

## WHO TO CONTACT

Division of Funeral, Cemetery and Consumer Services  
Florida Department of Financial Services  
Tallahassee, Florida

Below is a table showing who to call or email on various topics.

**Calling Our Staff** -- We enjoy talking to applicants and licensees by phone and helping them. We have eight full time staff in our HQ's office, to service over 9,000 deathcare industry licensees, in addition to taking consumer calls. As you can imagine, our staff is busy and spends a lot of time on the phone. If you call one of our staff members and get their voice-mail, it's probably because the staffer is on the phone, at the copy machine, etc. We urge you to leave a detailed message, so that our staffer can be best situated to give you an answer when they call you back. Although we return calls as soon as possible, it would not be unusual for it to take 4 to 8 business hours for the staffer to call you back, because the staffer will often have multiple voicemails to reply to; staff reply in the order received, and they have to fit callbacks in around their standing workloads. During peak parts of our monthly Board meeting cycle, it may take somewhat longer (8-12 business hours) to get back to you, because we have to focus on meeting deadlines to get materials to the Board.

**Emailing Our Staff** -- We urge you to use email to contact our staff, whenever possible. Email provides the benefit of creating a record of when you contacted us. Response times will typically be about the same as for voicemails (see above).

**IF YOU DO NOT GET A REASONABLY TIMELY RESPONSE --**

If you call or email our staff, and do not get a reasonably timely response (see above timelines), or you feel staff was rude or wrong in the information they gave you, please call or email the Assistant Director, Ellen Simon, at 850-413-3039, or email her at [Ellen.Simon@MyFloridaCFO.com](mailto:Ellen.Simon@MyFloridaCFO.com). If you do not get a timely response from Ms. Simon, or her response is not satisfactory, please call or email the Director, Mary Schwantes, at 850-413-3039 or [Mary.Schwantes@MyFloridaCFO.com](mailto:Mary.Schwantes@MyFloridaCFO.com). Skipping one or more of the preceding steps, or calling the Director or Assistant Director before allowing our staff a reasonable time to get back to you, will usually delay getting the action or answer you want -- not speed it up.

**Good Result?** If you had a particularly good experience with one of our staff members, please feel free to drop the Director or Assistant Director an email. It motivates staff tremendously to know their work is appreciated.

## WHO TO CONTACT

**General Office # for All Staffers: (850)413-3039**

<b>Applicants for licensure - "What's the status of my application?"</b>	<b>See herein the particular type of license, e.g. funeral director, cemetery, funeral establishment. Direct your inquiry to the person listed.</b>
Apprentice, embalmer	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Board meetings, results of, inquiry about	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a> Ms. Bryant will take the call initially and provide general response and if necessary refer the caller to the appropriate staffmember who handles the area.
Board members, or applicants for Board appointment	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a>
Board, meetings, all matters related to (agendas, schedules, etc)	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a>
Brokers, burial rights (licensing of brokers)	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Cemeteries, abandoned/neglected	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Cemeteries, burial rights brokers (licensing of brokers)	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Cemeteries, bylaws	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Cemeteries, care and maintenance trust	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Cemeteries, exams and inspections	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery

	<a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Cemeteries, exempt from licensure	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Cemeteries, license application and renewal; also, change in control	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Centralized embalming facility, license application & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Cinerator facility, inspection	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Cinerator facility, license application and renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Citations (disciplinary)	Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Claims, against preneed Consumer Protection Trust Fund	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Complaint, status of my complaint	Candie Reeves <a href="mailto:Candie.Reeves@MyFloridaCFO.com">Candie.Reeves@MyFloridaCFO.com</a>
Complaint, to file a complaint (regarding licensed or unlicensed persons)	Candie Reeves <a href="mailto:Candie.Reeves@MyFloridaCFO.com">Candie.Reeves@MyFloridaCFO.com</a>
Consumer Protection Trust Fund, Qtr'ly remittances to, and claims by consumers	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Consumers, claims against preneed Consumer Protection Trust Fund	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Consumers, general requests for info	All staffers
Continuing education (provider approval, course approval, etc) (also, licensee status re CE)	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a>
Crematories	See Cinerator facility
Direct Disposal establishment, license application & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Direct Disposer establishment, inspection of	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Direct Disposer, license application & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Discipline, major (administrative complaint or cease and desist order)	Ellen Simon (Asst. Dir) <a href="mailto:Ellen.Simon@MyFloridaCFO.com">Ellen.Simon@MyFloridaCFO.com</a>
Discipline, minor (Citations; letters of guidance; notice of noncompliance)	Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Embalmer interns and apprentices, all aspects	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Embalmer, license applications & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Examinations (i.e. financial exams) of cemeteries or preneed businesses, periodic and targeted	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Examinations (tests to obtain license)	Find the particular license category (e.g., Funeral Director, Embalmer) in this list and contact the person indicated.
FAR, Florida Administrative Register, notices in (notices of meetings, workshops, etc)	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a>
Fees (application fees, renewal fees, etc.)	See this Division's webpage [http://www.MyFloridaCFO.com/FuneralCemetery/], left side, "Fee schedules." For more specific info, find the particular license category (e.g., Funeral

	Director, Intern, monument establishment) in this list and contact the person indicated. For general questions, contact the Division at (850)413-3039
Fingerprints	See this Division's webpage [http://www.MyFloridaCFO.com/FuneralCemetery/], left side, "Electronic Fingerprint procedures." For more specific info, find the particular license category (e.g., funeral director, cemetery, etc.) in this list and contact the person indicated.
Final orders (disciplinary)	Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Forms (e.g. application forms, change of address, etc.)	See this Division's webpage [http://www.MyFloridaCFO.com/FuneralCemetery/], left side, "Forms – License application." Or find the particular license category (e.g., funeral establishment) in this list and contact the person indicated.
Forms requiring Board approval (sale agreements, trust agreements, etc).	Find the particular license category (e.g., preneed; monument establishment) in this list and contact the person indicated.
Funeral Director, interns, all aspects	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Funeral Directors, license application & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Funeral establishment, inspection	Contact assigned Examiner. To ascertain assigned Examiner, contact Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Funeral establishment, license application & renewal; also, change in control or location	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Guidance letters (disciplinary)	Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Inspections – cemeteries, and all types of establishments (e.g. funeral homes, etc)	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Investigations, status of	Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Interns (Funeral Director and/or embalmer), application, requirements	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Monument establishments, approval of contract forms	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Monument Establishments, licensing, original & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Monument Establishments, sales agents	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Notice of Non-compliance (disciplinary)	Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Notices, of meetings, workshops, etc, in the FAR	LaTonya Bryant <a href="mailto:LaTonya.Bryant@MyFloridaCFO.com">LaTonya.Bryant@MyFloridaCFO.com</a>
Preneed agents, licensure and renewal of	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed branch, license application and renewal	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed businesses, examination of	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Preneed businesses, license application & renewal	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>

Preneed brochures (you need some)	See Division webpage, left side, "Preneed/Cemetery brochure purchase order form (order some)." For general info: Crystal Grant <a href="mailto:Crystal.Grant@MyFloridaCFO.com">Crystal.Grant@MyFloridaCFO.com</a>
Preneed sales agents; also eAppoint system	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed, Consumer Protection Trust Fund, remittances to and claims by consumers	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed, sales forms, approval of	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed, quarterly remittances by preneed businesses to Regulatory Trust Fund and to Consumer Protection Trust Fund	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Preneed, trusts and related	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Quarterly remittances, by preneed businesses, to Regulatory Trust Fund, and Consumer Protection Trust Fund	LaShonda Morris <a href="mailto:LaShonda.Morris@MyFloridaCFO.com">LaShonda.Morris@MyFloridaCFO.com</a>
Refrigeration facility, inspection of	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Refrigeration facility, license application & renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Removal service, inspection of	Contact assigned Examiner. To ascertain assigned Examiner, contact Melissa Montgomery <a href="mailto:Melissa.Montgomery@MyFloridaCFO.com">Melissa.Montgomery@MyFloridaCFO.com</a>
Removal service, license application and renewal	Jasmin Richardson <a href="mailto:Jasmin.Richardson@MyFloridaCFO.com">Jasmin.Richardson@MyFloridaCFO.com</a>
Tests (to get a license)	See Examinations, above.
Unlicensed activity (call to report same)	Nicole Singleton <a href="mailto:Nicole.Singleton@MyFloridaCFO.com">Nicole.Singleton@MyFloridaCFO.com</a>