



May 11, 2026

VIA EMAIL

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Re: Legacy Cremation Services, LLC Violating 2023 Stipulated Order, *United States v. Funeral & Cremation Group of North America, LLC*, Case No. 22-cv-60779

Dear Attorneys Mufarrige, Berggren, Herche, Hsiao and Weinkle:

We write to you on behalf of Truth in Advertising, Inc. (“TINA.org”),¹ the Consumer Federation of America² and the Funeral Consumers Alliance³ regarding Legacy Cremation Services, LLC (“Legacy”)⁴ – a brazen serial offender of multiple court orders, including the April 2023 Stipulated Order entered in *United States v. Funeral & Cremation Group of North America, LLC*, Case No. 22-cv-60779 (the “Order”).⁵ Its disgraceful conduct strikes at the core of consumer trust at a time when individuals and their families are least able to protect their own interests, by, among other things, misleadingly advertising the nature, scope, location and cost of its funeral and cremation services in ways the Order expressly prohibits.

We have identified more than 60,000 webpages that violate the Order.⁶ Indeed, based on Legacy’s current deceptive advertising practices, it appears that neither the Order nor the various enforcement actions filed against it by more than a dozen states,⁷ have had any material impact on the way Legacy advertises its services. The continuation of Legacy’s misleading and deceptive marketing demonstrates that the company has no qualms about exploiting particularly susceptible consumers – individuals coping with the death of a loved one who must make time-sensitive decisions about services with which they typically have little experience and which are inherently fraught with grief, stress and emotional vulnerability.⁸

Below, we document the multiple ways in which Legacy is deceptively manipulating consumers and violating the Order.

I. ORDER VIOLATIONS

Legacy continues to engage in the very misconduct that prompted enforcement action by the Federal Trade Commission and U.S. Department of Justice in the first place. Rather than complying with the clear mandates of the Order, Legacy has persisted in misleading consumers. Through a sprawling network of state-, territory- and city-specific webpages, Legacy has continued to exploit consumers seeking end-of-life services with false impressions of local ownership and advertised prices that omit substantial mandatory fees, among other things. As set forth below, these practices constitute multiple and ongoing violations of the Order and warrant enforcement relief.

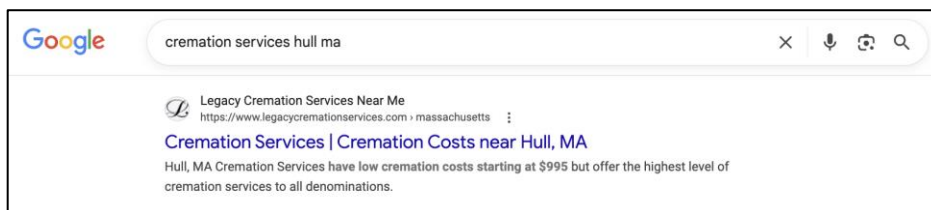
a. Misrepresentations regarding the nature, scope and location of services

In 2022, the DOJ on behalf of the FTC alleged that Legacy was deceptively marketing itself as a local cremation and funeral provider when it actually outsources services and merely functions as a referral service to third-party funeral homes and crematories.⁹ To remedy this deception, the resulting Order – entered the following year – permanently restrains and enjoins Legacy from misrepresenting the nature, scope and location of its business operations and services, including whether it provides funeral or cremation services directly.¹⁰ The Order further requires Legacy to clearly and conspicuously:

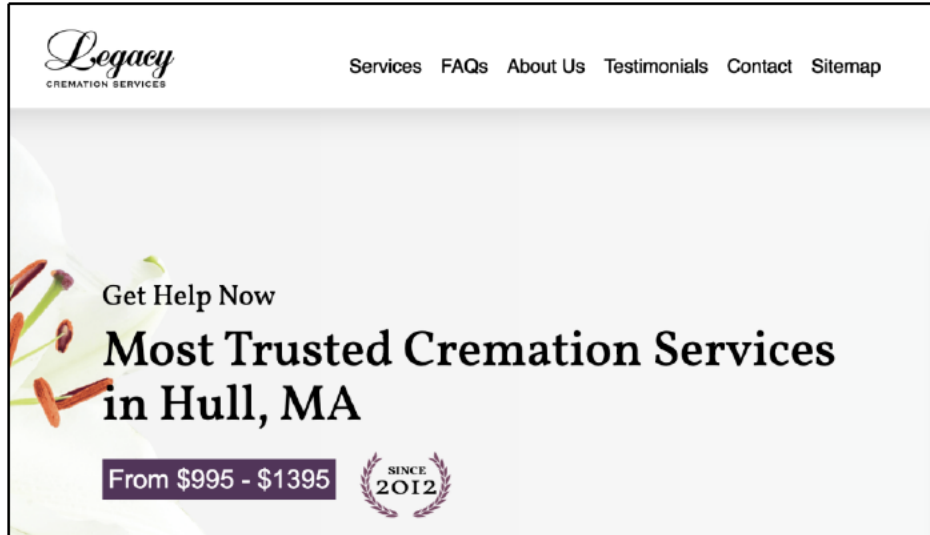
- disclose the actual physical location of its business premises;¹¹
- identify the name, location and contact information for any funeral home or crematory that will be providing services to consumers;¹² and
- inform consumers that Legacy merely arranges for services to be provided by funeral homes and crematories not owned or controlled by Legacy.¹³

Despite these clear requirements, Legacy continues to deceptively advertise itself as a local provider of funeral and cremation services, and it does so in all 50 states, as well as several U.S. territories¹⁴ and more than 30,000 cities and towns across the United States.¹⁵

For starters, as a consumer recently reported to TINA.org, when consumers search online for end-of-life services in their area, Legacy’s website appears in search results for such queries, giving the false impression that it provides local funeral and cremation services even though it does not own or operate any funeral homes or crematories nor is it local to that specific area.¹⁶

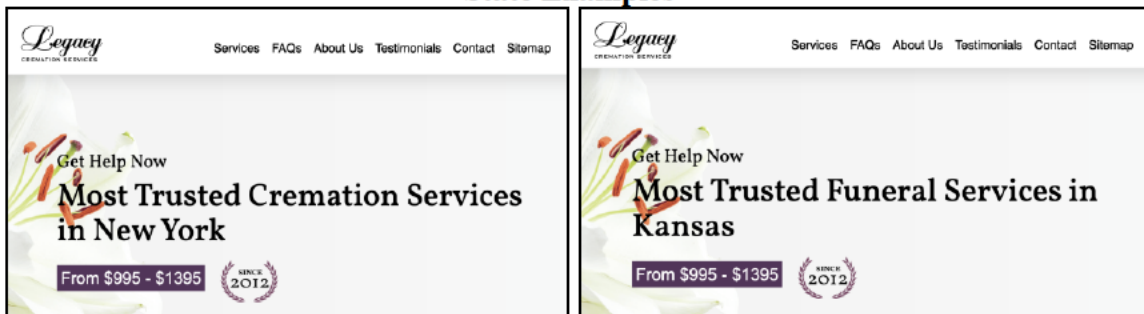


Further, Legacy continues to configure its webpages to prominently display the name of the state, U.S. territory, or, depending on the search terms, the name of the city or town for which the consumer searches. For example, if a consumer searches for cremation services in Hull, Massachusetts and clicks on the link in the search results (shown above), they arrive at a landing page titled “Most Trusted Cremation Services in Hull, MA,” as the below screenshot illustrates.¹⁷

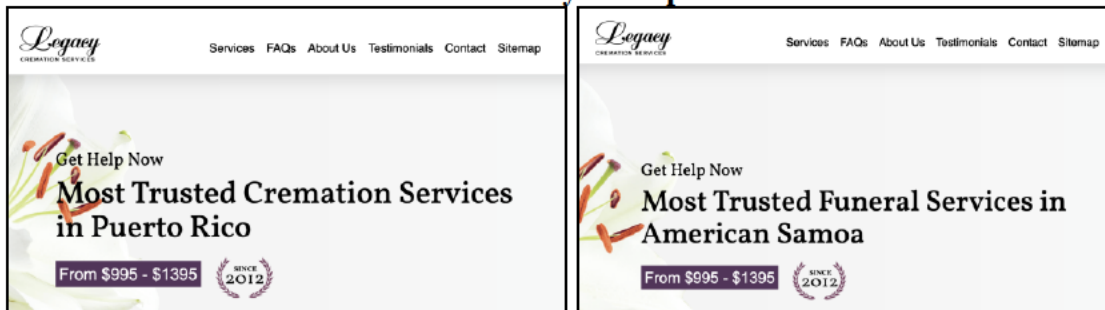


Legacy has similar webpages for cremation and funeral services for every single state, several U.S. territories and tens of thousands of cities and towns in America. The following screenshots (taken from the top of various Legacy webpages) are illustrative.

State Examples¹⁸



U.S. Territory Examples¹⁹



City and Town Examples²⁰

Each specific state, territory or city/town webpage also includes identical information about the services purportedly available in that area. The following screenshots are illustrative:²¹


Cremation Services in Hull, MA

Funeral Services in Abbeville, AL

Scrolling down further on many of the area-specific webpages reveals additional information that repeats the name of the area searched. For example, scrolling down on the Legacy webpage for cremation services in Hull, MA reveals the following information:²²

Options from \$995 - \$1,395

Resources




How to Honor a Life

Ask us about all the ways we can help you uniquely celebrate your loved one's legacy: burial at sea, scattering of cremains, interment of the ashes, viewings, and memorial services.

Each can be done with a personal touch.

[Learn More](#)




Scattering at Sea

Scattering at sea combines a sense of finality with a new beginning, as it returns us to nature and our origins.

If you are considering scattering the cremains of a loved one, we have lots of helpful information.

[Learn More](#)



Why Legacy

Like family, we are here to help you in every way possible 24/7. Supportive, caring representatives who are trained to answer all of your questions.

All-inclusive service and guidance through each step of the process.

[Learn More](#)

Hull Cremation Services

Hull cremation services give you the option of celebrating the life of a loved one rather than grieving his/her loss. Even if you don't opt for a traditional memorial service at one of the **cremation services in Hull**, you can put together an intimate and thoughtful reverence ceremony with the help of these **Hull cremation services** to show your respect for the departed soul. The key to conducting a memorable service at the **Hull cremation services** is to plan it compassionately by giving emphasis to personal details that marked the life of the deceased. If the deceased was a practitioner of spiritualism, customize the funeral to incorporate elements of spiritualism as opposed to a conventional memorial service at one of the **Hull cremation services** chapels.

Planning a memorial with the help of one of the best known **Hull cremation services** starts by working out the number of visitors who are expected to grace the occasion. Decide if you are keen on a small yet beautiful and personal ceremony or a large, grand memorial service at one of these **Hull cremation services**. If the deceased was a renowned public figure, you may have to prepare an estimate of the number of personal and public visitors expected to be present at the service conducted in one of the well-known **Hull cremation services**.

The strength of the expected guests can help you zero down on a venue with the help of **Hull cremation services**. Ask the **cremation services at Hull** for suggestions on venues which are easy accessible, warm and comfortable. An expert funeral planner from one of the **Hull cremation services** will explore all options from national parks and wineries to meeting rooms and beaches.

While planning a memorable service in honor of the deceased with the help of **Hull cremation services**, select an appropriate day for conducting it. A weekend is the best time to ensure that even people from outside the city can grace the ceremony t one of the **cremation services at Hull** or a third party venue.




Check if one of your chosen **cremation services at Hull** or external location can organize a full meal and drinks if you are keen on opting for a post-funeral party to honor the life of the deceased. Plan the menu with the help of expert organizer at the **Hull cremation services** and include items which were relished by the deceased to keep his memory alive. The purpose of arranging a post-funeral dinner with assistance from one of the **Hull cremation services** is to help the entire family get together and relieve their special memories with the deceased. You can even have every guest bring in a favorite dish of the deceased at the dinner ceremony organized with the help these **Hull cremation services**.

You can prepare a nice slide show, a video tribute or a short film about the life of the deceased by discussing your options with a representative from one of the professional **Hull cremation services**. Request the staff at these **cremation services at Hull** to help you put together beautiful, personalized keepsakes for the visitors, like a collage board of the deceased's best photographic memories or prayer cards with messages that had great importance in his life. The **Hull cremation services** can also tie up with professional printing firms and customize folders and other stationery that can be offered to guests during the service ceremony. The idea is take the help of **Hull cremation services** and sprinkle creativity and a thoughtful touch to the service for making it more unique.


Get the **Hull cremation services** to organize obituary notices and announcements by contacting local publications. This can also be done by going over the contacts of the deceased and then inviting them for the ceremonies with the help of one of the selected **Hull cremation services**. You can also create an "invitation chain" with assistance from one of the top **Hull cremation services** and contact a few of the deceased's associates and ask them spread the word to others. Don't forget to take a final count, however, of the number of people expected at one of the **Hull cremation services** or another location of your choice. Discuss other options of getting the message out with representatives of one of the **Hull cremation services**.

Instead of bringing in flowers, you can request the attendees at one of the **Hull cremation services** to contribute to the deceased's preferred charity. Get one of your handpicked **Hull cremation services** to decorate the service venue with understated yet elegant flower arrangements and condolence cards. Large personalized posters created by appointing a service provider of one of the **Hull cremation services** can be hung across the room. Implement a sophisticated theme that pays a loving tribute to the deceased with the help of expert **cremation services at Hull**.

Our Company	Services Directory	Helpful Information	We Accept
About Us Privacy Policy Terms & Conditions Site Map Blog	Cremation Services Cremation Costs Funeral Services Funeral Homes Funeral Homes Near Me Cremation Services Near Me	Grief Support Cremation Brochures Scattering of Cremations Social Security Benefits Veteran Benefits What to do When Death Occurs General Price List	Answers to a Child's Questions How to Write an Obituary How to Write a Eulogy Last Will & Testament Funeral Etiquette Organ Donation & Transplants


We accept payments with Visa, MasterCard and Discover Card



Similarly, scrolling down on the Legacy webpage for funeral services in Abbeville, AL reveals the following information:²³

Options from \$995 - \$1,395

Resources




How to Honor a Life

Ask us about all the ways we can help you uniquely celebrate your loved one's legacy: burial at sea, scattering of cremains, interment of the ashes, viewings, and memorial services.

Each can be done with a personal touch.

[Learn More](#)




Scattering at Sea

Scattering at sea combines a sense of finality with a new beginning, as it returns us to nature and our origins.

If you are considering scattering the cremains of a loved one, we have lots of helpful information.

[Learn More](#)



Why Legacy

Like family, we are here to help you in every way possible 24/7. Supportive, caring representatives who are trained to answer all of your questions.

All-inclusive service and guidance through each step of the process.

[Learn More](#)

Abbeville Funeral Homes Pride Themselves On One Hundred Years Of Personal Care for Abbeville, AL Families At Their Time of Loss

Abbeville funeral homes have been serving Abbeville, AL families in their time of need for over one hundred years, the directors and staff members have lived and worked in the community, and are your friends, neighbors as well as your funeral directors. At Abbeville funeral homes they pride themselves on their community service and the services they give to families in their hour of need.

Personal care is what you will receive from Abbeville funeral homes when you need them the most. From your first phone call they will be quick to tell you that there is no such thing as a trivial request. Abbeville funeral homes want you to have the kind of funeral service that will give you peace of mind for your loved one. You can personalize the service to suit your religious beliefs, customs, or traditions. Abbeville funeral homes will walk you through the entire process and take most, if not all of the burden from you. Abbeville funeral homes will make sure all of the paperwork is completed and any details are taken care of.

Abbeville funeral homes give you, your family, and your loved who has passed on kind, compassionate and professional services, when you want to personalize the service Abbeville funeral homes will give you suggestions and make arrangements for whatever you request. The new traditions being performed at a funeral service are memorial tables where you can place photos, and other memorabilia that your loved one enjoyed in life. You can have craft items, or articles from hobbies, such as a favorite golf club or fishing pole, these are only a few suggestions, Abbeville funeral homes will help you decide on what will reflect your loved ones life the best.




You may want to show a video with your loved ones favorite music playing. This can be created by Abbeville funeral homes when you supply the pictures, it can be viewed during the visitation, and kept as a memorial tribute to the person you have lost.

For those friends and family members that cannot attend the funeral service because of time or distance, Abbeville funeral homes have set up an online guest book and obituary. With the online guest book those who could not be there in person to say their goodbyes and give their condolences can leave messages online. There is also a place where the person can leave any memories or stories they would like to share. Abbeville funeral homes makes this available to you at no extra charge, you will have an online memory of your loved one for generations.

When the funeral services are over and the burial is complete, friends and loved ones have said their goodbyes, you may feel very alone. Abbeville funeral homes do not stop their care after the service, someone will contact you to see how you are doing and offer any grief counseling you may want. You may be directed to a support group, or an online support group where you can listen to how others are dealing with their loss and you can participate if you desire.

Abbeville funeral homes now offer a pre-planning program for you own end of life services. A trained professional from Abbeville funeral homes will speak with you about every detail of your funeral service, you can decide how you would like to be remembered and know that all of your wishes will be followed. Not only will this give you peace of mind knowing how you will be laid to rest, but you will also be taking some of the stress from your family members at this time. Abbeville funeral homes know that when you pass on your loved ones will be going through many different emotions, and having to decide on your arrangements can be an added weight. When you make these arrangements with Abbeville funeral homes you will be relieving your family from the worry of how you would have wanted your service to be. Abbeville funeral homes can also help you with prepayments arrangements so your family will not have to worry about the expenses. This service is offered by Abbeville funeral homes to give you the peace of knowing that you will be remembered as you wish and your family can focus on helping each other through this difficult time.

When you decide to use Abbeville funeral homes either for an immediate funeral services or for pre-planning you own, you can rest assured that you will be treated with professional yet kind, caring, and compassionate service. The staff at Abbeville funeral homes give you the tranquil surrounding to recapture the memories of your loved one and a warm inviting atmosphere for family and friends.

<p>Our Company</p> <ul style="list-style-type: none"> About Us Privacy Policy Terms & Conditions Site Map Blog 	<p>Services Directory</p> <ul style="list-style-type: none"> Cremation Services Cremation Costs Funeral Services Funeral Homes Funeral Homes Near Me Cremation Services Near Me 	<p>Helpful Information</p> <ul style="list-style-type: none"> Grief Support Cremation Brochures Scattering of Cremations Social Security Benefits Veteran Benefits What to do When Death Occurs General Price List 	<p>We Accept</p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>We accept payments with Visa, MasterCard and Discover Card</p>
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In reality, Legacy does not operate funeral homes or crematories in any of the 50 states, U.S. territories or the more than 30,000 cities and towns referenced on its pages, yet none of its webpages inform consumers of this information.

In addition to its area-specific webpages, Legacy's homepage misleadingly suggests that it directly provides funeral and cremation services itself, stating that it is a "family-owned

and *operated* cremation service” (emphasis in original) frequently selected by families looking for “local” cremation services and is a “convenient and compassionate provider in your area” that has “Licensed cremation specialists” on staff.²⁴

Affordable Cremation Services Across the United States

Serving all ethnicities and faiths with compassion

If you have reached **Legacy Cremation Services** at a time of sorrow and loss, we offer you our deepest condolences. We understand that each family’s pain is as unique and significant as the individual who touched your life.

Our family-owned and operated cremation service has been providing affordable cremation services, low-cost cremation packages, and simple direct cremation options for local families across America for over a decade. As a trusted and accessible cremation provider in your community, we’re here to help you create a meaningful memorial ceremony to honor the life and memory of your loved one.

Legacy Cremation Services is frequently selected by families nationwide looking for local, affordable cremation services due to our competitive cremation costs and the dignified funeral services that we offer. As a convenient and compassionate provider in your area, we serve communities throughout the United States with the same level of care and professionalism when families need us most.

Trust Legacy Cremation Services to provide compassionate cremation services, transparent pricing, and personalized memorial arrangements. We will walk you through the cremation process with compassion and transparency every step of the way.

Why Choose Legacy Cremation Services?

- ✓ **24/7 Availability** – Compassionate support when you need it most
- ✓ **Affordable Pricing** – Competitive cremation costs with transparent pricing
- ✓ **Family-Owned** – Over a decade of trusted service
- ✓ **All Faiths Welcome** – Respectful of every tradition and belief
- ✓ **Nationwide Service** – Serving families throughout the United States
- ✓ **Experienced Staff** – Licensed cremation specialists
- ✓ **Personalized Care** – Every service tailored to your needs

Further, on its Cremation Brochures webpage²⁵ (which is accessible from its Services webpage²⁶), Legacy lists several different brochures, including one titled “Why Choose A Family Owned Firm?”²⁷ This brochure relays the message that Legacy is a “family-owned and operated funeral firm” and promotes family-owned funeral homes as “a part of your community” and as able to provide “personal service ... by families with deep roots in the local community” among other things, as the screenshots below show.²⁸

WHY CHOOSE A FAMILY OWNED FIRM?

THE FAMILY-OWNED FUNERAL HOME:

A Part Of The Community

The funeral profession, like many American industries, has a long and proud history of personal service provided by families with deep roots in the local community, and a deep commitment to upholding professional standards. Some of the oldest, continuously operated businesses in the country are family-owned funeral firms.

What's In A Name?

Today, as in many industries, the funeral profession has seen the emergence of national, and even international funeral service conglomerates. But unlike other industries, these conglomerates rarely promote their presence. Often, there isn't even a name change. And that makes it difficult for you, as a consumer, to easily tell the conglomerate-owned funeral firms from our family-owned firm. Without asking, you might never know if the owners you may have come to know and trust continue to make the day-to-day decisions which affect your family when you need the services of a funeral Home.

If You're Unsure, Ask

We think it is important that you do ask. Because we think when you need the services of a funeral home, you should turn to the firm who has an investment in making the experience right for you.



www.cremationoptions.com

call us at 1-877-989-9090

info@cremationoptions.com

THE BENEFITS OF CHOOSING A FAMILY- OWNED AND OPERATED FIRM...

As a family-owned and operated funeral firm, we believe we are better prepared to serve your family.

There are many reasons why:

- ✦ Personal Pride
- ✦ A focus on families, not profits
- ✦ A knowledge of local customs
- ✦ An investment in the community.

WHY A FAMILY-OWNED FUNERAL HOME IS BETTER...

A Singular Focus

All of our attention is devoted to making our funeral home the best it can be in terms of satisfying the needs of our friends and neighbors. We are not distracted nor bound by corporate mandates. We're more flexible. More responsive to your needs.

Personal Pride

This is our business. You can be assured we take great personal pride in keeping our facility and our vehicles in top condition. We are also proud of our staff, and regularly pursue continuing education to maintain the highest level of professional services.

A Long-term Commitment

It is very important to us to not only fill your current needs, but to build a relationship so you will return to us in the future. We have A long-term commitment to this community. When you need us, we'll be there.

A Focus On Families, Not Profits

Large corporations answer to shareholders. We answer to you. In our family-owned company, there is no pressure from the corporate headquarters to increase profits. We understand our business will do well when we serve you well.

A Knowledge Of Local Customs

Funeral traditions vary greatly around the country. We have a fine appreciation of local customers and expectations. On the other hand, the staff and management assigned to a funeral home by a national company may be from another state or even country. And that can create a lack of awareness and sometimes Disappointment when expectations are not met.

IT'S NICE TO KNOW WHO YOU'RE WORKING WITH

If you're like most people, whether you're buying a car or hiring a lawn service, you find it's nicer to work with a small company. You like the flexibility and the personal service you can get when you can talk directly with the owner. We feel the same way.

The more you know about family-owned and operated funeral homes, the more you will come to appreciate the difference.

Whether you need to consult with us about prearrangement's, would like more information about a topic like cremation options or funeral costs, or are interested in aftercare services, please call. And, especially, when you need our immediate assistance at the time of death, we're available 24 hours a day.

We're a part of your community.

We're family.

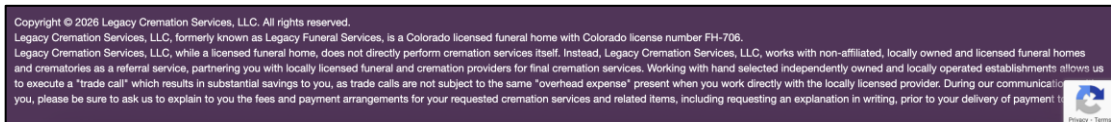
It is also important to note that the only mention in the brochure of family-owned funeral homes working with other businesses is on the last page in a section titled “An Investment In The Community,” where it explains:

Whenever possible, we choose to do business with other family-owned and operated businesses. Prerecorded trust funds are invested in state and local banks. We also support many local charities, schools, and other community efforts.²⁹

No mention is ever made that Legacy is merely referring the actual funeral and cremation services themselves to other businesses.

In fact, nowhere on its voluminous website does Legacy clearly and conspicuously disclose that it is *not* a local funeral or cremation provider and does not itself perform cremations, as is required by the Order. Specific information about the actual service providers is never disclosed on its website and information about its business location and its role as a referral service is relegated to:

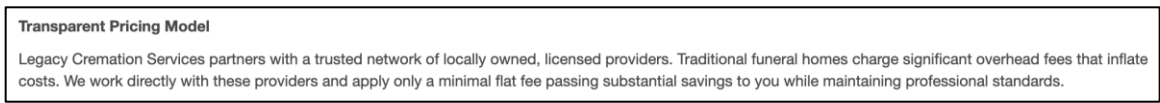
1. The very bottom of its homepage, in inconspicuous fine print, where it states:



“Legacy Cremation Services, LLC, formerly known as Legacy Funeral Services, is a Colorado licensed funeral home with Colorado license number FH-706. Legacy Cremation Services, LLC, while a licensed funeral home, does not directly perform cremation services itself. Instead, Legacy Cremation Services, LLC, works with non-affiliated, locally owned and licensed funeral homes and crematories as a referral service, partnering you with locally licensed funeral and cremation providers for final cremation services. ...”³⁰

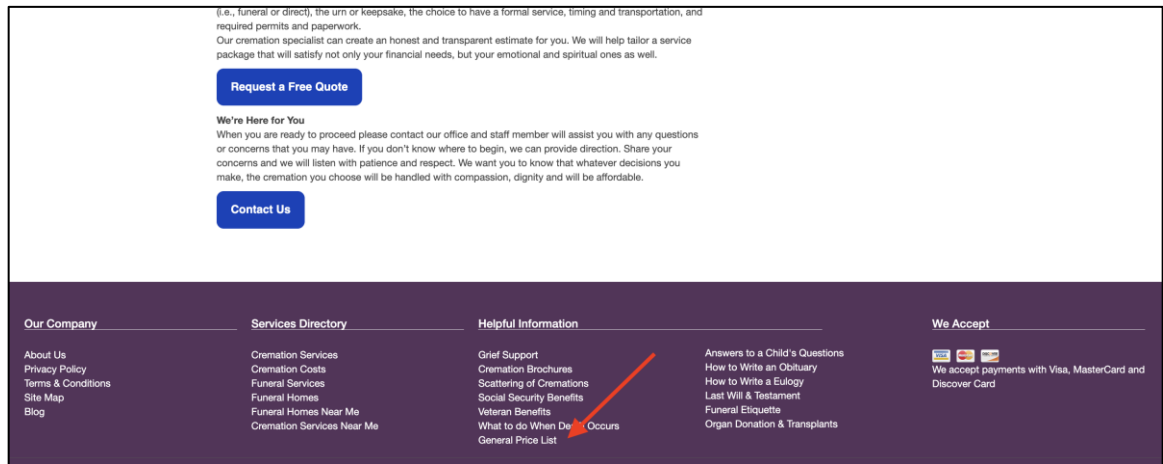
(This information is missing from other pages of its website, including the tens of thousands of state-, territory- and city/town-specific webpages.)

2. Its Cremation Services webpage, buried near the bottom of the page, where it states:



“Legacy Cremation Services partners with a trusted network of locally owned, licensed providers. Traditional funeral homes charge significant overhead fees that inflate costs. We work directly with these providers and apply only a minimal flat fee passing substantial savings to you while maintaining professional standards.”³¹ and

3. Its General Price List,³² which is accessible only through a small link buried at the bottom of Legacy’s webpages (as the screenshot below shows), where the company refers to itself as Legacy Funeral Home and lists a Denver, CO address.

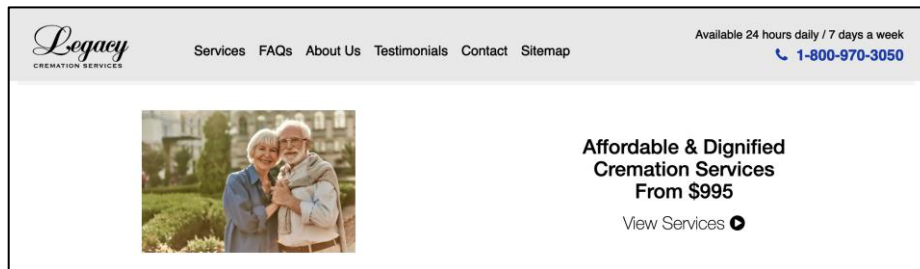


These types of disclosures fall far short of the FTC’s “clear and conspicuous” standard, do not cure the overall misleading impression created throughout Legacy’s website and other marketing materials, and violate the Order.

b. Misrepresentations regarding cost of services

The Order also permanently restrains Legacy from misrepresenting the cost of its services³³ and requires it to clearly and conspicuously provide a link on its website landing pages to a General Price List,³⁴ as well as pricing information upon request.³⁵

Despite these requirements, Legacy continues to advertise misleadingly low prices for funeral and cremation services on its website. For example, Legacy repeatedly claims that cremation services cost between \$995 and \$1,395³⁶ (a claim it makes on each and every one of its 60,000+ state-, territory- and city/town-specific webpages) and that it provides “transparent pricing with no hidden fees.”³⁷




“Affordable & Dignified Cremation Services From \$995”³⁸

Legacy CREMATION SERVICES Available 24 hours daily / 7 days a week
1-800-970-3050

Services FAQs About Us Testimonials Contact Sitemap

Services Serving families with cremation needs for over a decade



Cremation Services From \$995 – \$1395*

Most trusted Cremation provider for over a decade. Compassionate and Professional service, Affordable & Dignified Cremation Services Serving all faiths & ethnicities.

Our Cremation Package Include:

- Transportation of the deceased to the crematory
- Assistance in filing for VA benefits and insurance policies
- Social security administration forms completed
- Rigid container (For the return of the cremated remains)
- Pricing is based upon specific cities throughout the state*

Package Pricing does not include: cash advance items, permits, certified copies of the death certificates, alternative cremation container, sales tax or newspaper charges. You will be able to see the final cost prior to payment.

Talk to a Cremation Specialist
Call 24/7 **1-800-970-3050**

OR

Request a Free Quote
Prompt response within one business day

Your Name

Email Address

Phone Number

City Services Needed In

State Services Needed In

“Cremation Services From \$995 - \$1395”³⁹*

Get Help Now

Most Trusted Cremation Services in Connecticut

From \$995 - \$1395 SINCE 2012

What's Included
Only \$995 - \$1395
(Financing available)

- Transportation of the deceased to the crematory
- Obtaining **certified copies of death certificate**
- Assistance in **filing for VA & Social Security benefits**
- **Alternative container** (the container the body is cremated in)
- **Rigid container** (for the return of the cremated remains)

Talk to a Cremation Specialist
Call Anytime. Day or Night
1-800-970-3050

OR

Request a Free Quote
Prompt response within one business day

Your Name

Email Address

Phone Number

City Services Needed In

State Services Needed In

Comments or questions

Request Free Quote Now

From \$995 - \$1,395

“From \$995 - \$1395 ... Only \$995 - \$1395”⁴⁰

[Note: Identical price information is shown on every one of Legacy’s 60,000+ state-, territory- and town-specific webpages]

Our Cremation Services Include:

Let our experienced cremation specialists help you choose the best way to honor your loved one. We offer:

Direct Cremation Services – Simple, affordable, and dignified

Affordable Cremation Packages – Transparent pricing with no hidden fees

“Transparent pricing with no hidden fees”⁴¹

Why Choose Legacy Cremation Services?

- ✓ **24/7 Availability** – Compassionate support when you need it most
- ✓ **Affordable Pricing** – Competitive cremation costs with transparent pricing

“Competitive cremation costs with transparent pricing”⁴²

Transparent Costs for a Personalized Service

Cremation offers an affordable alternative to traditional burials with fewer costs involved. For example, burial plots, interment, casket purchases, embalming fees, grave headstones, and hearse transportation costs are not incurred with cremation services.

The actual **cremation cost** will vary based on several factors: your loved one's location, the type of cremation (i.e., funeral or direct), the urn or keepsake, the choice to have a formal service, timing and transportation, and required permits and paperwork.

Our cremation specialist can create an honest and transparent estimate for you. We will help tailor a service package that will satisfy not only your financial needs, but your emotional and spiritual ones as well.

[Request a Free Quote](#)

“Transparent Costs for a Personalized Service ... Our cremation specialist can create an honest and transparent estimate for you. We will help tailor a service package that will satisfy not only your financial needs, but your emotional and spiritual ones as well.”⁴³

However, consumers will never actually pay the advertised price range because, among other things, its purported “transparent pricing” does not include Legacy’s mandatory \$1,895 fee for “Basic Professional Services of Funeral Director and Staff,” which Legacy describes as “a basic charge to each family we serve for our professional expertise in assisting them.”⁴⁴

SERVICES

Basic Professional Services of Funeral Director and Staff

\$ 1,895.00

This is the basic charge to each family we serve for our professional expertise in assisting them. It includes, but is not limited to, a proportionate share of the taxes, licenses, utilities and business expenses necessary to serve the public in a professional manner. Also included in this charge is the consultation with the family, clerical and administrative services, preparation and filing of necessary permits, crematory or common carrier, and placement of obituary notices. There will be an additional charge for the direction and supervision of each service requested or required. This fee for our basic services and overhead will be added to the total cost of the cremation arrangements you select. (This fee is already included in our charges for direct cremation).

This “basic” fee alone exceeds the entire advertised price range.

Notably, this fee is only disclosed within Legacy’s General Price List, which – as noted above – is accessible only through a small link buried at the bottom of Legacy’s webpages.

The General Price List also lists a price range of between \$1,795 and \$7,790 for Legacy’s “Minimum Service Package” for “direct cremation,” far more than the prices advertised.⁴⁵

MINIMUM SERVICE PACKAGE

*Although services may be selected from the itemized portion of the General Price List, the following list of selected service options may help you select the appropriate arrangements. NOTE: The following packages include only the items listed. Minimum service options are, conducted at the funeral home's convenience **and may not be selected when choosing scheduled cremation or memorial services.** You may select additional merchandise; however, you may not delete or substitute any items from the packages. Cash advance items are additional.*

DIRECT CREMATION:

Range \$ 7,790.00 to \$1,795.00

Includes:

- Basic Professional Services of Funeral Director and Staff
- Removal and transfer of the Deceased to the Funeral Home's (within a 20 mile radius)
- Transportation of the Deceased to the Crematory
- Family identification viewing (limited to one 15 minute period)
- Refrigeration
- Cremation Process
- Delivery of Cremated Remains to Cemetery within 20 miles.

Further, according to consumer complaints, some of which are quoted below, Legacy may also be failing to provide the total cost of its services upon request from consumers.

In short, Legacy's price advertising is highly misleading and in violation of the Order.

II. CONSUMER HARM

Legacy's ongoing violations are not merely technical; they are causing real harm to consumers at one of the most vulnerable moments of their lives.

Since the entry of the 2023 Order, numerous consumers have reported that they were misled and harmed by Legacy's advertising. Examples include the following complaints:

misleading to say the least, they are not local, they use a "local to deceased" funeral home. Cost is much higher than what they put online. When I asked about cost prior to death they told me don't worry about it, just have hospice nurse call and we will take care of everything. Then they send you an invoice, in my case the day my husband died, and demand payment and for you to sign documents saying you won't sue them immediately or your loved one will not be cremated. Horrible people. The people at the funeral home were actually wonderful. I did let them know how deceptive the Legacy people were. (Feb. 1, 2026 complaint)⁴⁶

Legacy Cremation Services lost my fathers body and failed to provide cremation services for more than a month after his death. They also tried to charge me \$2,000 for a service they never performed, causing enormous stress during an already painful [redacted] father passed in August 2025, and we chose Legacy because they advertised an \$1,100 package that included cremation, notifying Social Security and the VA, death certificates, all taxes and fees, and return of remains within one week. After signing up, the price kept increasing until it reached \$2,000. While grieving, I agreed to move forward just to get the process done. But after a week with no updates, I kept calling and was repeatedly told

someone would call me back. ... After three weeks, a receptionist finally admitted they weren't sure where my father's body was. He had not been cremated, and they didn't even know where he was being held. We were horrified. We later learned Legacy is not a crematory at all; they are a broker that outsources to other crematories nationwide. This was never disclosed to us. My son eventually had to track down my father's remains himself using the crematory listed on the death certificate. Legacy provided no help. ...the local crematory...confirmed other families had similar issues with Legacy...They take advantage of grieving families and should not be in business... (Nov. 19, 2025 complaint)⁴⁷

Legacy Cremation mishandled our father-in-law's arrangements. His body was left unattended due to delays, and then we were charged \$300 for a "late pickup." The receptionist said only AJ, the director, could help, but he was never available. They also misrepresent their location--listed as Colorado, but AJ himself told us he was actually in Bakersfield. Consumer Reports has flagged this company for misrepresentation, and there is a lawsuit over holding remains and misleading pricing. Please do not trust this company with your loved one. (Sept. 25, 2025 complaint)⁴⁸

...Legacy advertised online, leading me to believe they were local. They are not. My experience was a nightmare including being shouted at...for canceling service because it was far more than he quoted and having to chase down my sister's body which ended up in a tiny rural town 45 miles away because they picked her up before we had finalized anything. (Feb. 4, 2025 complaint)⁴⁹

My brother passed away ... and we paid more than the quoted amount but being we were grieving the loss of my brother trying to find a mortuary ... we came across Legacy thinking it was a local mortuary ...to find out that it was a third party. I have no idea where my brother's body is and if the cremation has even happened. I need answers and I keep getting told we would receive a call. (Jan. 22, 2025 complaint)⁵⁰

Whatever you do not walk but run away from this company's services. They misled you to think you are using a local service and the quote we were given more than doubled when they sent an invoice ... (Jan. 8, 2025 complaint)⁵¹

We lost our 31 year old daughter unexpectedly. ... I called several places and this one was affordable. The quote was for \$1480 all in, including shipping her remains to me ... and for 4 death certificates. When the invoice was emailed the price suddenly jumped to \$2021. Calls and conversations were met with unsatisfactory responses, none of which came from the director himself (the one who gave me the quote), they came from the person who answered the phone. Predatory practices such as this when a family is already emotionally devastated, we were packing up our daughter's life and relocating our 14 year old grandson are absolutely ridiculous. After reading the other complaints, which I should have

researched before, this company and its owner should be shut down and not allowed to operate again! (Nov. 19, 2024 complaint)⁵²

Absolute vultures. Tried to charge me more than double for a simple cremation. They quoted the same lower price on the phone TWICE. When I received the invoice it was, like I said, more than twice and full of extra, previously unmentioned charges. This should be illegal and I don't know how they sleep at night. (Sept. 3, 2024 complaint)⁵³

We had horrible customer service. Our loved one passed on Easter. We contacted this legacy company to do the cremation and was first quoted a lower price. And then it jumped up 600 dollars. Well we were already devastated and to get this after it was already set up was ridiculous. Also the communication between them and our family was terrible. We didn't have no clue where his body was and where they were sending him to be cremated. As of today, 3 weeks later, we still don't have his remains. I've never been so upset. I wouldn't give any stars (Apr. 19, 2024 complaint)⁵⁴

Do NOT use Legacy Cremation! When you lose a loved one the last thing you need is to be taken advantage of. Legacy Cremation will do that to you! They quote one price and bill you for almost twice as much! Charging you for an expensive urn you didn't request, billing you for death certificates when you already purchased them through the county, billing you because your loved one died in Multnomah County!! They appear to be local, but everything shows Colorado. Every time you call, you get a different representative who has no idea what is going on! ...fake prices, and awful service! (Apr. 1, 2024 complaint)⁵⁵

This company is preying on people that are going through a very emotional time. They lure you in with a website that says cremation starts at \$695. They sub their work out to other companies and send you paperwork (DO NOT SIGN) to sign for 3 times the "starts at" number. When you discover this, your loved ones body has been removed and you feel like you now have to pay whatever. DO NOT WORK WITH THESE FOLKS!!! (Sept. 1, 2023 complaint)⁵⁶

These complaints illustrate a consistent pattern: Legacy's marketing continues to lead consumers to believe they are hiring a local funeral or cremation provider who will provide services for the advertised price when in fact Legacy is merely a middleman that does not perform any local services itself, and the actual cost of the promoted services is significantly higher than advertised.

Making matters worse, some consumer complaints suggest that Legacy may also be violating Section III of the Order by failing to return to consumers, or withholding information about the location of, the cremated remains or the body of their loved ones.

III. CONCLUSION

Legacy's continued practices demonstrate that neither the Order entered in the FTC and DOJ's action nor any of the numerous state regulatory enforcement efforts have had any meaningful impact on its deceptive and misleading marketing or business practices. By continuing to masquerade as a local provider while advertising prices that bereaved consumers will never actually pay, Legacy is in violation of the law⁵⁷ and the Order.

Accordingly, we respectfully urge the Commission and the Department of Justice to reopen the matter, reinvestigate Legacy's practices, and take prompt and appropriate enforcement action to ensure compliance with the Order and bring Legacy's deceptive conduct to an end.

If you have any questions or need additional information, please do not hesitate to contact us.

Sincerely,

Truth in Advertising, Inc.

Consumer Federation of America

Funeral Consumers Alliance

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¹ TINA.org is a nonprofit consumer advocacy organization dedicated to stopping false, deceptive and unfair marketing practices.

² The Consumer Federation of America is an association of nonprofit consumer organizations that was established in 1968 to advance the consumer interest through research, advocacy, and education.

³ The National Funeral Consumers Alliance (www.funerals.org) is an educational nonprofit with nationwide affiliates offering funeral consumer support, information, and advocacy for legislative change.

⁴ Legacy Cremation Services, LLC, owned by Anthony Joseph Damiano, is related to – and/or has done business under – several other names, including Legacy Funeral Services, Legacy & Cremation Group of North America, LLC, Heritage Cremation Provider, Evergreen Funeral Home and Crematory, and Carolina Central Crematory. For ease of reference in this complaint, these entities will be collectively referred to as “Legacy.”

⁵ Legacy Cremation Services, FTC Cases and Proceedings, <https://www.ftc.gov/legal-library/browse/cases-proceedings/1923124-legacy-cremation-services>; *United States v. Funeral & Cremation Group of N. Am., LLC*, Case No. 22-cv-60779, Stipulated Order, Apr. 6, 2023, https://www.ftc.gov/system/files/ftc_gov/pdf/Stipulated-Order-FLS-022cv60779-63-0.pdf.

⁶ All of the 60,000+ violative webpages have been saved by TINA.org and can be provided in their entirety upon request. A sampling of these violations is also available at <https://truthinadvertising.org/evidence/legacy-cremation-database/>.

⁷ Since 2001, more than a dozen states have pursued Legacy, its owner Anthony Damiano, and related entities for holding themselves out as engaging in funeral and/or cremation services within those states (despite acting only as third-party intermediaries) without having a license to operate in those states. These numerous state actions have resulted in cease-and-desist orders, monetary fines and license revocations, yet none have been effective at ending Legacy’s deceptive practices. *See* Final Order, *Dept. of Bus. and Pro. Regul. v. Damiano et al.*, No. 2000-04574 (Fla. Bd. of Funeral Directors and Embalmers, Feb. 19, 2001), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/damiano-anthonyalphaomegacremationsocietyofsouthfl2-19-01finalorddni814206.pdf>; Notice of Default and Final Order, *In the Matter of Legacy Funeral Services*, No. 12.21-128153A (Tenn. Bd. of Funeral Directors and Embalmers, Dec. 23, 2014), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/legacy-funeralservicestennesseenotice.pdf>; Heritage Cremation Provider and Legacy Funeral Services Suspicious Sales Activity (Aug. 15, 2014), <https://www.myfloridacfo.com/division/funeral-cemetery/Alerts>; Final Order to Cease and Desist, *In the Matter of: Heritage Cremation Provider, L.L.C., Legacy Funeral Services L.L.C., Anthony Damiano and Joseph Damiano*, No. 167790-14-FC (Fla. Dept. of Fin. Servs., Dec. 29, 2015), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/finalorderheritage-cremation12-29-15.pdf>; Final Order on Default, *In the Matter of Heritage Cremation Provider, LLC*, No. 14-1019 (Ore. Mortuary and Cemetery Bd., Feb. 20, 2015), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/oregon-final-order.pdf>; California’s Department of Consumer Affairs Administrative Citations Issued by the Cemetery and Funeral Bureau in 2016, <https://cfb.ca.gov/enforcement/>

[2016_citations.shtml](#); Consent Judgment, *North Carolina Board of Funeral Service v. Heritage Cremation Provider, LLC, Legacy Funeral Services, LLC and Anthony Damiano and Joseph Damiano*, No. 16CVS006190 (N.C. Super. Ct., Sept. 16, 2016), https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/20160916-set-consent-judgment_fully-executed-and-signed-by-judge-stephens.pdf; Consent Judgment Finding Contempt, *North Carolina Board of Funeral Service v. Heritage Cremation Provider, LLC, Legacy Funeral Services, LLC, Anthony Damiano and Joseph Damiano*, No. 16-CVS-006190 (N.C. Super. Ct., Dec. 15, 2016), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/20161215-order-fully-executed-consent-judgment-finding-contempt.pdf>; Heritage Cremation Providers Order of Summary Suspension in Colorado (June 6, 2017), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/coloradoorderofsummarysuspension.pdf>; Colorado Licensee Information for Heritage Cremation Provider, <https://apps2.colorado.gov/dora/licensing/Lookup/PrintLicenseDetails.aspx?cred=965390&contact=1024735>; Assurance of Voluntary Compliance, *Georgia v. Heritage Cremation Provider, LLC, Legacy Funeral Services, LLC, and the Damianos*, No. 2017CV287346 (Ga. Super. Ct., Mar. 14, 2017), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/georgia-order.pdf>; Judgment, *Georgia v. Heritage Cremation Provider, LLC*, No. 2017CV292959 (Ga. Super. Ct., Aug. 3, 2017); Default Final Judgment, *Florida Dept. of Fin. Servs. v. Heritage Cremation Provider, LLC*, No. CACE-17-003448 (Fla. Cir. Ct., Nov. 7, 2019), https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/defaultfinaljudgment.pdf?sfvrsn=dc622cb2_2; Pennsylvania Department of State Disciplinary Actions in August 2020, <https://www.pa.gov/content/dam/copapwp-pagov/en/dos/alerts-and-notices/bpoa-disciplinary-actions/2020/August2020.pdf>; Decision on the State’s Recommended Penalty, *In Re Heritage Cremation Provider, LLC*, No. 2019-107 (Vt. Sec. of State, Feb. 4, 2020), https://outside.vermont.gov/dept/sos/office_professional_regulation/conduct_decisions/funeral_service/damiano-joseph-docket-2019-111.pdf; Order Imposing Civil Penalty, *In the Matter of Legacy Funeral Services*, No. 19-0143 (Iowa Bd. of Mortuary Science, Feb. 16, 2021), <https://www.myfloridacfo.com/docs-sf/funeral-cemetery-and-consumer-services-libraries/fc-documents/consumer-alerts/iowa-order-legacy.pdf>; Default Judgment, *State Board of Embalmers and Funeral Directors v. Legacy Funeral Services*, No. 20AC-CC00211 (Mo. Cir. Ct., Jan. 12, 2021), <https://pr.mo.gov/boards/embalmers/Discipline/Legacy%20Funeral%20Service%20Unlicensed%20Judgment%202021-1-15.pdf>; Notice and Order to Cease and Desist, *Dept. of Licensing and Regulatory Affairs v. Legacy Cremation Services, LLC*, No. ENF-25-020088 (Mich. Dept. of Licensing and Regul. Affs., May 6, 2025), https://www.michigan.gov/lara/-/media/Project/Websites/lara/cscl/NonImages_new/SecuritiesOrders/2026/Legacy-Cremation-Services-LLC-ENF-25-020088-Cease-and-Desist-Order-1_20_26.pdf; Press Release, Mich. Licensing and Regul. Affs., Unlicensed Colorado-Based Company Legacy Cremation Services LLC Ordered to Cease Operations in Mi (Jan. 22, 2026), <https://www.michigan.gov/lara/news-releases/2026/01/22/unlicensed-colorado-based-company-legacy-cremation-services-llc-ordered-to-cess-operations-in-mi>. See also Tony Fay, *CO Cremation Service’s Registration Suspended, Following MA Complaints*, WWLP (June 12 2017), <https://www.wwlp.com/news/co-cremation-services-registration-suspended-following-ma-complaints/>; Ashley Bishop, *Controversial Cremation Company Ordered to Cease and Desist in Home State*, Valley News Live (Aug. 10, 2017), <https://www.valleynewslive.com/content/news/Controversial-cremation-company-ordered-to-cess-and-desist-in-home-state-439666393.html>; Consumer Alert: TDCI Warns of Unlicensed Funeral Establishment Activity (Mar. 10, 2017), <https://www.tn.gov/commerce/news/2017/3/10/consumer-alert-tdci-warns-of-unlicensed-funeral-establishment-activity.html>; Scam Reminder – *Heritage Cremation Provider, LLC & Legacy*

Funeral Services, LLC, Arizona Funeral, Cemetery and Cremation Association (July 20, 2018), <https://azfcca.org/scam-reminder-heritage-cremation-provider-llc-legacy-funeral-services-llc/>; Kara Kenney, *Indiana Attorney General Files Cease and Desist Case Against Cremation Provider*, WRTV (Nov. 29, 2018), <https://www.wrtv.com/news/call-6-investigators/indiana-attorney-general-files-cease-and-desist-case-against-cremation-provider>; Kelsy Mittauer and Andrea Lucia, *North Texas Woman Says Cremation Company Held Her Mother's Body Hostage*, CBS Texas (Nov. 6, 2023), <https://www.cbsnews.com/texas/news/north-texas-woman-says-cremation-company-held-her-mothers-body-hostage/>.

Each of these states is receiving a copy of this letter.

⁸ TINA.org Comment to FTC, Funeral Rule ANPR, Project No. P034410, Jan. 17, 2023, at 2, https://truthinadvertising.org/wp-content/uploads/2023/01/1_17_23-TINA-Funeral-Rule-Comment.pdf.

⁹ *United States v. Funeral & Cremation Group of N. Am., LLC, et al.*, Case No. 22-cv-60779, Complaint for Permanent Injunction, Civil Penalties, Monetary Relief and Other Relief, Apr. 22, 2022, https://www.ftc.gov/system/files/ftc_gov/pdf/Legacy%20Complaint%20%28Docket%29.pdf (hereinafter “Complaint”).

¹⁰ Order, Sections I.A and I.B.

¹¹ Order, Section II.A.1.

¹² Order, Section II.E.

¹³ Order, Section II.A.2.

¹⁴ *See, e.g.*, Legacy Cremation Services, Sitemap, Cremation Services, Puerto Rico, <https://www.legacycremationservices.com/sitemap-states/cremation-services/puerto-rico>; Legacy Cremation Services, Sitemap, Cremation Services, Virgin Islands, <https://www.legacycremationservices.com/sitemap-states/cremation-services/virgin-islands>; Legacy Cremation Services, Sitemap, Cremation Services, American Samoa, <https://www.legacycremationservices.com/sitemap-states/cremation-services/american-samoa>; Legacy Cremation Services, Sitemap, Cremation Services, Guam, <https://www.legacycremationservices.com/sitemap-states/cremation-services/guam>.

¹⁵ Legacy has two separate webpages for each U.S. city/town on its website: a funeral services webpage and a cremation services webpage, meaning there are more than 60,000 Legacy webpages that violate the Order. *See* Legacy Cremation Services Sitemap, <https://www.legacycremationservices.com/bulk-sitemap>.

¹⁶ The consumer tip that TINA.org received on Feb. 5, 2026 stated the following:

I did a Google search for cremation services in Hull, MA I found an add claiming low cost services for Hull, MA starting at \$995.00 I contacted the company and they quoted me a price of \$1395.00 I asked if they would honor their advertised price. They said that they wouldn't and used the excuse that their was an asterick by the advertised price so we went on line and it actually stated \$895.00 to \$1395.00 I was able to prove that they had advertised the lower price but the spokes person on the phone said that they were working on their website. I asked again if they would honor their advertised price and the

response was that their cost cost to have a body cremated cost more than that. I said that if that was the case why don't they change their add and his response was "why would we do that. This company doesn't have an address and they are practicing false advertisement.

The screenshot provided was obtained on March 26, 2026 when TINA.org recreated this consumer's query by searching on Google for "cremation services hull ma." On May 10, 2026, TINA.org confirmed that the same query created the same search result.

This marketing tactic is in line with the FTC's 2022 allegations:

Defendants have optimized the Legacy Website and Heritage Website such that, in numerous cases, when consumers query an online search engine for local or affordable cremation services, Defendants' websites appear at or near the top of search results for such providers. By doing so, Defendants represent that they provide local crematory services, even though Defendants do not own or operate any crematories, and in many cases ultimately do not arrange for services in the searched location.

Complaint, ¶ 27.

¹⁷ Legacy Cremation Services, Hull, MA, <https://www.legacycremationservices.com/cremation-services-costs/massachusetts/hull>.

¹⁸ Legacy Cremation Services, Cremation Services, New York, <https://www.legacycremationservices.com/cremation-services-costs/new-york/>;
Legacy Cremation Services, Funeral Home Services, Kansas, <https://www.legacycremationservices.com/funeral-homes-services/kansas>.

¹⁹ Legacy Cremation Services, Cremation Services, Puerto Rico, <https://www.legacycremationservices.com/cremation-services-costs/puerto-rico/>;
Legacy Cremation Services, Funeral Home Services, American Samoa, <https://www.legacycremationservices.com/funeral-homes-services/american-samoa/>.

Of note, changing the location identified in the URL will also bring up webpages for areas outside the U.S. *See e.g.*, Funeral Home Services, Dominican Republic, <https://www.legacycremationservices.com/funeral-homes-services/dominican-republic/>.

²⁰ Legacy Cremation Services, Cremation Services, Abbeville, Alabama, <https://www.legacycremationservices.com/cremation-services-costs/alabama/abbeville/>;
Legacy Funeral Home Services, Funeral Home Services, Williston, Florida, <https://www.legacycremationservices.com/funeral-homes-services/florida/williston>.

²¹ Legacy Cremation Services, Cremation Services, Hull, MA, <https://www.legacycremationservices.com/cremation-services-costs/massachusetts/hull/>;
Legacy Cremation Services, Funeral Home Services, Abbeville, AL, <https://www.legacycremationservices.com/funeral-homes-services/alabama/abbeville>.

²² Legacy Cremation Services, Cremation Services, Hull, MA, <https://www.legacycremationservices.com/cremation-services-costs/massachusetts/hull>.

²³ Legacy Cremation Services, Funeral Home Services, Abbeville, AL,

<https://www.legacycreationservices.com/funeral-homes-services/alabama/abbeyville>.

²⁴ Legacy Cremation Services homepage, <https://www.legacycreationservices.com/>.

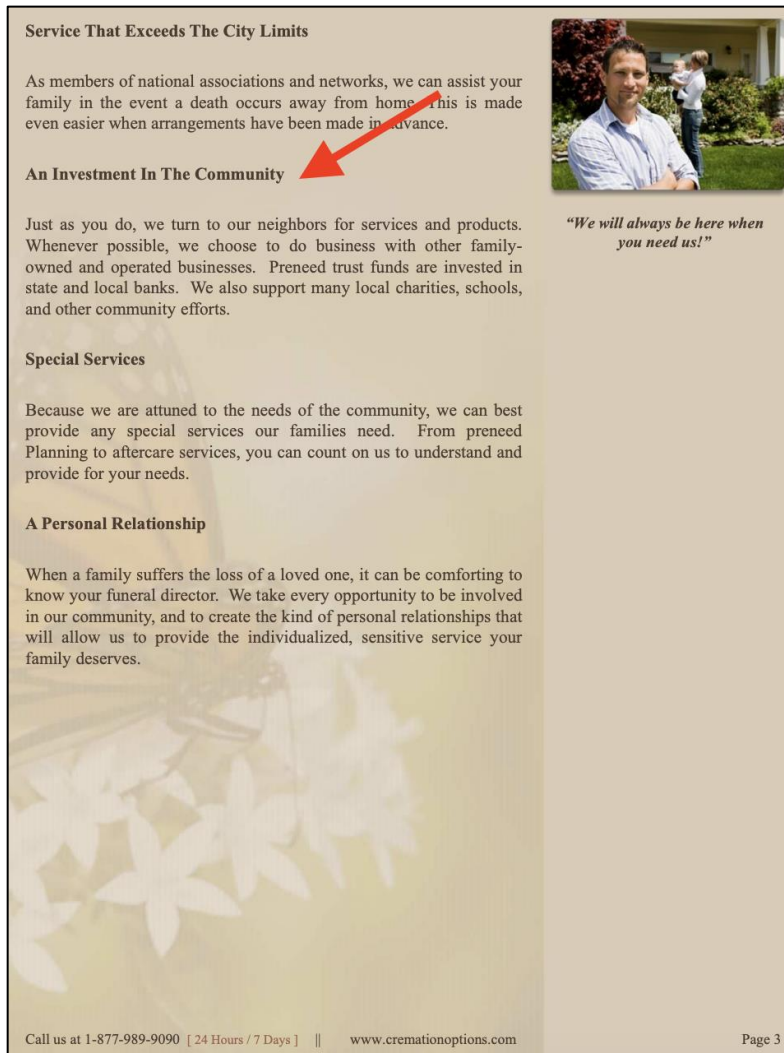
²⁵ Legacy Cremation Services, Cremation Brochures, <https://www.legacycreationservices.com/cremation-brochures/>.

²⁶ Legacy Cremation Services, Services, <https://www.legacycreationservices.com/services/>.

²⁷ Why Choose A Family Owned Firm? Brochure, https://www.legacycreationservices.com/app/uploads/2016/06/Why_Choose_A_Family_Owned_Firm.pdf.

²⁸ *Id.* Though the brochure does not mention Legacy by name and appears to have been published by a different entity, it is linked on the Legacy website.

²⁹ This information is on the third page of the three-page brochure.



Service That Exceeds The City Limits

As members of national associations and networks, we can assist your family in the event a death occurs away from home. This is made even easier when arrangements have been made in advance.

An Investment In The Community


Just as you do, we turn to our neighbors for services and products. Whenever possible, we choose to do business with other family-owned and operated businesses. Preneed trust funds are invested in state and local banks. We also support many local charities, schools, and other community efforts.

Special Services

Because we are attuned to the needs of the community, we can best provide any special services our families need. From preneed Planning to aftercare services, you can count on us to understand and provide for your needs.

A Personal Relationship


When a family suffers the loss of a loved one, it can be comforting to know your funeral director. We take every opportunity to be involved in our community, and to create the kind of personal relationships that will allow us to provide the individualized, sensitive service your family deserves.



"We will always be here when you need us!"

Call us at 1-877-989-9090 [24 Hours / 7 Days] || www.cremationoptions.com Page 3

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- ³⁰ Legacy Cremation Services homepage, <https://www.legacycremationservices.com/>.
- ³¹ Legacy Cremation Services, Cremation Services, <https://www.legacycremationservices.com/cremation-services/>.
- ³² General Price List, <https://www.legacycremationservices.com/app/uploads/2024/04/Legacy-General-Price-List.pdf>.
- ³³ Order, Sections I.D and I.E.
- ³⁴ Order, Section II.A.3.
- ³⁵ Order, Section II.D.
- ³⁶ *See, e.g.*, Legacy Cremation Services, Services, <https://www.legacycremationservices.com/services/>; Legacy Cremation Services, Cremation Services, Connecticut, <https://www.legacycremationservices.com/cremation-services-costs/connecticut/>; Legacy Cremation Services, Cremation Services, Missouri, <https://www.legacycremationservices.com/cremation-services-costs/missouri/>; Legacy Cremation Services, Cremation Services, Maine, <https://www.legacycremationservices.com/cremation-services-costs/maine/>.
- ³⁷ Legacy Cremation Services homepage, <https://www.legacycremationservices.com/>.
- ³⁸ *Id.*
- ³⁹ Legacy Cremation Services, Services, <https://www.legacycremationservices.com/services/>.
- ⁴⁰ Legacy Cremation Services, Cremation Services, Connecticut, <https://www.legacycremationservices.com/cremation-services-costs/connecticut/>.
- ⁴¹ Legacy Cremation Services homepage, <https://www.legacycremationservices.com/>.
- ⁴² *Id.*
- ⁴³ *Id.*
- ⁴⁴ General Price List, <https://www.legacycremationservices.com/app/uploads/2024/04/Legacy-General-Price-List.pdf>.
- ⁴⁵ *Id.*
- ⁴⁶ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village>.


 **Bonnie L.**
San Francisco, CA
@ 0 📍 1 🗨️ 0

⭐⭐⭐⭐ Feb 1, 2026

misleading to say the least, they are not local, they use a "local to deceased" funeral home. Cost is much higher than what they put online. When I asked about cost prior to death they told me don't worry about it, just have the hospice nurse call and we will take care of everything. Then they send you an invoice, in my case the day my husband died, and demand payment and for you to sign documents saying you won't sue them immediately or your loved one will not be cremated. Horrible people. The people at the funeral home were actually wonderful. I did let them know how deceptive the Legacy people were


Note: All typographical errors in the consumer complaints recited in this letter were in the original text.

⁴⁷ Consumer complaint to the Better Business Bureau, <https://www.bbb.org/us/co/colorado-springs/profile/cremation/heritage-cremation-provider-llc-0785-87352250/customer-reviews>.

 **Susan N**
Date: 11/19/2025
⭐☆☆☆☆

Legacy Cremation Services lost my fathers body and failed to provide cremation services for more than a month after his death. They also tried to charge me \$2,000 for a service they never performed, causing enormous stress during an already painful father passed in August 2025, and we chose Legacy because they advertised an \$1,100 package that included cremation, notifying Social Security and the VA, death certificates, all taxes and fees, and return of remains within one week. After signing up, the price kept increasing until it reached \$2,000. While grieving, I agreed to move forward just to get the process done. But after a week with no updates, I kept calling and was repeatedly told someone would call me back. No one ever did. This went on for weeks. After three weeks, a receptionist finally admitted they weren't sure where my fathers body was. He had not been cremated, and they didn't even know where he was being held. We were horrified. We later learned Legacy is not a crematory at all they are a broker that outsources to other crematories nationwide. This was never disclosed to us. My son eventually had to track down my fathers remains himself using the crematory listed on the death certificate. Legacy provided no help. We ultimately found my fathers body almost a month after his passing stored in a freezer, never cremated, because Legacy had failed to pay the crematory. Legacy still claimed they did not know where he was. Thankfully, the local crematory was compassionate. They confirmed other families had similar issues with Legacy and even reduced our cost and provided extra services after hearing what we had gone through. We filed and won the credit card dispute for the \$2,000 Legacy charged. Legacy Cremation Services is unprofessional, dishonest, and lacking compassion. They take advantage of grieving families and should not be in business. Do NOT use them if you want your loved one treated with dignity and respect

⁴⁸ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village#reviews>.

 **Stephen R.**
Fresno-High, CA
@ 1 📍 13 🗨️ 39

⭐⭐⭐⭐ Sep 25, 2025

Legacy Cremation mishandled our father-in-law's arrangements. His body was left unattended due to delays, and then we were charged \$300 for a "late pickup." The receptionist said only AJ, the director, could help, but he was never available. They also misrepresent their location--listed as Colorado, but AJ himself told us he was actually in Bakersfield. Consumer Reports has flagged this company for misrepresentation, and there is a lawsuit over holding remains and misleading pricing. Please do not trust this company with your loved one.

⁴⁹ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village>.

Bill B.
Myrtle Beach, SC
@ 0 📷 1 🗨️ 0

Feb 4, 2025

Don't do it!!! Google search them and read the Federal Trade Commission's actions against them. Legacy advertised online, leading me to believe they were local. They are not. My experience was a nightmare including being shouted at by "AJ" for canceling service because it was far more than he quoted and having to chase down my sister's body which ended up in a tiny rural town 45 miles away because they picked her up before we had finalized anything. As noted by another review by Susan G. - Run away.

⁵⁰ Consumer complaint to the BBB, <https://www.bbb.org/us/co/colorado-springs/profile/cremation/heritage-cremation-provider-llc-0785-87352250/complaints>.

Initial Complaint Type: ✖ Service or Repair Issues
Date: 01/22/2025 Status: 🚫 Unpursuable

My brother passed away on Dec 30, 2024 and we paid more than the quoted amount but being we were grieving the loss of my brother trying to find a mortuary in [redacted], CA we came a crossed Legacy thinking it was a local mortuary in [redacted] to find out that it was a third party. I have no idea where my brothers body is and if the cremation has even happened. I need answers and I keep getting told we would receive a call.

⁵¹ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village>.

Susan G.
IN, IN
@ 0 📷 3 🗨️ 10

Jan 8, 2025

Whatever you do not walk but run away from this company's services. They misled you to think you are using a local service and the quote we were given more than doubled when they sent an invoice. Google them. They have many bad reviews and a recent lawsuit. Someone said they were vultures. That's too nice. Vile business practices.


⁵² Consumer complaint to the BBB, <https://www.bbb.org/us/co/colorado-springs/profile/cremation/heritage-cremation-provider-llc-0785-87352250/customer-reviews>.

Kristal T
Date: 11/19/2024

★☆☆☆☆

We lost our 31 year old daughter unexpectedly. She lived in [redacted], we are in [redacted]. I called several places and this one was affordable. The quote was for \$1480 all in, including shipping her remains to me in [redacted] and for 4 death certificates. When the invoice was emailed the price suddenly jumped to \$2021. Calls and conversations were met with unsatisfactory responses, none of which came from the director himself (the one who gave me the quote), they came from the person who answered the phone. Predatory practices such as this when a family is already emotionally devastated, we were packing up our daughters life and relocating our 14 year old grandson are absolutely ridiculous. After reading the other complaints, which I should have researched before, this company and its owner should be shut down and not allowed to operate again!

⁵³ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village>.

 **Barbara F.**
Durham, NC
@ 0 📄 1 🗨️ 0

⭐️⭐️⭐️⭐️ Sep 3, 2024

Absolute vultures. Tried to charge me more than double for a simple cremation. They quoted the same lower price on the phone TWICE. When I received the invoice it was, like I said, more than twice and full of extra, previously unmentioned charges. This should be illegal and I don't know how they sleep at night.


⁵⁴ Consumer complaint to the BBB, <https://www.bbb.org/us/co/colorado-springs/profile/cremation/heritage-cremation-provider-llc-0785-87352250/customer-reviews>.

 **Lisa G**
Date: 04/19/2024

⭐️☆☆☆☆

We had horrible customer service. Our loved one passed on Easter. We contacted this legacy company to do the cremation and was first quoted a lower price. And then it jumped up 600 dollars. Well we were already devastated and to get this after it was already set up was ridiculous. Also the communication between them and our family was terrible. We didn't have no clue where his body was and where they were sending him to be cremated. As of today, 3 weeks later, we still don't have his remains. I've never been so upset. I wouldn't give any stars

⁵⁵ Consumer complaint on Yelp, <https://www.yelp.com/biz/legacy-cremation-services-greenwood-village>.


 **Sherry W.**
Denver, CO
@ 0 📄 6 🗨️ 0

⭐️☆☆☆☆ Apr 1, 2024

Do NOT use Legacy Cremation! When you lose a loved one the last thing you need is to be taken advantage of. Legacy Cremation will do that to you! They quote one price and bill you for almost twice as much! Charging you for an expensive urn you didn't request, billing you for death certificates when you already purchased them through the county, billing you because your loved one died in Multnomah County!! They appear to be local, but everything shows Colorado. Every time you call, you get a different representative who has no idea what is going on! I was so mad I wasted a week dealing with this company, but so thankful they never got around to picking up my loved one at the hospital. I was able to walk away from Legacy who has zero compassion, fake prices, and awful service!

See also Complaints pile up in Northeast Ohio against Legacy Cremation Services, a funeral provider with a troubled past, Cleveland 19 News, Feb. 9, 2024, <https://www.cleveland19.com/2024/02/10/complaints-pile-up-northeast-ohio-against-legacy-cremation-services-funeral-provider-with-troubled-past/>.

⁵⁶ Consumer complaint to the BBB, <https://www.bbb.org/us/co/colorado-springs/profile/cremation/heritage-cremation-provider-llc-0785-87352250/customer-reviews>.

 **Donnie P**
Date: 09/01/2023

⭐️☆☆☆☆

This company is preying on people that are going through a very emotional time. They lure you in with a website that says cremation starts at \$695. They sub their work out to other companies and send you paperwork (DO NOT SIGN) to sign for 3 times the "starts at" number. When you discover this, your loved ones body has been removed and you feel like you now have to pay whatever. DO NOT WORK WITH THESE FOLKS!!!

⁵⁷ *See, e.g.*, 15 U.S.C. § 45; FTC Funeral Rule, 16 C.F.R. § 453 (Funeral Industry Practices).