

**F.** Provide a statement, signed by the funeral home owner or general manager, stating that the funeral home gathers customer-satisfaction feedback (e.g., via surveys, comment cards, letters requesting family feedback, NFDA's Family Satisfaction Survey program, or an equivalent customer-satisfaction survey program) regarding the quality of services received. Include the method of gathering customer-satisfaction feedback and how the information is shared with staff in your statement.

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## *Cementerio del Mar*

Humans look to transcend leaving a legacy through time, that is the why we created a different concept, unique in Latin America and the first in Mexico.

Creating a marine cemetery where we'll pay tribute to our loved ones, guarding their ashes combined with special elements and carefully selected for this process, forming a beautiful memorial pearl that will be kept in the reefs and with time they will transform into colorful corals preserving marine lives and creating new ecosystems.

What is our goal? Pay special tribute to that loved one that was an ocean lover. How do we achieve it? Since the moment the service is asked we'll help our client with a delivery guide number to translate safely the ashes of the important family member that passed away.

We currently have three different sizes of reefs for the keeping of the memorial pearl, transforming their legacy in a life tribute that with time will contribute to the growth of sea life.

This process will be thoroughly documented so the families can follow updates.

The family and friends will be able to enjoy a virtual tribute ahead of the submersion of the pearl, with the goal of providing a unique tribute for this special being.

The magic of this service will change the lives of a lot of families because they will be fundamental keys for this beautiful concept where their loved ones will merge with the wonders of the sea, preserving life and every time they see a coral it will mean a tribute of a loved one that physically left but in spirit is more alive than ever.

The sea dresses with colors of hope and love, the dark blue of the ocean is decks the halls in the face of the arrival of this distinguished guests that from the moment of submersion will be the guardians of deep waters.

What better way to pay this kind of tribute in the beautiful waters of the Yucatan Peninsula, the colors, light and life touches will be an amazing touch, where the families can have a place to honor and remember all the moments lived.

