

IMPORTANT MEMBER SURVEY

We are conducting a survey regarding OGR's Golden Services Group Co-Op Buying Program to take stock of how we are doing and how to better meet your needs as a member of OGR. As you may already know, with this supplier network you get generous discounts and exclusive benefits through a co-op arrangement between OGR and industry suppliers.

Please answer the questions below so that we can get your feedback and ideas about the Co-Op Buying Program. If you have any questions about this survey, please call Connie Haymes or Maureen Hayes at 800-627-8030.

SURVEY QUESTIONS:

1. On a scale of 1 to 5, with 5 being "Highly Aware," please indicate your level of awareness for the following products and services available through OGR's Co-Op Buying Program.

Unaware	Your Awareness Level				Highly Aware
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If you have utilized any Product or Service offered through OGR's Co-Op Buying Program, please indicate which ones you have used – check all that apply:

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Access Financial Group/Interment Trust Services – preneed trust administration and management for OGR's Golden Rule Funeral Trust <input type="checkbox"/> Acme Graphics/Regal Line – printed funeral stationary products <input type="checkbox"/> Advanced Interment Systems/Vantage – burial vaults <input type="checkbox"/> Affiliated Power Purchasers (APPI) – discounted utilities with "real-time" pricing <input type="checkbox"/> American Cemetery Supplies – cemetery and funeral home supplies <input type="checkbox"/> American Pre-Arrangement Services – travel security for families covering anywhere in the world <input type="checkbox"/> Aurora Casket - Homesteader's /Aurora price Freeze & Rollback- a program which freezes pre-need caskets at today's price saving thousands of dollars <input type="checkbox"/> B&L Cremation Systems – retorts & cremation products for human and pet industry | <ul style="list-style-type: none"> <input type="checkbox"/> Behrens Design & Development – design-build for new or existing funeral home <input type="checkbox"/> C&L Containers – containers for precious cargo <input type="checkbox"/> CCR Collections – financial recovery programs for past due accounts <input type="checkbox"/> Church & Chapel Metal Arts – complete line of funeral supplies <input type="checkbox"/> Davis Whitehall Company, The – hardwood and cultured stone urns <input type="checkbox"/> Deaton-Kennedy Company – exclusive stationary products <input type="checkbox"/> Director OnCall – answering service <input type="checkbox"/> DNA Analysis – DNA profiling, storage, etc. <input type="checkbox"/> Eagle Coach Company – funeral and specialty vehicles <input type="checkbox"/> Eagle's Wings Air – concierge service to coordinate air transportation of human remains |
|--|---|

- Embalmers Supply Company (ESCO)** – embalming supplies
- F.A.C. Marketing** – full-service marketing agency
- Federated Funeral Directors of America (FFDA)** – specialized accounting services
- FrontRunner Professional** – web site development
- Funeral Service Credit Union** – financial services for the funeral profession
- Superior Manufacturing** - NOTRAX logo entrance mats
- JMR Sculptures** - artist Jay Rotberg's sculpture urn and keepsake collection
- Kiss Compliance/Compliance Plus** – OSHA compliance programs, documents
- Lockwoven Company** – burial garments
- McNeill Grave Marker Company** – temporary grave markers
- Meadow Hill/Thumbies** – fingerprint impressions and pet print keepsakes
- Memories By Design** – memorial video tributes
- Motorcycle Memorials** – custom motorcycle tank urns
- Mourning Discoveries** – after-care support program for families

- Mutual Distribution Systems** – Howard Miller funeral, memorial, clock and curio products
- Office Depot** – business supplies online or in-store; custom stationary online services
- Passages International** – environmentally friendly burial and cremation products
- Pierce Companies** – embalming supplies
- Preneed Funeral Program** – preneed insurance product
- Rob-Win Press** – printed materials
- SinoSource International** – cloisonné urns
- SpartaCraft** – flag cases, flag case urns and metal display cases
- SRS Computing** – funeral home management software
- Thomas-Pierce & Company** – business consulting, valuation and succession planning
- Tributes.com** – online obituary postings
- United Laboratories** – cleaning and maintenance supplies
- Vision Medical** – protective garments, transport bags

3. If you have not used any GSG suppliers, are you willing to use a GSG supplier when purchasing future products or services for your funeral home business?

- Yes No

Please explain why: _____

4. On a scale of 1-5, with 1 being “Completely Disagree” and 5 being “Completely Agree”, please rate the following statement:

Completely Disagree	Value of Co-Op Buying Program					Completely Agree
1	2	3	4	5		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I consider the Golden Services Group Co-Op Buying Program a valuable benefit of my OGR membership.

5. Does OGR's Annual Conference offer the number of suppliers and/or products you look for?

- Yes No

Please explain why: _____

6. What is currently your biggest challenge in running your business?

7. Would you consider hiring a consultant to help you with that challenge?

- Yes No

Please explain why: _____

8. Please select or add services or other programs that would help you with your business:

- Salary and benefit consulting - HR
 Operational business analysis
 Electronic payment/credit card processing service
 Insurance

What type(s) of insurance products do you purchase? _____

- Other _____

9. Do you receive e-mail at your funeral home? Yes No

Firm name _____

City/state _____

Contact name _____ Email address _____

Please return your completed survey by July 21 to:

OGR

Attn: Products and Services Division

3520 Executive Center Drive, Suite 300

Austin TX 78731

800-637-8030 Phone

512-334-5514 Fax

Thank you for participating!