

SPECIAL E-LEARNING OPPORTUNITY



PRENEED COMPLIANCY

Are you compliant with
Ontario's preneed
regulations?

OACFP Online Webinar Series: September 26, 2019 at 11:00 AM

Preneed Compliance in Ontario: What You Should Know

Presented by: Michelle Crognale, BAO Manager of Operations

The OACFP is pleased to announce this special eLearning webinar, in conjunction with the OACFP Funeral Home Administration Committee. Please join us for a thorough review of preneed regulatory requirements in Ontario:

- Who can sell preneed
- Contract requirement
- Differences between trust and insurance products
- Annual reporting
- Disclosures prior to signing contracts
- Trusting requirements
- Reconciliation
- Prepaid ledgers

In addition, the most common compliance issues and complaints related to preneed arrangements will also be highlighted.



Michelle Crognale has been a licensed funeral director for over 20 years. She obtained her business degree from the University of Windsor. For six years, Michelle worked with Service Corporation International as a bilingual member of its acquisition support team, helping many funeral home operators transition from independent to corporate ownership. Michelle worked as an Inspector with the Board of Funeral Services for 17 years and transitioned to the Bereavement Authority of Ontario when it was established in 2016. As an inspector, Michelle interacted with licensees to improve their internal controls, leading to greater compliance. In June 2019, she accepted the position of BAO Manager of Operations, managing the internal staff teams for Complaints, Licensing and Trust.

This free webinar will be available to all members of the bereavement sector. Licensees who sell preneed, employees who administer preneed and managers are especially encouraged to participate in the webinar.

This webinar will count for 1 hour of continuing education for Ontario licensees. Please note: Anyone seeking to use the webinar as continuing education credit should register individually so that we are able to track and record their participation.

This special webinar is brought to you as part of the OACFP Funeral Home Administration Program and generously sponsored by Service Corporation International.



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at OACFP.com

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