

CASE STUDY

FINDING PRACTICAL AND COMPASSIONATE SOLUTIONS ACROSS BORDERS

THE SITUATION

Everest received a call from a close friend of the deceased, who had been given Everest's details by the gentleman's employer. The gentleman, originally from Poland, had passed away in the UK, while his family remained in Poland and wished for him to return home for his funeral. With limited financial resources and a language barrier to navigate, the friend in the UK supported communication by acting as a translator between the family and Everest. The family initially hoped to arrange repatriation, but the associated costs proved challenging.

HOW EVEREST HELPED

From the outset, Everest provided thoughtful, cost-conscious guidance to support the family's wishes:

- **Compassionate, Practical Advice:** An Everest Funeral Advisor carefully explained the available options and suggested an alternative approach, cremation in the UK followed by returning the ashes to Poland for a memorial service, significantly reducing costs.
- **Tailored Funeral Options:** Everest researched and presented several trusted local funeral homes, offering flexible choices to suit the family's budget and preferences.
- **Cost-Effective Arrangements:** One recommended option included a memorial

service at the funeral home's on-site chapel for friends and colleagues, followed by a direct cremation helping the family honour their loved one while keeping costs manageable.

- **International Guidance & Documentation:** Everest liaised with the Polish Embassy to confirm the requirements for transporting ashes to Poland, ensuring all documentation was correctly prepared.

THE OUTCOME

With Everest's support, the family was able to make informed, confident decisions that balanced their emotional wishes with financial realities. The chosen arrangements allowed for a meaningful service in the UK, followed by the safe return of ashes to Poland for a memorial with family.

Throughout the process, Everest provided reassurance, clarity, and hands-on coordination helping the family navigate a complex and emotional situation with greater ease.

"We didn't know what to do or how we could afford everything, but Everest helped us find a way. Their support meant everything during such a difficult time."

EVEREST FUNERAL CONCIERGE, ALWAYS BY YOUR SIDE.

Contact your Everest Advisor 24/7/365 for advice, support & information.
0800 058 4227 • [everestfuneral.uk](https://www.everestfuneral.uk)



CASE STUDY

SUPPORTING FAMILIES FROM AFAR WITH CARE AND REASSURANCE

THE SITUATION

When a gentleman passed away suddenly while at work in the UK, his family, residing in Europe were left facing the emotional and logistical challenge of arranging a funeral from abroad.

The employer provided the family with Everest's details, enabling them to access immediate support during an incredibly distressing time. His wife, unable to travel frequently between countries, needed a trusted partner to manage arrangements on her behalf.

HOW EVEREST HELPED

From the very first contact, Everest offered compassionate, practical guidance tailored to the family's needs:

- **Dedicated Personal Support:** An expert Everest Funeral Advisor contacted the wife directly, offering reassurance and explaining that Everest could manage as much or as little of the process as she wished.
- **Respecting Family Preferences:** The Advisor confirmed the family's wishes and liaised with their chosen funeral home, one that had previously supported the family ensuring continuity and comfort.
- **Practical Solutions to Ease Travel:** Everest contacted the local registry office to arrange

for a trusted friend to register the death on the wife's behalf, removing the need for repeated travel to the UK.

- **Comprehensive Funeral Arrangements:** Everest coordinated key elements including florist services, stationery, venue booking, and catering for the gathering after the service, ensuring every detail was handled seamlessly.

THE OUTCOME

With Everest managing the arrangements, the wife only needed to travel to the UK a few days before the funeral. During this time, she was able to complete the necessary formalities, make final decisions, and attend the service to say goodbye.

By reducing the need for multiple trips and overseeing the logistics, Everest saved the family significant time and expense, allowing her to focus on grieving and supporting her young family during a deeply difficult period.

“Being in another country made everything feel overwhelming, but Everest took that burden away. Knowing everything was taken care of meant I could focus on my family and saying goodbye.”

EVEREST FUNERAL CONCIERGE, ALWAYS BY YOUR SIDE.

Contact your Everest Advisor 24/7/365 for advice, support & information.
0800 058 4227 • [everestfuneral.uk](https://www.everestfuneral.uk)



CASE STUDY

SUPPORTING AN EMPLOYER WITH INTERNATIONAL REPATRIATION

THE SITUATION

Following the sad loss of an employee, an HR Advisor contacted Everest for support. The employee was originally from the Philippines, and their family wished for them to be repatriated home.

As there were no family members based in the UK, responsibility for managing the arrangements fell to the HR Advisor, who was faced with coordinating a complex and unfamiliar process on behalf of the family during a highly emotional time.

HOW EVEREST HELPED

Everest provided practical and compassionate support to ensure arrangements were handled smoothly and with care:

- **Expert Guidance and Coordination:** An Everest Funeral Advisor worked closely with the HR Advisor, explaining the repatriation process and outlining the steps required to ensure everything was managed appropriately.
- **Independent Quote Comparison:** Everest sourced multiple repatriation quotes on behalf of the employer, enabling the company to make a clear and informed decision during a difficult time.
- **Arranging a UK Service:** Everest supported the organisation with organising a service in the UK, allowing friends and colleagues the

opportunity to pay their respects and say goodbye before the repatriation took place.

- **Managing International Communication:** With the family based in the Philippines, Everest helped navigate time differences and delays in communication, ensuring the process continued to move forward while respecting the family's wishes.

THE OUTCOME

Despite the complexities of international coordination and time sensitivities, all arrangements were managed smoothly and efficiently. Everest's support enabled the HR Advisor to fulfil their responsibilities with confidence, knowing the family's wishes were being respected.

The HR Advisor expressed sincere gratitude for the guidance and reassurance provided, particularly given the complexity of the situation and the absence of family in the UK.

“Having Everest's support made an incredibly difficult situation much more manageable. Their guidance and attention to detail gave us confidence that everything was being handled properly on behalf of the family.”

EVEREST FUNERAL CONCIERGE, ALWAYS BY YOUR SIDE.

Contact your Everest Advisor 24/7/365 for advice, support & information.
0800 058 4227 • [everestfuneral.uk](https://www.everestfuneral.uk)

