

June 12, 2018



Dear 

Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* [Our File #: SNL-048-2018]

On May 24, 2018, Service NL received your request for access to the following records/information:

“Dear Minister, I am requesting under the Access to Information Act. Details pertaining to prepaid funerals and, specifically, the following items: For the period of January 1, 2016 to April 30, 2018 ??? The total number of funeral homes licensed to sell prepaid funerals in Newfoundland and Labrador; ??? The total number of audited statements (of trust accounts) submitted by licensed sellers; ??? The total number of examinations and investigations conducted of sellers' trust accounts by staff of Service NL; and the funeral homes that were investigated by the staff of Service NL ??? The number of staff employed by Service NL, dedicated to conducting examinations and investigations of the sellers of prepaid funerals ex: positions filled.”

I hereby inform you that a decision has been made by Service NL to provide access to the requested information. The information is listed below:

Licensed Sellers:

- January 2016 to April 2016 – 51
- April 2016 to June 2017 – 46
- June 2017 to April 2018 – 45

Trust Audits Submitted by Licensed Sellers:

- January 2016 to April 2016 – 46
- April 2016 to June 2017 – 46
- June 2017 to April 2018 – 26

Total Number of Examination of Sellers' Trust Accounts:

- January 2016 to April 2018 – 11

Total Number of Investigations of Seller' Trust Accounts

- January 2016 to April 2018 – 2

In regards to the number of staff employed by Service NL who are dedicated to conducting examinations and investigations of the sellers of prepared funerals, please be advised that there are up to five staff members within the Department's Financial Services Regulation Division who would have responsibilities for prepaid funerals, constituting at least a portion of overall job duties. There is one staff person for whom prepaid funerals would be the majority of their time. As such, Service NL estimates approximately 1.25 full time equivalent positions for work related to prepaid funerals.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* (the Act). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact me by telephone at 709-729-7437 or by email at ellenhaskell@gov.nl.ca.

Sincerely,



ELLEN HASKELL
ATIPP Coordinator