otherwise designated by the contract buyer. The check will be mailed to the funeral home unless instructed differently. ***All documentation must be received in our office before the check will be issued.***

CANCELLATION

1. You may notify Abbit by phone and request the current balance in an account or obtain the balance from our website at www.abbit.biz.
2. The contract buyer must request the cancellation in writing. The information needed in the cancellation letter is:
 - A. Names of the contract buyer and funeral provider
 - B. Identification of prepaid agreement by date
 - C. If the check is to be mailed to the contract buyer directly, a correct mailing address is needed
 - D. Any special instructions for the escrow agent
3. Please use the form titled MEMO Cancellation/Partial Withdrawal. If a personal letter is received, attach it to the completed memo with the funeral directors signature.
4. The cancellation check is always made payable to the contract buyer, unless otherwise instructed by the contract buyer in the cancellation letter. The check will be mailed to the funeral home unless instructed differently. ***All documentation must be received in our office before the check will be issued.***
5. Cancellation following the death of the Contract Beneficiary, the Contract Buyer or the Contract Buyer's estate may cancel the prepaid contract only:
 - a. where there are no remains of the deceased;
 - b. where the remains of the deceased cannot be recovered;
 - c. or where a prepaid contract was not utilized due to lack of knowledge by the persons entitled to make funeral arrangements of the existence of the prepaid contract.

DEATH OF BENEFICIARY

1. You may notify Abbit by phone and request a termination balance in account.
2. Funeral provider must provide the form titled MEMO Death of Beneficiary and Certification of Fulfillment of Contract with signatures of the Contract Provider and Authorized Representative of the Contract Beneficiary. A completed Death Certificate may be used in place of Authorized Representative signature of Contract Beneficiary.
3. If a Guaranteed Contract, ***the check will be issued only when all necessary documents are received by Abbit Management Corp.***

4. If a Non-guaranteed Contract, a current contract must be provided as well as the MEMO form and a completed death certificate before a check or checks will be issued.

For your information, the following phone numbers are available to assist you:

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| Abbit Office | (616) 842-0280 or (800) 232-2179 |
| Abbit Fax | (800) 842-9075 |

Many funeral directors find the FAX machine a useful tool to expedite the procedural process. All above transactions can be accomplished with the FAX except the deposit to account.

When an account is certified irrevocable by the State of Michigan, please forward a signed copy for the escrow file. The various government departments do rely on the escrow agent to provide verification regarding the status of accounts from time to time.

It is important to keep the escrow agent aware of any changes that occur regarding an account. This includes change of beneficiary, address change, type of contract, social security number or any other relevant item. If you have any questions regarding the above, please call. 1-800-232-2179