

Have you been a victim of funeral plan fraud relating to the
Legacy Funeral Home Incident?

Please follow the steps below to apply for a refund due to the fraud

Contact the financial institution where payment was made:
Bank, building society or credit card provider

Explain that you are contacting them because you have been a victim of
fraud and are wanting to apply for a reimbursement.

Tell them that this is related to the Legacy Funeral
Home Incident in Hull and related Funeral Plan Fraud

Explain that the defendant pleaded guilty to funeral plan
fraud at Hull Crown Court on 15th October 2025

Should the bank not recognise the incident,
please contact either Victim Support to obtain written confirmation
of the guilty plea in relation to this fraud

You will need to provide any evidence that you have:

Bank statement
Documentation

ATM receipt
Payment details

Funeral plan receipts
Correspondence

Your complaint will then be logged which is the first stage of the process

The financial institution will then respond to you within 8 weeks

You may receive a response
to say that the payment will
be reimbursed to you
directly.

The bank will tell you
how this will happen.

You may receive a response
to say that the bank are
unwilling to reimburse you
and will give you some
options such as
an appeal process.

If you need further assistance
at this point, please contact
Victim Support who can make
an appointment for you to
speak to one of our staff.