

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. 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. 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

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

	Carmen.Mock@MyFloridaCFO.com
Cemeteries, exempt from licensure	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Cemeteries, license application and renewal; also, change in control	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Centralized embalming facility, license application & renewal	Jasmin Richardson Jasmin.Richardson@MyFloridaCFO.com
Cinerator facility, inspection	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
Cinerator facility, license application and renewal	Jasmin Richardson Jasmin.Richardson@MyFloridaCFO.com
Citations (disciplinary)	Crystal Grant Crystal.Grant@MyFloridaCFO.com
Claims, against preneed Consumer Protection Trust Fund	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Complaint, status of my complaint	Carmen Mock Carmen.Mock@MyFloridaCFO.com
Complaint, to file a complaint (regarding licensed or unlicensed persons)	Carmen Mock Carmen.Mock@MyFloridaCFO.com
Consumer Protection Trust Fund, Qtr'ly remittances to, and claims by consumers	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Consumers, claims against preneed Consumer Protection Trust Fund	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Consumers, general requests for info	All staffers
Continuing education (provider approval, course approval, etc) (also, licensee status re CE)	LaTonya Bryant LaTonya.Bryant@MyFloridaCFO.com
Crematories	See Cinerator facility
Direct Disposal establishment, license application & renewal	Jasmin Richardson Jasmin.Richardson@MyFloridaCFO.com
Direct Disposer establishment, inspection of	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
Direct Disposer, license application & renewal	Misty Burch Misty.Burch@MyFloridaCFO.com
Discipline, major (administrative complaint or cease and desist order)	Ellen Simon (Asst. Dir) Ellen.Simon@MyFloridaCFO.com
Discipline, minor (Citations; letters of guidance; notice of noncompliance)	Crystal Grant Crystal.Grant@MyFloridaCFO.com
Embalmer interns and apprentices, all aspects	Misty Burch Misty.Burch@MyFloridaCFO.com
Embalmer, license applications & renewal	Misty Burch Misty.Burch@MyFloridaCFO.com
Examinations (i.e. financial exams) of cemeteries or preneed businesses, periodic and targeted	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
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 LaTonya.Bryant@MyFloridaCFO.com
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 Crystal.Grant@MyFloridaCFO.com
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	Misty Burch Misty.Burch@MyFloridaCFO.com
Funeral Directors, license application & renewal	Misty Burch Misty.Burch@MyFloridaCFO.com
Funeral establishment, inspection	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
Funeral establishment, license application & renewal; also, change in control or location	Jasmin Richardson Jasmin.Richardson@MyFloridaCFO.com
Guidance letters (disciplinary)	Crystal Grant Crystal.Grant@MyFloridaCFO.com
Inspections – cemeteries, and all types of establishments (e.g. funeral homes, etc)	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
Investigations, status of	Carmen Mock Carmen.Mock@MyFloridaCFO.com
Interns (Funeral Director and/or embalmer), application, requirements	Misty Burch Misty.Burch@MyFloridaCFO.com
Monument establishments, approval of contract forms	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Monument Establishments, licensing, original & renewal	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Monument Establishments, sales agents	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Notice of Non-compliance (disciplinary)	Crystal Grant Crystal.Grant@MyFloridaCFO.com
Notices, of meetings, workshops, etc, in the FAR	LaTonya Bryant LaTonya.Bryant@MyFloridaCFO.com
Preneed agents, licensure and renewal of	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Preneed branch, license application and renewal	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com
Preneed businesses, examination of	Contact assigned Examiner. To ascertain assigned Examiner, contact Carmen Mock Carmen.Mock@MyFloridaCFO.com
Preneed businesses, license application & renewal	LaShonda Morris LaShonda.Morris@MyFloridaCFO.com

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