

Legacy Independent Funeral Directors

Victim support

Legacy Independent Funeral Directors Ltd (Legacy) are a firm of independent funeral directors based in and around Hull. Their services include arranging funerals and selling pre-paid funeral plans. In March 2024, local police responded to concerns about the storage and management processes relating to the care of the deceased.

There is an ongoing Humberside Police investigation and anyone believed to be affected can report their issue to Humberside Police:

- call 0800 051 4674 (or 0207 126 7619 if calling from abroad)
- [submit information through Humberside Police's Major Incident Portal](#)

While the Police investigation is ongoing, a Victim Support helpline - 0808 281 1136 - is offering support and personalised assistance to anyone who is affected. The helpline is being run in liaison with Humberside Police, the Office of the Police and Crime Commissioner, Hull City Council and East Riding of Yorkshire Council.

Advice and other ways to get help

Checking if your funeral plan is in place and valid

Check your paperwork from Legacy to see:

- what you've paid for
- who Legacy were taking out your plan with (the plan provider)

Contact the plan provider to check that your plan:

- is set up properly
- provides what you paid Legacy for

If the plan doesn't match what you paid Legacy for, or you've paid for a plan that hasn't been set up, you can:

- report the issue to Humberside Police:
 - call 0800 051 4674 or 0207 126 7619 if calling from abroad
 - [submit information through Humberside Police's Major Incident Portal](#)
- complain to Legacy and report the issue to trading standards - read our

advice on [Complaining about a funeral](#) and [If you were misled about the product or service you bought](#)

- if you paid by card or Legacy arranged a finance agreement to to pay for your plan, complain to your card or finance provider and then the Financial Ombudsman Service - [read our advice on getting your money back if you paid by card](#)
- talk to a solicitor about a breach of contract claim for non-performance - if you had a solicitor to deal with probate they might be able to help, or [you can read our advice on finding free or affordable legal help](#)

If Legacy stop trading, read our advice on [If a company stops trading or goes out of business](#)

Contact the Victim Support helpline on 0808 281 1136

Understanding the impact of FCA regulation of funeral plans from 29 July 2022

Legacy weren't a member of the Funeral Planning Authority and aren't authorised by the FCA to sell funeral plans. So consumers with complaints about funeral plans sold by Legacy:

- [can't take their complaint to the Financial Ombudsman Service](#)
- [won't have access to the Financial Services Compensation Scheme if Legacy stop trading](#)

Consumers who paid Legacy for a funeral plan that has been set up with a provider, can take an unresolved complaint against an FCA authorised plan provider to the Financial Ombudsman Service.

Contact the Victim Support helpline on 0808 281 1136

If you're not receiving an adequate service from Legacy

Consumers have the right to ask for:

- the service to be done again, if possible - this is not practical in the case of a funeral
- a discount

Read our advice on:

- [Complaining about a funeral](#)
- [If you're unhappy about a poor service](#)
- [Arranging a funeral and government information on how to check if you can get a Funeral Expenses Payment](#)

Consumers can talk to a solicitor about a breach of contract claim - if a solicitor

dealt with probate they might be able to help, or [read our advice on finding free or affordable legal help](#)

Contact the Victim Support helpline on 0808 281 1136

Report the issue to Humberside Police:

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- [submit information through Humberside Police's Major Incident Portal](#)

Reporting a misleading advert or promotion for a funeral plan

You can read the [FCA's advice about reporting misleading financial promotions on their website: Misleading financial promotions](#)

Contact the Victim Support helpline on 0808 281 1136

Buying a new funeral plan

You can read the [FCA's advice about buying funeral plans on their website: Funeral plans: check your provider is authorised](#)