



## Abbey Funeral & Cremation Service

511 Brook Street, Rocky Hill, CT. 06067

1 (800) 890-9000 Fax: (860) 529-5299

EMAIL: [info@abbeycremation.com](mailto:info@abbeycremation.com) WEB: [www.abbeycremation.com](http://www.abbeycremation.com)

### Frequently Asked questions:

#### **How do you obtain Certified copies of the Death Certificate?**

Death Certificates are filed in the town clerk's office (**any town clerk in CT**). Certified copies are obtained directly from the town clerk's office, they are \$20 a copy.

#### **How do I place an obituary?**

You may email the obituary to [info@abbeycremation.com](mailto:info@abbeycremation.com) for a complimentary post onto our website. If you wish to place the obituary in the newspaper, contact the newspaper of your choice directly, fees may apply.

#### **Do you notify social security?**

Abbey Cremation personnel sends out what is called a Statement of Death by the Funeral Director to the Social Security Administration. We do recommend you notify your local office for possible benefits.

#### **When will everything be completed?**

All cremations are completed in a timely manner once all paperwork is complete, typically within 7-10 days, depending on various factors that may affect the timeline.

Please note that there is no specific time frame for completion, and unfortunately, **you will not receive updates during this process**. However, you will receive a courtesy call from our aftercare specialist once the cremation has been completed. The cremains may be retrieved from our office by appointment only. Should you have any questions or need further assistance, please do not hesitate to reach out to our aftercare specialist at [status@abbeycremation.com](mailto:status@abbeycremation.com). All inquiries must be submitted in writing.

**Please Note:** We recommend waiting on scheduling services with churches or cemeteries until the courtesy call is made.

**For all Department of Social Services billing, you will be contacted promptly once the State makes their determination. If, at any point you wish to denounce the claim and privately pay, you may schedule an appointment with our office to do so.**

**Please sign that you have read and understand all the above:**

X: \_\_\_\_\_

(Date) \_\_\_\_\_