

PRIVACY NOTICE

Maintaining your trust and confidence is at the core of our business. We value the privacy of the information you have entrusted to us concerning the funeral, cremation, or cemetery services we provide to you and your family. This Privacy Notice is being sent to you on behalf of one or more subsidiaries of Service Corporation International (“SCI”) (collectively referred to herein as “we” and “affiliates” of each other). Although these SCI subsidiaries operate as separate companies, the treatment of nonpublic information by each of them is consistent with this notice.

Under California law, California residents should receive a privacy notice pertaining to our collection and use of their personal information at our funeral home and cemetery locations and other locations (including locations where we provide informational pre-planning seminars), and when we collect their personal information over the phone or by mail. This notice can be found online at www.sciprivacy.com.

The remainder of this notice is provided pursuant to federal and state financial and insurance laws. These provisions pertain to collection of nonpublic personal information by SCI subsidiaries that offer pre-need contract or at-need contract financing (either directly or as an insurance agent, as described below). To the extent that California privacy laws impose heightened or additional requirements with respect to any particular personal information beyond those set forth in the applicable financial and insurance laws, SCI and its subsidiaries will comply with such additional or heightened requirements.

In order to provide our financial products and services to you, such as advance (pre-need) trust arrangements or time-of-death financing plans, it is necessary to collect and maintain nonpublic personal information about you, such as your identifiers (e.g., Social Security number, name, address), commercial information (e.g., transaction history), and financial information (e.g., bank account information and credit-related information such as credit scores), and inferences from the foregoing information to create our file about you, and your signature. We collect this information when you apply for financing, from any contract with us that you sign, from processing or administering your financial transactions, and occasionally, from credit reporting or collection agencies.

In addition, we sometimes act as insurance agents for a third-party insurance company in connection with advance (pre-need) insurance-funded arrangements. In connection with those services, we may collect information requested by the third-party insurance company, such as (i) identifiers (e.g., Social Security number, name, address, email address, and phone number) of the insured individual, the person paying for the insurance, and beneficiaries; (ii) personal details (e.g., date of birth) of the insured individual; (iii) pertinent health condition and medical history of the insured individual; (iv) details of any other life insurance held by the insured individual; and (v) financial information (e.g., bank account information, payment card information) of the person paying for the insurance. We retain that information for our records and to help facilitate your purchase and use of insurance coverage, and forward that information to the third-party insurance company along with information concerning the related arrangements that you have made with us so that the insurance company can provide insurance coverage to you.

We sometimes offer to help you purchase (pre-need) transportation and relocation plans, and we may collect the identifiers (e.g., name, address, and phone number) of the purchaser and beneficiary of such a plan, financial information (e.g., bank account information, payment card information) of the purchaser, as well as the personal details (e.g., date of birth) of the beneficiary. We use the information to process the

transaction and facilitate the transportation and relocation services. We will forward some of that information to the third-party transportation and relocation plan provider, along with information concerning the related arrangements that you have made with us.

Consistent with our respect for your privacy:

- We will not disclose nonpublic personal information about our current or former customers or consumers to any affiliates or non-affiliated third parties except as described herein, or as permitted by law (e.g., to provide financial, funeral, or other services requested or authorized by you, or to respond to a judicial or administrative order or subpoena, or protect against fraud).
- We may share nonpublic personal information with affiliates, financial institutions, and outside service providers who provide support services or marketing services on our behalf.
- We may share nonpublic personal information we collect about your transactions and experiences (but not information about your creditworthiness) for everyday business use and marketing purposes by our affiliates who offer funeral, cremation, and cemetery-related products and services. We also may share nonpublic personal information with non-affiliated financial institutions with whom we have joint marketing agreements for the purpose of jointly offering a financial product or financial service to you. You have the right to opt out of such sharing with affiliates and non-affiliated financial institutions, as addressed further below. We require such affiliates, service providers, and financial institutions to refrain from using or disclosing any of your nonpublic personal information for any purpose other than the one for which it was received.
- We limit access to nonpublic personal information to those employees and representatives who need to know such information in order to serve you. We maintain physical, electronic, and procedural safeguards to protect the security of your nonpublic personal information as required by law.

As set forth above, you may opt out of our sharing of nonpublic personal information concerning you with our affiliates for certain purposes, and you may opt out of our sharing of nonpublic personal information with non-affiliated financial institutions. We will refrain from sharing your nonpublic personal information in such a manner for forty-five (45) days after you receive this notice, in order to allow you the opportunity to opt out in advance of such sharing. However, you may opt out at any time, and we will honor such opt-out thereafter. If you wish to opt out, please follow the procedures on the enclosed opt-out form entitled “Important Privacy Choices for Consumers.” Please note that (i) if you limit sharing of information for an account you hold jointly with someone else, the limitations you select will apply to all persons on the account; and (ii) we are not enclosing the opt-out form again if you have already opted out (for all options) using a form that we previously sent, in which case we will continue to honor your opt-out requests.

Please note that, in the event you request that we obtain financial or other products and services for you from a third party (such as an insurance company or a transportation and relocation provider), such third party’s use of your information will be subject to the third party’s privacy policy.

It is an honor to serve you, and we thank you for being our customer. For questions regarding this Privacy Notice, please call our Customer Service Department at 1-866-805-9617.

For Insurance Customers: As stated above, we collect information in our role as an agent for a third-party insurance company. In addition to providing such information to the insurance company, we may provide it to state insurance officials, law enforcement, group policy holders about claims experience, or auditors as the law allows or requires. To see your information or to request that we correct, amend, or delete any information, email us at privacynotice@sci-us.com, and provide your name, address, phone number, name of the insurance company, and policy number (if applicable).