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INTERNATIONAL FUNERAL DIRECTORS
Specialists in Repatriation since 1906



on our shoulders...

on our shoulders . . .

It is an old tradition in the United Kingdom to carry the coffin on the shoulders. This represents the profound respect for the deceased on their last journey. It also represents the love, care and dignity dedicated to those who have died. This has been our goal from the very beginning, and we have chosen the theme "On our Shoulders" to represent it throughout our work and our corporate social responsibility project.

Albin International Repatriation

International Funeral Directors



(All information in this booklet is correct at time of printing - Sept. 2010)



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*F.A. Albin & Sons provide our
comprehensive funeral service*



Military Repatriation

introduction



Barry Albin-Dyer
Chairman

An important responsibility for funeral directors is ensuring that the deceased are transported safely to the place of burial or cremation. Where long distances are involved, the arrangements are often complex and, over the years, specialist organisations have emerged to deal with the certification, legal formalities and practical issues involved.

Experience is therefore essential in this field, and Albin International Repatriation continues to be at the forefront of the repatriation process. Indeed we are the only IATA (International Air Transportation Association) registered Funeral Directors. Moreover, we are extremely honoured to be responsible for the repatriation of fallen servicemen and women from all over the world to their families in the UK and abroad.

Our premises are in close proximity to the vast majority of foreign consulates and Embassies. With a team of extremely experienced and multi-lingual staff, we can assist with repatriations to and from any country around the globe. We realise that arranging a repatriation can be particularly traumatic, given that in addition to the grief of losing a loved one there is also the concern of having to arrange travel to another country with the associated complication of the necessary documentation and permits. Our staff are fully familiar with these procedures and will guide you seamlessly through the process in order to ensure that the repatriation goes as smoothly as possible. Indeed, we are also funeral directors and can arrange funerals in the UK in addition to our repatriation service. Your nearest telephone is really our nearest office and, if needed, we can visit you.

Throughout our time serving a myriad of diverse clients we have always tried to uphold the traditions of those that have passed before us, but have never been slow to recognise the need for change and act upon it.

This booklet is designed to help you, offering a wide range of information which we believe is important for bereaved families or for those people who are wishing to plan for a repatriation well in advance of that need. As well as a full list of services offered by Albin International Repatriation we have included information about the procedures and processes involved in the repatriation or funeral. We hope you will find this helpful and informative.



International



corporate information





albin international corporate repatriation

At Albin International we understand all too well the importance of providing an outstanding repatriation service for corporate clients. We realise that a seamless repatriation conducted quickly, efficiently and at a quality price is essential in looking after our customers. Moreover, we know that by providing world class repatriation support we can only serve to enhance your reputation with your staff and clients. We therefore strive to be at the forefront of repatriation excellence and the following serves as a guide to demonstrate why we are the Repatriation Company of choice for a wide portfolio of Corporations and Assistance Companies.



albin international corporate repatriation

With approved agents in over 100 countries and an unparalleled network of over 500 offices in the UK, Albin International is well placed to serve you and your clients around the globe. By utilising our 24 hour manned call centre we can handle calls at any time of the day or night and this service coupled with our 24 hour a day availability of repatriation executives means there is never a bad time to call Albin International. We truly are an in house '24/7' operation.

In addition to providing standard repatriations we can send escorts to any part of the globe to oversee and accompany any repatriation. Our staff are multi-lingual and very experienced in the requirements for repatriation and the option of having someone on the ground is sometimes reassuring for customers.



At Albin International we only use quality assured and inspected agents and conduct a programme to check that the people we use overseas are the very best available in quality and price. We check their facilities and transportation to ensure that they offer the best service available to both the deceased and, where appropriate, their families. Our agents speak English and will always visit families to discuss local arrangements before a flight out.

On occasions corporations may seek the use of a private aircraft for a repatriation and as the only IATA registered Funeral Directors we have excellent links with a number of brokers who can provide a wide choice of aircraft for repatriations around the globe.



albin international corporate repatriation

Through our work with different agencies, we have acquired a unique experience of working in areas of heightened military tension and regularly send staff to the world's trouble spots to effect repatriation when there is no local funeral service available. With trained and experienced personnel we are able to offer embalming and funeral services (including burial and cremation) in any part of the globe should the need arise. Please note that we have full knowledge of religion requirements and help is readily at hand.

We are also able to offer an exhumation service both in the UK and overseas if necessary in order to effect repatriations.

Any service followed by a repatriation can also be undertaken by us. This is a regular requirement and we are always ready to complete any funeral services.

Albin International has also invested heavily in modernising its IT infrastructure and are the only users of a bespoke software programme for repatriation.



Two of our repatriation experts on deployment.



why albin repatriation?



- Full Repatriation Service
- Immediate Family Support
- Translation Services
- Customs Clearance
- Conveyance of Deceased in a Modern Ambulance Fleet
- Global Network of Quality Assured and Inspected Agents
- Multi-Lingual Staff
- Modern State of the Art Mortuary Facility (long term storage facility)
- Conveyance to Consulates and Registrars if Required
- Excellent Working Relationship with Consulates and Embassies
- 24 hour Service
- Flight Booking Service
- Comprehensive Range of Zinc Lined Coffins and Caskets for Repatriation
- Exhumation Service Available
- Portable Mortuary
- Nationwide Funeral Service Available (through Dignity Partnership)
- Memorial and Church Service Available.
- DNA Testing
- Cryonics

arranging a repatriation or funeral information for families and private clients



Our Funeral Service

a death overseas

As you might expect, different countries have different document requirements when a death occurs. When dealing with a death overseas you should contact Albin International who will be able to appoint their local agent to assist you. The one document that will be required for purposes of identification will be the passport of the deceased, and it is important to establish where that may be located.

Copies, and of course the originals, of all the documents that accompany the deceased back to the United Kingdom will be passed to your Funeral Director, (if you do not have a Funeral Director, Albin International can assist you anywhere in the UK) in the first instance when we convey the deceased to them. Your Funeral Director will need these documents and will present them on your behalf to the Coroner. The Coroner will need to make a decision based on the paperwork they receive, as to whether they are satisfied as to the cause of death or whether there is a need for further investigation.

In the case of cremation, irrespective of whether any further investigation is required, the Coroner will issue a Certificate E (Now Form 6) in order to allow the funeral to proceed. In the case of burial you will either be issued with a Coroner's Order for Burial or a Certificate of No Liability to Register a Death in England and Wales from the Registrar of Deaths in whose district the cemetery is located. This will be dependant upon your Coroner's decision as to whether they intend to investigate the matter further. In any event you will be able to proceed with the funeral with either of these documents. Your Funeral Director will be able to advise you further if required.



a death overseas

For a death overseas, the death will have been registered in the United Kingdom by the British Consul in the country where your family member passed away. If you wish to obtain a copy of this certificate you can either contact the Consulate direct or you can write to:

Overseas Registration Section

Smedley Hydro
Trafalgar Road
Birkdale
Southport
PR8 2HH

The death will have been registered in the country where your family member died and that certificate will be given to you. If you require any of the documentation translated then we will be happy to arrange that for you. We are able to have death certificates translated from any language. The documents will be certified by a Justice of the Peace.



a death has occurred

in the united kingdom

Never be afraid that it is too soon to contact your International Funeral Director. He is there to guide and help you, and to make him your first call may be the best way. (Remember, most Funeral Directors run a 24 hour service).

at every stage always ask for help and guidance

If the deceased is in HOSPITAL

If a doctor's certificate (the Medical Certificate of the Cause of Death) has been issued, the hospital will advise you of the address of the Registrar of Births and Deaths. If the doctor has referred the death to the Coroner, the Coroner's Officer will be in touch to discuss the situation. He will advise you when the examination will take place, and if you need to arrange for registration.



Registrars — At the Registrars you will be given a green certificate for the purposes of burial and cremation, which needs to be handed to the funeral director. The Registrar will also advise you of the certificates you will need for Insurance Companies, banks, Post Office or Friendly Societies.

If the deceased is in a NURSING HOME

A Doctor/Nursing Staff will advise you as soon as a death certificate (Medical Certificate of the Cause of Death) is available and the address of their local Registrar of Births and Deaths. You may at this time be asked for your permission to contact a Funeral Director.

In the event of the nursing staff being unable to contact the next of kin, the deceased may be transferred to a local Funeral Director's private chapel.

If the doctor has referred the death to a Coroner, he will advise you when the examination will take place, and if you need to do registration.

a death has occurred

Registrars — At the Registrars you will be given a green certificate for burial and cremation for the attention of your Funeral Director. The Registrar will also advise you of the certificates you need for Insurance Companies, banks, Post Office or Friendly Societies.

If the deceased is AT HOME

Contact your doctor immediately. If the doctor is unknown to you, contact the Police.

Doctor — If the doctor has certified the death and he has informed you that he will be issuing a Medical Certificate of the Cause of Death death certificate, you may contact your local Funeral Director. They will visit your home and remove the deceased to their private chapel. Once the doctor has issued the death certificate you may proceed to your local Registrars of Births and Deaths to register the death.

Emergency Doctor — The emergency doctor will give you a letter to give to your own doctor, who will issue a death certificate. If your own doctor has not visited the deceased within the last fourteen days, he may refer the case to the Coroner.

Police — When the police arrive, they will summon a doctor on your behalf, who may refer the death to the Coroner. He/she will speak to you and have the deceased removed for examination. He will advise you when the examination is completed and if you need to do registration.

Registrars — At the Registrars you will be given a green certificate for burial and cremation which needs to be handed to the Funeral Director. The Registrar will also advise you of the certificates you need for Insurance Companies, banks, Post Office or Friendly Societies. After leaving the Registrars make your way to the Funeral Director of your choice. They will require the green certificate and the authority from the next of kin to remove the deceased from the Hospital/Nursing Home to the Chapel of Rest.

IMPORTANT - You do not have to wait for any of these documents before going to your International Funeral Director, who will answer any of the above questions.

remember, advice from albin international repatriation is free

First call vehicle



registering a death in the united kingdom

first step

The death must be registered by the Registrar of Births and Deaths for the area in which it occurred. You can find the address in the phone book under REGISTRATION OF BIRTHS, DEATHS & MARRIAGES, or from the Doctor, Local Council, Post Office or Police Station. Check when the Registrar will be available and to find out whether only you need to go along. It may be that someone other than you will be needed to register the death. If the death has been referred to the Coroner, it cannot be registered until the Registrar has received authority from the Coroner to do so.

If the death has not been referred to the Coroner, go to the Registrar as soon as possible. The death must be registered within five days (unless the Registrar gives written permission to extend this period).

at the registrar office

When you go to the Registrar you should take all of the following:

- The Medical Certificate of the cause of death.
- The deceased's Medical Card, if possible.
- Any War Pension Order Book of the deceased.
- The Pink Form (Form 100), if one has been given to you by the Coroner.
- The date and place of death.
- The deceased's last (usual) address.
- The deceased's first names and surname (and the maiden name where appropriate).
- The deceased's date and place of birth (town and county, and country if born abroad).
- The deceased's occupation and the name and occupation of her husband (where appropriate).



registering a death in the united kingdom



- Whether the deceased was getting a Pension or Allowance from public funds.
- If the deceased was married, the date of birth of the surviving widow or widower.

for a funeral in the uk the registrar will give you:

A Certificate for Burial or Cremation (known as the Green Form) unless the Coroner has given you (or issued to your funeral director) an Order for Burial (Form 101) or a Certificate for Cremation (Form 6).

These give permission for the body to be buried or for an application for cremation to be made. It should be taken to the Funeral Director so that the funeral can be held.

a certificate of registration of death (Form BD 8 (rev))

This is for Social Security purposes only. Read the information on the back of the Certificate. If any of it applies, fill in the Certificate and send or give it to your Social Security Office.

Leaflets about widow's benefits and income tax for widows where appropriate.

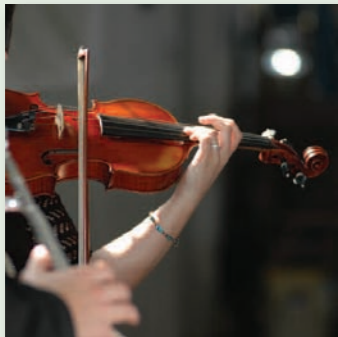
A Certified Copy of an Entry Pursuant to the Births and Deaths Registration Act 1953 (Death Certificate) which you will need to conclude any financial matters for the deceased and to settle estates etc.

For a Repatriation you will only be given the (Certified Copy of an Entry of Death) Death Certificate and the Form BD 8. We will need the (as above) Death Certificate and at least one copy for the repatriation. Be sure to tell the Registrar that you intend for the deceased to be repatriated.

funeral services

At Albin International we are delighted to be associated with F. A. Albin & Sons for our Funeral Service. Throughout the years they have built a reputation for the quality and dignity by which we carry out our services. This is a consequence of attention given to every single detail, from the moment a family contact us.

On the next page you will find a list of our services, however, it is important to note that any information regarding special requirements can be obtained directly from our funeral arrangers.



funeral services



- Comprehensive Funeral Service
- Furnishing of all qualities of Coffins and Caskets*
- Full Embalming Service
- Funeral Fleet*
- Hearses and Limousines and Horse Drawn Carriage
- Floral Tributes*
- Funeral Music - Soloists, choirs bands, etc.
- Furnishing of Cremation Urns – All designs and qualities*
- Memorial Stationery Printing Service
- Memorial Cards – Flower Return Thanks Acknowledgements*
- Funeral Photographs and videos
- Music*
- Newspaper Entries
- Funeral Catering available from the smallest to the very largest requirements*
- Financial Counselling and Services concerning Bereavement
- Free Legal Advice. Free of Charge Will Service*
- Documentation Storage
- (Our funeral arrangers will undertake to care for Wills or other important documents on behalf of families without charge)
- Full Memorial Service*
- Pre-Arranged Funeral Service

We can supply any type of Memorial required to any Cemetery, simply ask for an appointment when you visit, or we will visit you, without any obligation.

Additional Inscription Work

We can undertake to add any inscription to an existing Memorial Cleaning or Renovation of the same.

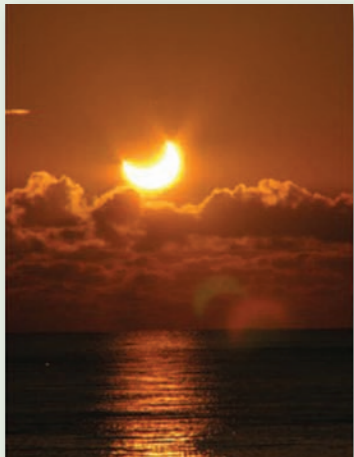
Memorial Garden and Cremation Cemetery at 52 Culling Road, SE16 2TN

24 Hour Emergency Service

Constantly available through the 020 7313 6920 number



thoughts on bereavement



Dr. Colin Murray Parkes, an important researching in the area of bereavement being the author of *The Stages of Grief*, describes the stages of grief as follows:

1. *numbness*
2. *denial*
3. *deprivation*
4. *depression*

He also describes grieving as a thirteen month illness. He was the first to use the word illness (now a common description for Bereavement).

Why a thirteen month illness? Because you have to pass through all the anniversaries in the first twelve months i.e. He was with us this time last Christmas! We were on holiday this time last year! etc. Passing through the stages of grief over the first twelve months allows recovery, the thirteenth month allows many to move on. There are patterns for bereavement but by no means are they to be over generalised, everybody is very different. The process, if carefully handled, begins with the Funeral itself which is why the Funeral has become so central in society.

Facing the stages as they arise is essential to the process, a listening ear; a shoulder to cry on is often all that is required above words.

The common statement '*I will never get over this!*' is often heard and in fact is very true, one does not get over, but moves on! Once this is addressed and realised the door to all the stages can be opened.

Albin International offers free access to a Bereavement Advice Centre, through our National Association.

The number is 0800 634 9494.

Albin International Bereavement Service

Our Bereavement Service aims to bring together front line professionals and share their expertise with each other in order to provide the best possible care to bereaved families.

Areas of the Bereavement Service

- **Family assistance**
To provide accessible services, resources and support to those who have experienced the death of a relative or loved one and help them cope with the loss.
- **Training**
To provide bereavement awareness training to staff of insurance companies and embassies, doctors, medical students, ministers of religion, etc., so they can be confident when dealing with those who are bereaved. (A caring but professional response can significantly enhance the quality of the service provided and reduce the stress levels of staff involved).
To offer seminars and/or an annual conference on Bereavement.
- **Sharing expertise, knowledge and information**
To provide a way for those working with bereaved families to share expertise, knowledge, and information in order to support each other and to provide the best possible care to bereaved families.
- **Emergency service**
To develop a strategy that helps us to provide emergency bereavement services in case of mass fatalities.
- **Communication**
To produce materials/resources that allow people to explore different aspects of bereavement. To create a forum where people can share their experiences on bereavement



embalming



David Spalding
(M B I E) Embalmer

David has acquired extensive experience with regard to reconstruction and heads a dedicated team of qualified and experienced embalmers.

why embalm?

TO MEET THE NEEDS OF THE BEREAVED and the living.

"I did not want to remember him the way his illness made him look. Now he looks at peace."

"It was such a relief to see how natural he looked after the accident."

"I wasn't ready to say goodbye yet, it was too soon. I needed to be with him and say I love you one more time."

Embalming allows the Funeral Director to grant such requests and help ease the pain of death and parting.

HEALTH PROTECTION

Conditions such as T.B., HIV, Hepatitis and strains of influenza can present a health risk for people coming in close contact with someone who died from such diseases. Embalming and sanitisation reduce these risks.

Understanding the procedure

Embalming involves specialised surgical type techniques. In a hygienic environment resembling a hospital operating theatre, highly trained professionals perform a procedure resembling a blood transfusion or dialysis. Along with slowing the process of decomposition, embalming removes the harsh physical effects of illness or accident and restores a natural appearance.

Embalming is not carried out as a form of death denial, but rather as a way for people to remember the person as he or she was in life.

Professional qualifications

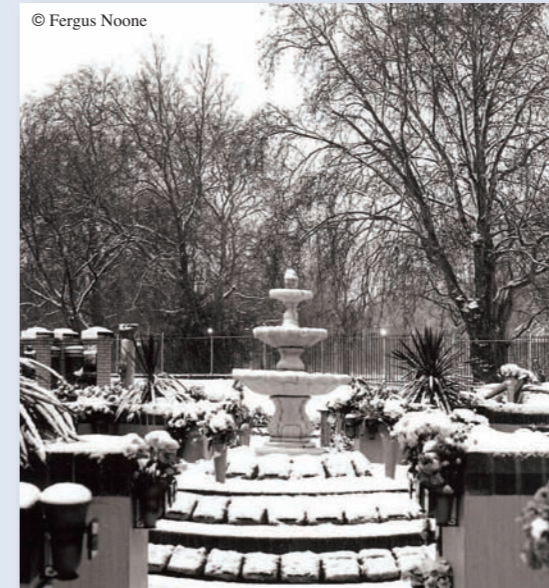
Our embalmers are well educated professionals who have followed, or who are following, the courses as laid down by the BIE — British Institute of Embalmers or other such organisations under the guidance of some of the world's best embalming educators.

memorials

A wide range of memorials are available at Albin International. You can chose a design and add your own personal details. High quality products and professional work guarantee unique and respectful memorials.

Memorials can be arranged worldwide.

We have many helpful photographs. Please contact a member of staff for further information.



Further information



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charities



Albin International supports many charities including local hospices, bereavement groups and children charities. We also assist families who wish for donations to be made in place of floral tributes by collecting and forwarding donations on their behalf.

We also support the Albin Dyer Bermondsey and Rotherhithe Foundation, for the relief of local people and causes. This charity has provided a mini-bus to a local club, assisted with the provision of disabled ramps and access, and has provided numerous scholarships and sponsorships to local worthy causes.

*UK Homes 4 Heroes
Pride and Passion
- charity bike ride*

The Albin Dyer Bermondsey and Rotherhithe Foundation

52 Culling Road, London SE16 2TN
Tel: 020 7237 3637 Fax: 020 7252 3205
www.albins.co.uk headoffice@albins.co.uk
Registered Charity Number 1067137

The Evelina Children's Hospital Appeal

First floor, West Wing, Counting House, Guy's Hospital
London SE1 9RT - Tel: 020 7188 1196 - www.evelinaappeal.org
Registered Charity Number 251983-21

UK Homes 4 Heroes Pride and Passion

52 Culling Road, London SE16 2TN
Tel: 020 7237 3637
headoffice@albins.co.uk

help with the cost of a funeral

If you are on a low income and need help to pay for a funeral that you are arranging, you may be able to get a Funeral Payment from the Social Fund. You might have to repay some or all of it from the estate of the person who has died.

To be able to get a Funeral Payment you must be either:

- The partner of the deceased at the date of death
- The parent of the deceased child, or have responsible for the deceased child (and there is no absent parent) (unless they are getting a qualifying benefit or were estranged from the child at the date of death)
- The parent of a still born child
- A close relative or close friend of the deceased (and it is reasonable for you to accept responsibility for the funeral costs)

See www.dwp.gov.uk for a full up to date copy of the guidance.

other sources of support and guidance

There are a number of organisations and agencies who may be able to offer you some support and guidance at this difficult time. Some of them are listed below:-

The Compassionate Friends is an organisation offering support and friendship to bereaved parents and their families.

53 North Street
Bristol
BS3 1EN
Helpline: (daily 10.00-16.00 then 19.00-22.00) 0845 123 2304
Email: info@tcf.org.uk
Website: www.tcf.org.uk



Cruse – Bereavement Care has 180 branches and nearly 7,000 volunteers providing a nationwide service of the highest standard of emotional support, counselling and information to anyone bereaved by death, regardless of age, race or belief. Cruse also offers training, support, information and publications to those working to care for the bereaved.

PO Box 800
Richmond
Surrey
TW9 2RG
Bereavement Line: 0844 477 9400
Email: info@cruse.org.uk
Website: www.crusebereavementcare.org.uk

Albin International offers free access to a Bereavement Advice Centre, through our National Association.

The number is 0800 634 9494.

other sources of support and guidance

The Probate Helpline can offer advice on Probate and Inheritance Tax matters.

IR Capital Taxes
Ferrers House
PO Box 38
Castle Meadow Rd
Nottingham
NG2 1BB
Tel: 0845 30 20 900
www.inlandrevenue.gov.uk

The Bereavement Advice Centre has an excellent website at:
www.bereavementadvice.org Or they can be contacted at 0800 634 9494

The Ministry of Justice deals with burial, cremation and coroner's matters – see <http://www.justice.gov.uk/>

Direct Communications Unit
2 Marsham Street
London SW1P 4DF
Tel: 020 7035 4848
Fax: 020 7035 4745
Email: public.enquiries@homeoffice.gsi.gov.uk

Foreign and Commonwealth Office
Please visit <http://www.fco.gov.uk>.
Here you will also find a list of UK Embassies around the World.
General enquiries: +44 (0)20 7008 1500



corporate social responsibility

“on our shoulders”

albin international mission statement

“Albin International Repatriation Ltd is an international funeral director committed to providing a unique service around the World looking after the deceased and their families with the utmost professionalism, dignity and respect. We are committed to implement our social responsibility project according to the objectives set by the United Nations Global Compact and will strive to exceed their principles. It is our aim to be the shoulder that everyone can rely on in their time of need”



corporate social responsibility project



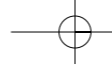
Albin International Repatriation Limited is a participant of the United Nations Global Compact.

“The United Nations Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.”

<http://www.unglobalcompact.org/>

If you would like to know more about our project, please contact Emerson on 020 7313 6920.

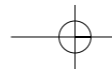




*Chairman Barry Albin-Dyer and
his two sons Simon and Jon*



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