

**HAWAII FUNERAL AND CEMETERY ASSOCIATION, INC.
PRESENTED BY ITS BOARD OF DIRECTORS AND OFFICERS**

**Written Testimony in SUPPORT of
HB134 – Relating to Disposition of Remains**

TO: House Committee on Consumer Protection and Commerce
The Honorable Angus L.K. McKelvey, Chair
The Honorable Derek S.K. Kawakami, Vice-Chair
Members of the Committee

HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Jay Morford and I am a Director of the Hawaii Funeral and Cemetery Association, Inc. (“HFCA”). The HFCA is made up of members in the funeral, mortuary, cemetery and crematory industries, and certain vendors of those industries. The HFCA is comprised of 24 members. The HFCA Board is comprised of nine directors. There are four officers. All directors and officers are persons who are principals, officers and/or employees of Hawaii entities in the industries. None of the vendor members are directors or officers.

The HFCA Board and its officers support HB134. HB134 also has wide support from the HFCA members.

Funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as “Establishment” or “Establishments”) are often approached by persons who have a relationship to a decedent and wish to direct or assist with the decedent’s direction for the disposition of the decedent’s remains. In some instances, the decedent has, prior to death, indicated the decedent’s wishes as to disposition through a written instrument, for example, a will or pre-need contract. In a best case scenario, the person informs the Establishment of the decedent’s written wishes or the Establishment has on record the pre-need contract that includes the decedent’s indication for disposition and there is no contrary wish of any other surviving person. In some instances, the decedent has not provided any written direction for disposition and the person provides direction to the Establishment presumably based on the person’s understanding of the decedent’s wishes or, in some cases, the person’s belief as to what the decedent would have wished. In other instances, there may be a dispute as to the decedent’s wishes, even if there is an indication by the decedent in a will or pre-need contract, or a dispute amongst surviving persons as to the most appropriate disposition under the circumstances.

Forty-eight states have some form of legislation that specifies the priority of the persons who may control the disposition of a decedent’s remains or the arrangements for funeral goods and services, which includes the decedent as a person who has priority. The HFCA believes that it is important for Hawaii to have a law that clearly establishes these priorities so that Establishments may rely on the direction of the decedent or the direction of those people with priority in cases where persons in different priority categories have differing wishes as to the disposition. Setting forth the priority will also minimize disputes between persons who are in different priority categories.

Equally important is specifying a reasonable time by which persons who may have a right in the decision must respond after reasonable efforts to notify them have been made. Currently, if there are multiple persons in the same category, such as children of the decedent, Establishments are requiring that all of the children agree in writing to an indicated disposition. Frequently, this process delays, sometimes significantly, the final disposition of the decedent. In some instances, the persons working with the Establishment do not have information on how to notify other persons in the same category. In some instances, notification has been given but no response, not even an objection or a preference, has been received. Such delays cause anger and frustration amongst the surviving persons who are working with the Establishment and those who have agreed to the indicated disposition. Passage of HB134 will permit the prompt disposition as directed by those persons who have a right to direct the disposition where other persons in the same category have not timely responded after reasonable efforts.

The HFCA also believes that Establishments should be permitted to rely on the representations of the person who holds the right of disposition and to carry out the instructions of that person without liability and without having to independently verify the right, priority or the existence of others who may have priority, provided the Establishment has not been given written notice from a person who is in the same priority category that such person objects. The law should permit Establishments to rely and act upon written directions from the decedent, if there are written directions, or any persons who have the right of disposition without liability.

The HFCA does request one revision to HB134. On page 15, line 3, the bill provides that an Establishment “shall rely on and act” (emphasis added) under the circumstances provided therein. An Establishment should instead be permitted to rely on or act under the circumstances provided rather than be required or mandated to rely on and act. The HFCA requests that the word “shall” be revised to state either (1) “shall be entitled to” or (2) “may”.

In instances where there is no person who has the right to control the disposition or no such person can be found, the law should permit Establishments to control the disposition and dispose of the decedent’s remains by any means that are not prohibited by Hawaii law. Currently, Establishments cannot dispose of remains that have been delivered to the Establishment where it is determined post-delivery that there is no person to direct the disposition. E.g., an Establishment may be asked to pick up a decedent’s body and after the body is picked up and is in the possession of the Establishment the person who requested the pick-up notifies the Establishment that he or she will not give any direction or cannot pay for any disposition, or the person or any next of kin cannot subsequently be found. In those cases, the Establishment should be permitted to dispose of the remains provided all stated conditions as provided in the statute have been satisfied.

The law should also permit Establishments to dispose of cremated remains that have not been picked-up by the person with the right of disposition. There are occasions where after a properly authorized cremation, the person or persons with the right of disposition does not/do not return to take custody of the cremated remains. Establishments have been retaining the cremated remains without knowing whether they will ever be picked up. It is unreasonable to require Establishments to indefinitely hold, store and care for cremated remains that have not been picked up. Establishments that are holding cremated remains for 60 days or more, because the person with the right of disposition has not taken custody of the cremated remains, should be permitted to dispose of the cremated remains in any manner that is not inconsistent with Hawaii law. Disposal could include releasing the cremated remains to a person who does not have the right of disposition due to that person’s lower priority.

The inability of Establishments to act where there are multiple surviving family members or there is disagreement amongst persons who wish to direct the disposition of the decedent, even if there is a will or pre-need contract in which the decedent specified a manner of disposition, results from the uncertainty of what an Establishment is authorized to do by law. Passage of HB134 will provide a statutory scheme that may be relied on by Establishments and will indemnify Establishments and their officers, directors, members, partners, funeral directors, managers, and employees who rely in good faith upon the instructions of persons claiming the right of disposition.

Oahu Cemetery Association

2162 Nuuanu Avenue
HONOLULU, HAWAII 96817

Written Testimony in SUPPORT of HB134 – Relating to Disposition of Remains

TO: House Committee on Consumer Protection and Commerce
The Honorable Angus L.K. McKelvey, Chair
The Honorable Derek S.K. Kawakami, Vice-Chair
Members of the Committee

HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Scott Power and I am the President of Oahu Cemetery Association. Oahu Cemetery Association is a member of the Hawaii Funeral and Cemetery Association, LLC (“HFCA”) as well as the Cremation Association of North America. Oahu Cemetery Association supports SB341. We believe that it is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as “Establishment” or “Establishments”) to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition of their family members.

This bill serves to clarify the protocol that family members may follow when deciding who may direct the disposition of the remains of a decedent and integrates that protocol into a process upon which the Establishments who provide services in this regard may rely upon to proceed with the family’s wishes.



HAWAII
MARKET DIRECTOR

MEMORANDUM



Hawaiian Memorial Life Plan

Db. Hawaiian Memorial Park Cemetery/Borthwick (Honolulu/Kauai)

P.O Box 1246, Kaneohe, Hawaii 96744

Main Line (808)233-4400 Fax (808) 522-9310

January 28, 2013

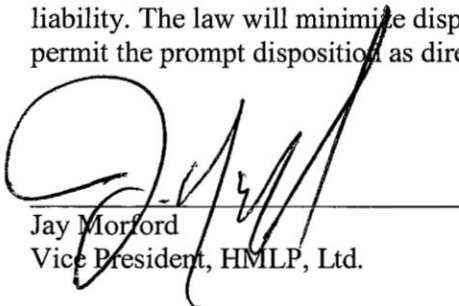
Written Testimony in SUPPORT of HB134 – Relating to Disposition of Remains

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Members of the Committee

HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Jay Morford and I am the Vice President for Hawaiian Memorial Life Plan, Ltd. Hawaiian Memorial Life Plan, Ltd., Borthwick Mortuary, Hawaiian Memorial Park Cemetery and Green Haven Cemetery is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). All the Business entities listed support HB134. We believe that it is important for Hawaii to have a law that clearly establishes the priorities of those persons who my direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.



Jay Morford
Vice President, HMLP, Ltd.

HOSOI GARDEN MORTUARY, INC.

30 North Kukui Street Honolulu, Hawaii 96817 Tel: (808) 538-3877 Fax: (808) 533-4981

January 28, 2013

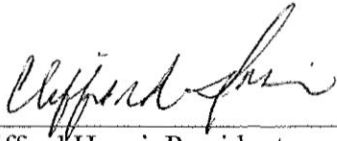
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Members of the Committee

HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Clifford Hosoi and I am the President for Hosoi Garden Mortuary, Inc. Hosoi Garden Mortuary, Inc. is a member of the Hawaii Funeral and Cemetery Association, LLC. (“HFCA”). Hosoi Garden Mortuary, Inc. supports HB134 and believe that it is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as “Establishment” or “Establishments”) to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.



Clifford Hosoi, President
Hosoi Garden Mortuary, Inc.



MILILANI GROUP, INC.

MILILANI GROUP, INC.
38 SOUTH KUKUI STREET
HONOLULU, HAWAII 96813
(808) 524-5211 / (808) 533-7489 FAX

FACSIMILE TRANSMITTAL

DATE: January 28, 2013 FROM: April Hill
TO: House Committee on Commerce & Consumer Protection
The Honorable Angus L.K. McKelvey, Chair
The Honorable Derek S.K. Kawakami,
Vice Chair : TOTAL PAGES: 5
Members of the Committee
FAX #: 586-6161

REGARDING: House Bill 134

We have submitted undercover, Testimony is Support of HB 134

Thank you.

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exec@mdmhi.com
www.mililanigroup.com

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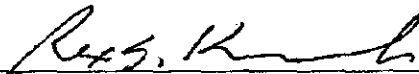
HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Rex S. Kuwasaki and I am the President for Mililani Group, Inc. ("MGI"). MGI is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). We, at Mililani, support HB134. It is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.

FOR THE ABOVE REASONS, Mililani is in strong proponent of House Bill 134.

RESPECTFULLY SUBMITTED,



Rex S. Kuwasaki, President

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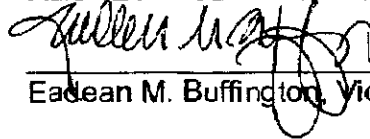
HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice Chair Kawakami and members of the Committee:

My name is Eadean M. Buffington and I am the Vice President for Mililani Group, Inc. ("MGI"). MGI is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). We, at Mililani, support HB134. It is important for Hawaii to have a law that clearly establishes the priorities of those persons who my direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.

FOR THE ABOVE REASONS, Mililani is in strong proponent of House Bill 134.

RESPECTFULLY SUBMITTED,



Eadean M. Buffington, Vice President

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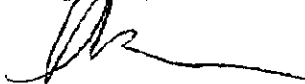
HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Miles S. Okamura and I am the Director of Mortuary Operations for Millilani Group, Inc. ("MGI"). MGI is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). We, at Millilani, support HB134. It is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.

FOR THE ABOVE REASONS, Millilani is in strong proponent of House Bill 134.

RESPECTFULLY SUBMITTED,



Miles S. Okamura, Director
Mortuary Operations

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HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Pete Dilwith and I am the Embalmer and Manager for the Crematory/Preparation Room for Mililani Group, Inc. ("MGI"). MGI is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). We, at Mililani, support HB134. It is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.

FOR THE ABOVE REASONS, Mililani is in strong proponent of House Bill 134.

RESPECTFULLY SUBMITTED,



Pete Dilwith, Embalmer
Manager – Crematory/Preparation Room

199 Wainaku Street
Hilo, Hawaii 96720

Phone: (808) 935-5751
Fax: (808) 935-1074
Cell: (808) 987-3235
Email: mitchell@dodomortuary.com



Fax

To: House Consumer Protection and Commerce	From: Mitchell Dodo
Fax: 1-800-535-3859	Date: January 28, 2013
Phone:	Pages:
Re: House Bill No. 134	CC:

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Attn: Representative Angus McKelvey's Office
CPC Committee

Faxing testimony in support of House Bill No. 134



Dodo Mortuary, Inc.

199 Wainaku Street • Hilo, Hawaii 96720-2398 • Phone: (808) 935-5751 • Fax: (808) 935-1074

January 28, 2013

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HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is Mitchell Dodo and I am the Vice-President for Dodo Mortuary, Inc. & Crematory. Dodo Mortuary, Inc. & Crematory is a member of the Hawaii Funeral and Cemetery Association, Inc. ("HFCA"). Dodo Mortuary, Inc. & Crematory supports HB134. Dodo Mortuary, Inc. & Crematory believes that it is important for Hawaii to have a law that clearly establishes the priorities of those persons who may direct the disposition of a decedent and that permits funeral establishments, cemeteries, mortuaries and crematories (individually and collectively referred to as "Establishment" or "Establishments") to rely in good faith on those directions without liability. The law will minimize disputes between persons who are in different priority classes and will permit the prompt disposition as directed by those persons who have a right to direct the disposition.

Leeward Funeral Home

849 4th Street • Pearl City, Oahu Hawaii, 96782
Tel: (808) 455-1041 Fax: (808) 456-3121

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HB134 – Relating to Disposition of Remains

TO: House of Representatives Committee on Consumer Protection and Commerce
The Honorable Angus L.K. McKelvey, Chair
The Honorable Derek S.K. Kawakami, Vice-Chair
Members of the Committee

HEARING DATE/TIME: Wednesday, January 30, 2013, 2:00 p.m.

Chair McKelvey, Vice-Chair Kawakami and members of the Committee:

My name is David Morikami, Vice-President and Operations Manager of Leeward Funeral Home (est. 1967), in Pearl City, Hawaii. Our funeral home is a member of the Hawaii Funeral and Cemetery Association and the National Funeral Directors Association.

I am testifying in support of HB134 which would establish clear priorities of who may direct the disposition of a decedent. These priorities would serve to address several key issues, 1) the ability to rely upon representations made by family members so that we can carry out our duties in good faith and without liability, 2) the minimizing of the disputes which commonly occur today, which will often delay the disposition of the decedent and 3) being able to allow for an individual to control his/her own funeral and/or disposition. Other notable issues are which are addressed in HB134 are decedent(s) abandoned at the funeral establishment, missing relatives of the decedent and unclaimed cremated remains.

In closing, passage of HB134 would greatly benefit our funeral and cemetery establishments and most of all, allow us to best serve the families that we work with.

Thank you for the opportunity to testify.



David Morikami
V.P./Operations Manager