



400-330 Portage Avenue
Winnipeg, Manitoba
R3C 0C4
www.pub.gov.mb.ca

NOTICE OF CLOSURE
RUSSELL FUNERAL HOMES LTD.

October 5, 2009

The Public Utilities Board (Board) has been advised that Russell Funeral Homes Ltd. (Russell) has ceased operations.

The Board requests that persons who may have paid funds to Russell for prearranged funeral services, which had not yet been provided at or before July 1, 2009, contact the Board (with details of the arrangements made, including supporting documents).

Russell sold prearranged funeral service plans. In making such arrangements, some were to be made using an insurance product (whereby families purchased an insurance policy and upon death the proceeds of the policy would pay for the prearranged service). In such cases, payment should have been made directly to the insurance company. With other arrangements, payment may have been made directly to Russell -- these monies were required to have been placed in a trust account in accordance with *The Prearranged Funeral Services Act*.

The Board is currently investigating if Russell has been in compliance with the requirements of *The Prearranged Funeral Services Act*, particularly regarding the proper holding and use of funds paid by consumers for prearranged funeral service plans. Unfortunately, the Board has already determined that Russell's prearranged funeral service plans records may not be complete.

All information will be kept strictly confidential.

Information and questions may be addressed to:

Kristine Shields by mail, or by phone, at 204-945-2638 or toll free at 1-866-854-3698 (in Manitoba); or,
by email: Kristine.shields@gov.mb.ca