

FUNERAL SERVICE MANAGEMENT FEDERAL TRADE COMMISSION (FTC) PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

<https://funeralservicemgmtftc.examzify.com>



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. When presenting promotional pricing, what must be disclosed?**
 - A. All included goods and services
 - B. That the discounted price is accurate and available
 - C. Both A and B
 - D. Neither A nor B
- 2. How long must the General Price List (GPL) be retained?**
 - A. Five years
 - B. At least one year after distribution
 - C. Indefinitely
 - D. One month
- 3. Which item is required as part of the GPL's price lists?**
 - A. Vehicle maintenance schedule
 - B. Funeral home mission statement
 - C. Outer burial container price list
 - D. Casket price list
- 4. Which term is described as the service after initial services have been provided by another firm at the locale of death and must be itemized in the GPL?**
 - A. Funeral Ceremony
 - B. Graveside Service
 - C. Direct Cremation
 - D. Receiving Remains
- 5. What pricing information must GPL include for each item?**
 - A. The total price for all items combined.
 - B. The price for every funeral good and service offered, presented separately for easy comparison.
 - C. A price range for categories.
 - D. Only the most expensive items' prices.

- 6. How should a funeral home handle price information on social media?**
- A. Avoid posting any price information on social media.
 - B. Post a general message about price, with no details.
 - C. Ensure prices and disclosures reflect GPL/CPL/OBP and link to the official price lists.
 - D. Post only promotional material without any pricing details.
- 7. What is direct cremation and how should it be disclosed?**
- A. Direct cremation requires a formal funeral service
 - B. Direct cremation is a disposition option without a formal funeral service; its price and included services must be disclosed on the GPL/CPL/OBP, with any required add-ons
 - C. Direct cremation is illegal in most states
 - D. Direct cremation price should be kept confidential
- 8. Which price lists must be provided to a consumer upon request under the FTC Funeral Rule?**
- A. General Price List (GPL), Casket Price List (CPL), and Outer Burial Price List (OBP)
 - B. Outer Burial Price List (OBP) only
 - C. General Price List (GPL) only
 - D. Casket Price List (CPL) only
- 9. What should a funeral home do if a consumer challenges a price on the GPL?**
- A. Ignore the challenge and proceed with the original price.
 - B. Review the CPL/OBP and explain how the price was determined, offering alternatives if needed.
 - C. Cancel the service agreement.
 - D. Increase the price to reflect the challenge.

10. The Statement of Funeral Goods and Services is an itemized written statement provided for retention to whom?

- A. A notice posted in the lobby.
- B. A bill for prepaid arrangements only.
- C. A generic estimate with no itemization.
- D. Itemized written statement for retention to each person who arranges a funeral or other disposition; includes goods and services selected, prices paid for each, itemization of cash advance items and total cost.

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Answers

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1. C
2. B
3. C
4. D
5. B
6. C
7. B
8. A
9. B
10. D

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Explanations

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1. When presenting promotional pricing, what must be disclosed?

- A. All included goods and services
- B. That the discounted price is accurate and available
- C. Both A and B**
- D. Neither A nor B

When presenting promotional pricing, you must be fully transparent about what the offer covers and about the price itself. You need to disclose all goods and services included in the promotional price so families know exactly what they are getting for that advertised amount. At the same time, you must also confirm that the discounted price is accurate and actually available at the time of the offer. This double disclosure prevents two common issues: customers thinking they're getting a broader or different package than what's advertised, and customers being misled by a quoted price that isn't real or available. So both pieces of information are required to make the promotion truthful and non-deceptive.

2. How long must the General Price List (GPL) be retained?

- A. Five years
- B. At least one year after distribution**
- C. Indefinitely
- D. One month

The key idea is the retention period required for the General Price List under the FTC Funeral Rule. The rule requires that the GPL be kept for at least one year after it is distributed to consumers. This time frame ensures there is a verifiable record of the price information you provided and allows both the business and consumers to reference the disclosed prices for a reasonable period after quotes are given. It helps protect against disputes over what was disclosed and supports ongoing pricing transparency. Five years or keeping it indefinitely isn't required by the rule, and retaining it for only one month wouldn't provide enough time for customers or regulatory review.

3. Which item is required as part of the GPL's price lists?

- A. Vehicle maintenance schedule
- B. Funeral home mission statement
- C. Outer burial container price list**
- D. Casket price list

The key idea is price transparency. The Funeral Rule requires the General Price List to present, in writing, the prices for every service and every item a funeral home offers. When outer burial containers are sold, a separate price list for those containers must be provided alongside the GPL. This separate list makes it easy for consumers to compare the specific costs of different outer burial containers before making a choice, which is exactly what the rule aims to ensure. The other options don't focus on itemized pricing: a vehicle maintenance schedule isn't a funeral price item, a mission statement isn't about costs, and while a casket price list is a type of price list, the item specifically required alongside the GPL for the given category is the outer burial container price list.

4. Which term is described as the service after initial services have been provided by another firm at the locale of death and must be itemized in the GPL?

- A. Funeral Ceremony
- B. Graveside Service
- C. Direct Cremation
- D. Receiving Remains**

Receiving Remains is the service described when a funeral home takes custody of the deceased after another firm has handled initial arrangements at the location of death. This is a separate service that must be itemized on the General Price List, per the FTC Funeral Rule, so consumers can clearly see and compare what the funeral home is charging for the step of receiving and handling the remains before any further services or disposition. The other options refer to different funeral services or dispositions that don't describe the specific act of taking charge after another firm's initial work at the death location, so they aren't the term that fits this description.

5. What pricing information must GPL include for each item?

- A. The total price for all items combined.
- B. The price for every funeral good and service offered, presented separately for easy comparison.**
- C. A price range for categories.
- D. Only the most expensive items' prices.

Pricing information must be itemized on the GPL so customers can compare specific goods and services. The best answer is to list the price for every funeral good and service offered, with each item shown separately. This transparency lets the consumer see exactly what each item costs and compare providers easily. A single total for all items would hide the cost of individual components, a price range wouldn't show exact prices for each item, and listing only the most expensive items would omit the rest of the offerings.

6. How should a funeral home handle price information on social media?

- A. Avoid posting any price information on social media.
- B. Post a general message about price, with no details.
- C. Ensure prices and disclosures reflect GPL/CPL/OBP and link to the official price lists.**
- D. Post only promotional material without any pricing details.

Pricing information shared on social media must be accurate, complete, and tied directly to the funeral home's official price lists. Under the Funeral Rule, price disclosures must be clear and provided in writing, and if you share pricing online, what you post needs to reflect the actual items and prices in your official lists (General Price List, Casket Price List, Outer Burial Price List) and include a link to those official price lists. This protects consumers by letting them see the exact services and merchandise along with their prices, and it ensures the information remains current and consistent with the official disclosures. Other approaches fall short because posting only a general statement or promotional materials without linking to or reflecting the official price lists can mislead or omit required details. Avoiding price information entirely also fails to meet the obligation to provide clear price disclosures. By aligning social media pricing with the GPL/CPL/OBP and linking to the official lists, the home complies with the rule and helps consumers compare options accurately.

7. What is direct cremation and how should it be disclosed?

- A. Direct cremation requires a formal funeral service
- B. Direct cremation is a disposition option without a formal funeral service; its price and included services must be disclosed on the GPL/CPL/OBP, with any required add-ons**
- C. Direct cremation is illegal in most states
- D. Direct cremation price should be kept confidential

Direct cremation is a disposition option that involves cremation without a formal funeral service or viewing. The FTC Funeral Rule requires that the price and what's included be disclosed in writing before you finalize arrangements, and those details must appear on the General Price List, the Cremation Price List, and the Outer Burial Price List, with any required add-ons itemized. This ensures you know exactly what you're paying for and can compare options. The other statements misstate the facts: you don't need a formal service for direct cremation; it isn't illegal in most states; and price information must be disclosed, not kept confidential.

8. Which price lists must be provided to a consumer upon request under the FTC Funeral Rule?

- A. General Price List (GPL), Casket Price List (CPL), and Outer Burial Price List (OBP)**
- B. Outer Burial Price List (OBP) only
- C. General Price List (GPL) only
- D. Casket Price List (CPL) only

Under the FTC Funeral Rule, you must provide price information transparently. When a consumer asks for pricing, you must give the General Price List, which covers all services and goods. If the consumer asks specifically about the price of a casket, you must supply the Casket Price List; if they ask about an outer burial container, you must supply the Outer Burial Price List. Since price lists must be provided upon request for the items the consumer is considering, you should furnish all three price lists when pricing information is requested.

9. What should a funeral home do if a consumer challenges a price on the GPL?

- A. Ignore the challenge and proceed with the original price.
- B. Review the CPL/OBP and explain how the price was determined, offering alternatives if needed.**
- C. Cancel the service agreement.
- D. Increase the price to reflect the challenge.

When a consumer challenges a price on the General Price List, the key practice is to be transparent and to justify the price by showing how it was determined. This means reviewing the relevant price lists (the CPL for caskets or the OBP for outer burial items) and clearly explaining which items are included, what each item costs, and how any fees or surcharges are calculated. If the pricing can be adjusted to meet the consumer's needs, offer suitable alternatives or different product options and explain how those changes impact the total. This approach supports informed decision-making, helps the consumer understand the value of what's being offered, and keeps the process compliant with the FTC Funeral Rule. Ignoring the concern, altering prices without explanation, or failing to provide itemized details would not align with best practices.

10. The Statement of Funeral Goods and Services is an itemized written statement provided for retention to whom?

- A. A notice posted in the lobby.
- B. A bill for prepaid arrangements only.
- C. A generic estimate with no itemization.
- D. Itemized written statement for retention to each person who arranges a funeral or other disposition; includes goods and services selected, prices paid for each, itemization of cash advance items and total cost.**

Under the FTC Funeral Rule, the Statement of Funeral Goods and Services must be given to the person who arranges the funeral and kept for their records. It is an itemized written statement that lists every goods and service selected, shows the price for each item, includes any cash advance items, and provides the total cost. This ensures transparency and lets the consumer compare costs while having a record of what was arranged. Not a lobby notice, not limited to prepaid arrangements, and not a generic non-itemized estimate.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://funeralservicemgmtftc.examzify.com>

We wish you the very best on your exam journey. You've got this!

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