

FAQ (Frequently Ask Question)**1. Who can be a member of the EasyFuneral?**

Any - Muslim living in Australia can join this HOPE EasyFuneral project.

A person is eligible to join if they:

- Currently resides in Australia.
- Identify as a Muslim.
- Agree to the HOPE Inc. funeral plan's terms and conditions.
- Any aged person of both male and female and 18+

2. Can Hope Inc. help me access information about EasyFuneral planning?

Yes, Hope Inc. can guide members through all stages of funeral planning. We can provide helpful information such as the contact details of professionals who can assist with ghusl and burial, a Janazah at the local mosques, and more.

3. Is this project legally allowed to run by HOPE Inc.?

Yes, HOPE Inc. is an NSW government's registered, not-for-profit, charitable, and community incorporate organization is legally can organize this type of project.

4. What is the perspective of the Islamic Scholars?

Few Islamic Scholars (Mufti) have appreciated this HOPE EasyFuneral project. Mufti reference can be found in our website.

5. What is the application fee and other fees?

Hope Inc. is seeking a non-refundable \$100 registration fee that will be used for emergency purposes of the HOPE EasyFuneral project. \$5 monthly membership fee, which is an administration cost. When a member of this HOPE Easy funeral project passes away, all members need to pay \$30.00. If 2 persons die at the same time then each member needs to pay \$60, if 5 persons die then needs to pay \$150 accordingly. But maybe there will be more fees incur if we provide you more services in future.

6. Why do I have to pay a monthly fee for the EasyFuneral?

The \$5 monthly membership fee will be used for HOPE Easy funeral project's administrative cost, office management, accounts keeping purposes and rest of the money will go towards the HOPE EasyFuneral fund.

7. What will happen if I fail to pay the monthly fee?

If you are unable to pay the monthly fee, a reminder will be sent to your preferred contact. If HOPE EasyFuneral do not receive payment for 3 months in a row, your membership for this plan will be cancelled.

8. What is the maximum funeral expense I can claim through this project?

If a member of this HOPE EasyFuneral project passes away, all members will make a singular contribution of \$30.

As Hope Inc. aims to accumulate a minimum 500 members to be part of this initiative, any individual can claim a maximum of \$15,000 based on their funeral expenses. Please note that claims can only be validated once HOPE EasyFuneral project is presented with receipts of the expenses and cannot provide these funds upfront or prior to arrangements being made.

We suggest, please contact us, so we can help your nominees with, how they can go through the process. Even we can help them to arrange all the processes for you.

9. If I choose to cancel my membership, am I entitled to any refunds?

No, As the HOPE EasyFuneral project initiatives a self-sustaining project, and HOPE is unable to provide any refund if you wish to cancel your membership.

Please keep in mind that if you choose to return as a member of this project, you will need to pay the registration fee of \$100 again, and you will be considered as a 'new' member.

10. Is my funeral membership transferable to other people?

The current system established for the funeral plan does not enable members of this HOPE EasyFuneral project to transfer their membership or benefits to others. Hope Inc. is a not-for-profit organization and is doing its best to keep costs at a minimum for its members.

11. What would happen to any surplus funds raised?

If your nominees do not wish to claim the maximum amount of funds raised (around \$15,000) you can nominate these funds, to be used to assist another person (who is not our project member) with their funeral expenses. HOPE Inc. will elect a vulnerable person in need who has recently passed away and donate the excess amount to relieve their funeral costs.

HOPE Easy funeral project will still spend that surplus money on developing the **EasyFuneral** project in future.

12. What is the difference between HOPE member and the Easy Funeral Project member?

HOPE members are hosting and organizing the EasyFuneral project like some other HOPE's projects and the EasyFuneral members are only member for this project. But HOPE members need to join the EasyFuneral project like any other members to receive the funeral support from the Easy Funeral Project.

13. Who will bear the guarantee of Funeral Cost

HOPE Inc. (HOST OF THE PEACE ENVIRONMENT INC.) will bear the guarantee of the funeral cost.

14. What is the deadline for starting the EasyFuneral?

When the paid member's (\$100 each person) reaches 500.

15. What is the HOPE members responsibilities?

As a member of HOPE Inc. individually, to keep the good relationship with our project members is the first priority. To run this project smoothly, all the member of our HOPE Inc. are committed to do that.

16. Is there any discount available for the Family package?

Unfortunately, not at this stage. Maybe in the future.

17. What will happen if someone dies overseas?

As per the beneficiary's wish. HOPE Inc. will hand over the money to the nominated person/ immediate family members.

18. What will happen when someone wants to send the dead body to overseas?

HOPE Inc. will pay the collected fund (maximum \$15,000) to the nominated person/ immediate family members of the deceased for processing to send the dead body overseas.

19. What is the legal ground for cancellation policy?

Cancellation is very easy. To cancel your policy just fill the HOPE EasyFuneral cancellation form and send that form by an e-mail to HOPE EasyFuneral management. But there is **no** financial benefit/ refund will be provided for this. HOPE Inc. receives only the registration fee, monthly administration fee, and fee when a HOPE Easy funeral project member dies.

20. Can someone join from a different state?

Yes, any one from any state or territory in Australia can join.

21. How do you maintain a CRM (Customer relationship management) system?

We don't say customer, we say 'member'. The good relationship with our members is our first priority to serve this project. All the members of our HOPE Inc. committed to do that.

22. Can someone join to this project who has short-time visa (visitor or tourist visa) in Australia?

Yes, as long they fulfill their primary joining process within HOPE EasyFuneral project requirements.

23. What is the HOPE EasyFuneral project's bank account details?

Commonwealth Bank, Acct Name: HOST OF THE PEACE ENVIRONMENT Inc., BSB: 062 235
Account Number: 1102 0212