*Your Comments about Our Staff:* Matt Morris did an excellent job.

*Would you refer us to others?* Yes. Your firm has an excellent reputation. We were very pleased with the facilities and people handling the entire process.

*John Jameson, Son of the late Nancy Jameson*

*Your Comments about Our Staff:* Matt treated us with respect and dignity, understood all my concerns. I know this is his job, but he went up and beyond it. Thank you.

*Would you refer us to others?* Yes. Matt treated Chris with dignity and respect, which was most important to me. He also arrived very timely at the home. Again, Thank you.

*Name Withheld by Request*

*Your Comments about Our Staff:* Matt and the entire staff were very helpful in this stressful time.

*Would you refer us to others?* Yes. Everything was just what we wanted to honor my husband.

*Kathy Keener, Widow of Thomas R. Keener*

*Your Comments about Our Staff:* Very respectful, helpful and friendly.

*Would you refer us to others?* Yes. They went over and beyond and he was right there with me every step of the way. I could not have asked for better. Thank you, Matt, for everything.

*Vickie Simmons, Life Partner of the late Richard Holland*

*5-Star Google review was received from Mrs. Anita Truax, sister of the late Mr. Steven Strine. Services were arranged by Matt Morris via our Kenneth Road chapel.*

Thank you, Matt for assisting us with the arrangements and services for my brother. Your compassion and knowledge were a blessing to us. Thank you, Izzy and the rest of the staff who helped on the day of his service at the church. Everything ran so smoothly for the service as well as the procession down 83 to the cemetery.

*Anita Truax*

*Your Comments about Our Staff:* Matt was professional, caring, understanding and attentive. My mother looked serene and beautiful due to Matt's care. The auxiliary staff was professional. Melinda Baker was outstanding with her attention to detail and overall helpfulness.

*Would you refer us to others?* Yes. Matt and Melinda made a great team helping me through a very challenging tine in my life. Thank you all.

*Diane Douts, Daughter of the late Marlasse E. Douts*

*Your Comments about Our Staff:* Matt was very professional and caring from the very beginning and throughout the entire process. We did some pre-planning for Steve and had almost everything taken care of before he passed a few days later. Your office staff are all extremely friendly, caring and knowledgeable. The staff on the day of the funeral were outstanding.

*Please select the most important reason for selecting us.* Reputation and you were who my late brother wanted to take care of his funeral.

*Anita M. Traux, Sister of the late Steven Carol Strine*

*5-Star Google review was received from Mr. Brad Shaw, a nephew of the late Mrs. Catherine Craley. Services were arranged by Matt Morris via our Red Lion chapel.*

Thank you so much to Matt Morris who led us compassionately through the decision process, viewing and funeral. Everything was respectfully and thoughtfully completed for us in so many aspects, which made our healing easier.

*Brad Shaw*

*Your Comments about Our Staff*: We were very pleased with how Matt handled everything. Matt was always available when we had questions and never made us feel pressured. He was also very thoughtful and kind.

*Would you refer us to others?* Yes, your facility is very nice and everyone on your staff is very accommodating and easy to get along with.

*Additional Comments:* We were also very pleased with how they had the graveside set up and how they had the snow cleaned up with the sidewalks cleared and the canopy set up. Everything was very nice and I know that took some work on the worker's part. It was really appreciated. Thank you very much and God Bless.

*Mary Runkle, Neice of the late Catherine R. Craley*

*Your Comments about Our Staff:* Very professional and accommodating. Matt Morris was phenomenal during this difficult period. I received many favorable comments from friends and family.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Matt was very professional and helpful. The family is appreciative with the care received.

*Sara E. Hess, Widow of Robert E. Hess*

*5-Star Google review was received from Ms. Vicki Grove, daughter of the late Mrs. Nancy Grove. Services were arranged by Matt Morris via our Red Lion chapel.*

Losing our precious Momma was the most heartbreaking journey we have ever experienced however the sincere kindness, honesty and patience of Matt and Todd were so comforting and heartfelt it made a very challenging time a little more bearable. We highly recommend Matt and Todd and cannot praise these 2 enough for all of their attention to detail and for going above and beyond our expectations. There are no words to express our heartfelt gratitude for all that you both did for our family.

*Vicki G.*

*Your Comments about Our Staff:* Matt assured us that viewing Ben would not be the nightmare we envisioned and would help erase Taylin's last sight of him. He was right! That viewing helped bring closure to all of us. He looked peaceful. Thank you, Matt.

*Name Withheld by Request*

*Your Comments about Our Staff*: Todd and Matt both deserve a 4+.

*Please check the most important reason for selecting us.* Reputation and previous service.

*Ronald Grove, Widower of Nancy Ann Grove*

*Your Comments about Our Staff:* Matt made the pre-arrangement process easy and was very helpful with answering questions. Todd really helped with the obituary and memorial cards/picture slide show. Everything looked beautiful and excellently organized. Thank you.

*Please check the most important reason for selecting us.* Location, reputation, pre-arranged, referred by family and previous service.

*Would you refer us to others?* Yes. Staff was very accommodating and friendly. I felt at ease knowing I could trust their reputation and the process with handing my grandfather's cremation. I was very satisfied with their service and the memorial products received; great keepsakes to honor loved ones. Great job!

*Jessica Ward, Granddaughter of the late Roy L. Hanna*

*Your Comments about Our Staff:* The entire staff was very attentive to our needs from our first phone call through the service and thereafter. Our family was very concerned about whether mom would want to be viewed. Matt and Isabella did a fantastic job restoring mom. She looked better than she had in years and so natural looking. Absolutely amazed at how great she looked. This gave our family an incredible gift and lasting beautiful memory. She looked beautiful and just like mom!

*Would you refer us to others?* Yes, for all the reasons listed above.

*ColleeAnn Wentz, Daughter of the late Iris L. Holtzinger*

*5-Star Google review received from Mr. Steve Ramer regarding the passing of his father, Mr. Theodore Ramer. Services were arranged by Isabella Elliott via our Kenneth Road chapel.*

Isabella and Matt at Heffner Funeral Home were very helpful and caring after our father passed away. Since he was a US Navy veteran, we had some specific desires about how he would have wanted the graveside service. They did an awesome job in getting it all set up and the service was a wonderful tribute. Thank you again for making a tough time more bearable.

*Steve Ramer*

*Your Comments about Our Staff:* Isabella and Matt were attentive to all our needs. They did an excellent job.

*Name Withheld by Request*

*Your Comments about Our Staff:* From the very first conversation with Matt…I was put at ease. After being treated horribly at Neil's Funeral Home in Harrisburg. Matt and staff went above and beyond helping me every step of the way, especially helping to handle my granny here in North Carolina. Communicating with the funeral home here. The day of her funeral, while hard, went smoothly and our whole family are so appreciative!

*Please check the most important reason for selecting us.* Reputation, searched online Google reviews and your location.

*Would you refer us to others?* 100%.

*Additional comments:* Please give Matt my sincere appreciation for taking care of me during the process of my granny, Erma Greene. There was so many logistics and he was patient and kind with every step of the way. Everyone there was so kind, considerate and gracious. Even at the graveside. No impatience from the staff was noted. The water bottles at the graveside were so nice. I will refer anyone I know in the area to Heffner's. Best regards.

*Rachel Lawson, Granddaughter of the late Erma A. Greene*

*Your Comments about Our Staff:* We were very impressed with Matt. He was extremely helpful and very thorough.

*Please check the most important reason for selecting us.* Reputation.

*Would you refer us to others?* Yes. My husband's funeral was beyond anything I expected. We had wonderful comments from people attending the service.

*Judith Viands, Widow of Robert J. Viands*

*5-Star Facebook review was received from Mrs. Christine Stoner regarding the passing of her husband, Mr. Gary Stoner. Services were arranged by Matt Morris via our Kenneth Road chapel.*

With a very sudden and totally unexpected demise of my dear husband, needless to say we were left in beyond shocked condition!! We were guided so kindly and professionally through a very difficult process with no glitches, nothing unexpected, just a smooth transition by the staff especially Matt Morris!! Lead by him, the staff is very compassionate and thorough in seeing that your every need is covered and you feel genuinely cared about in the most difficult of circumstances!! We totally recommend the York team to anybody in need of funeral services!!

*Christine Shatzer Stoner*

*Your Comments about Our Staff:* I felt very comfortable with Matt and Todd during the initial consultation, from that point Todd was very helpful making any decisions. Todd kept the time that could've been difficult as pleasant and easy as possible.

*Margaret Thacker, Widow of Thomas A. Insley, Jr.*

*Your Comments about Our Staff*: Matt did a fantastic job after being handed over to us from Isabella. He was very professional and sensitive to our situation. Highly recommend!

*Please check the most important reason for selecting us.* Referred by family.

*Name Withheld by Request*

*5-Star Google review from Mrs. Josephine "Joie" Shue regarding the passing of her father, Col. Ludwig "Lou" Faistenhammer, Jr. Services were arranged by Matt Morris via our Red Lion chapel.*

Everything was perfect. Matt went above and beyond to make me and my family so comfortable.

*Joie Shue*

*Your Comments about Our Staff:* Matt Morris was the absolute best. He was there for us every step of the way. I feel he went above and beyond which was appreciated.

*Would you refer us to others?* Yes. The service and attention we received could not have been any better. I highly recommend you.

*Josephine Shue, Daughter of the late Col. Ludwig Faistenhammer, Jr*.

*5-Star Google review from Mrs. Deanna McCaleb regarding the passing of her father, Rev. Homer Salzman. Services were arranged by Matt Morris via our Kenneth Road chapel and Allison Duke served as the celebrant.*

I cannot thank Heffner Funeral Home enough for the care and compassion they showed during such a difficult time. Matthew and Allison were truly exceptional. From the very first conversation, they were kind, patient, and attentive to every detail. Matthew guided us through the entire process with a calm and steady presence that helped ease our stress. He answered every question thoroughly and made sure everything was handled exactly the way we wanted. Allison was equally wonderful; warm, organized, and incredibly thoughtful. She made sure everything on the day of the service went smoothly and with dignity. Their professionalism and genuine kindness made all the difference, and I'm so grateful for the support they provided to our family. Thank you, Matthew and Allison, for helping us honor our loved one with such care and respect.

*Deanna McCaleb*

*Your Comments about Our Staff:* Matt was exceptional in every way. His compassion and empathy were unexpected and so greatly appreciated.

*Please check the most important reason for selecting us.* Reputation.

*Would you refer us to others?* Yes. In addition to having been to your facility for the services of others, and the wonderful care and treatment we received, your services were within our budget and we (and our loved one) were treated with the utmost dignity and respect! (Thanks Matt!)

*LaJeanne K. Salzman, Widow of Reverend Homer L. Salzman*

*Your Comments about our Staff:* The staff was knowledgeable and compassionate at the same time. Both times I had use of your services were beyond what I expected. With my husband, the funeral wasn't prearranged and I was very stressed. Nathan was a great help to myself and my sons. With mom, everything was prearranged and Matt couldn't have been more supportive than he was. I know the staff will help my sons when it is time for my prearranged service.

*Would you refer us to others?* Yes. When my father-in-law died, your staff helped my husband and I tremendously (Aug. 2006). My husband and I decided then that Heffner's was our choice for us. My husband was a marine and hated any snafus, I am a list maker and hate loose ends. Neither of these things have happened with Heffner's, thanks to your staff.

*Linda S. Arnold, Daughter of the late Doris R. Beitzel*

*5-Star Google review from Mr. Yong Shin regarding the passing of his mother, Mrs. Jae Shin. Services were arranged by Matt Morris via our Kenneth Road chapel.*

You guys made our family very proud and dignified! Your attention to details was top notch and I would recommend your services to anyone. Thank you, Matt and Todd and all your staff, as well.

*Yong Shin*

*Your Comments about Our Staff:* Matt was very attentive and fulfilled our needs on a short notice. Thank you.

*Would you refer us to others?* I'd recommend to anyone who needs your services!

*Name Withheld by Request*

*Your Comments about Our Staff:* So professional, went above and beyond. I spoke out loud, more to myself, wondering if I could put Ruby's 5lb. service dog in the casket with her, and Isabella asked for us and that meant a lot to us. Thank you so much Matt!

*Would you refer us to others?* Yes. Very compassionate and professional! We loved the programs, her appearance and overall, dealing with this company.

*Mindy Hoffman, Mother of the late Ruby Clark Hoffman Hill*

*Your Comments about Our Staff:* They were wonderful and caring to all of us. Matt guided us through this emotional time and explained everything to us. I would highly recommend your services to anyone.

*Would you refer us to others?* Definitely! You are treated with kindness and they know what they are doing. A great team of people.

*Debbie Folkenroth, Daughter of the late Jean D. McLaughlin*

*Would you refer us to others?* Yes. My family and I were more than pleased with the service we were provided. Matt was excellent and was in close contact with me before and after the viewing. He was able to have everything prepared in three days' time for our viewing. I definitely recommend your services to anyone in need of them.

*Richard Dunphy, Widower of Anita L. Dunphy*

*Facebook review received from Mrs. Christine Zane Dimhoff regarding the passing of her mother, Mrs. Deborah Zane. Services were arranged by Matt Morris via our Red Lion chapel and Amy Favorito served as the certified celebrant.*

Working with Matt and Amy at Olewiler Heffner Funeral Home was a wonderful experience at a time we needed it most. They were caring and a true comfort throughout the process. We are very grateful for their expertise and guidance. We can't say enough about their professionalism and warmth.

*Christine Zane Dimhoff*

*5-Star Google review was received from Ms. Jahcinda Why regarding the passing of her mother, Mrs. Angela Jordan. Services were arranged by Matt Morris via our Kenneth Road chapel.*

Matt and the rest of the team at Heffner's provided me and my family with professional, compassionate care after my mom passed away. Matt made this difficult time less stressful with his knowledge. I highly recommend Heffner's during such a difficult time.

*Jahcinda Why*

*Your Comments about Our Staff:* Matt was very patient with Edna at all times. Todd was very kind and professional at the family home as well as the service. Allison was amazing in the way she penned the perfect poem to start the service, and her eulogy was very much appreciated, it was beautiful!

*Would you refer us to others?* Yes. Based on my mom's service and the service for Glen, everyone was so nice, professional, and made everything as easy as possible during these difficult times for our family.

*Lisa Adams, Sister-in-law of the late Robert "Glen" Adams*

*Would you refer us to others?* Yes. Matt did a nice job of explaining options. The service was handled very professionally and we couldn't have asked for more. Thanks.

*Name Withheld by Request*

*Your Comments about Our Staff:* Everything was great. Matt did a very pleasant job and had respect for the family.

*Virginia K. Miller, Widow of Delone Miller, Jr.*

*Your Comments about Our Staff:* Your staff was so personable and kind. We couldn't have asked for a better experience for our dear mother's funeral. Matt was so sweet and kind, he was a Godsend. Thank you all.

*Would you refer us to others?* Yes. Absolutely, your staff is the reason.

*Donna L. Kindig, Daughter of the late Anna M. Naftal*

*Additional Comments:* My family and I are so thankful for the way Matt guided us through such a hard and stressful time.

*Karen S. Naumann, Widow of Donald J. Naumann*

*Your Comments about Our Staff:* Allison delivered a celebration service that would have been deeply appreciated by my wife. Matt and Isabella were very kind and compassionate. Liam was sensitive the night that she passed. Thank you all.

*Would you refer us to others?* Yes. You all were so kind and compassionate.

*Name Withheld by Request*

*Your Comments about Our Staff:* Matt was amazing and I can't thank him enough. This was the hardest thing I have ever had to do but Matt was there every step of the way. I have never had to plan a funeral before but with Matt's help I was able to get it done.

*Would you refer us to others?* Yes. Such a great group of people who care and go out their way for you. Thank you!

*Michelle Brennan, Daughter of the late Patricia A. Coyer*

*Your Comments about Our Staff:* Excellent staff.

*Would you refer us to others?* Yes. Matt was more than great from start to finish.

*Luis Bellaflores, Father to the late Jalen L. Bellaflores*

*Would you refer us to others?* Yes. Matt, Colle Ann, and Louella were kind, compassionate and helpful. What a great staff to have. Great job done by Amy!

*Ruth Johnson, Niece to the late Mary McMillion*

*Your Comments about Our Staff:* Matt Morris was very kind and his gentle demeanor was very calming at a very stressful time. He was attentive and we never felt rushed in any way. Thank you!

*Would you refer us to others?* Yes. Olewiler & Heffner in Red Lion had our mother's service in October 2023. Her passing was anticipated. Our father's death only 7 months later was sudden and very unexpected. We found ourselves very much in shock and struggling to make decisions. Matt used the details from mom's funeral to help us make decisions for dad's. He had everything organized when we got there and it made the process much easier for us. Which was extremely appreciated.

*Karen Muller, Daughter for the late Teddy L. Saylor*

*Your Comments about Our Staff:* Everyone was absolutely wonderful.

*Would you refer us to others?* Yes. My family has been using your services forever and never had any complaints. I also had a few compliments on your place and services. I would very much recommend you to anyone. Matt was absolutely wonderful.

*Name Withheld by Request*

*Your Comments about Our Staff:* Matt and another gentleman came to pick up and transfer my husband's body to the funeral home. It was a difficult time and he explained everything in a professional manner. Scott met with us the following day. He was extremely professional as well. He was kind, compassionate and mindful of our needs and helped guide us through the difficult decisions. Scott is respectful, courteous and sensitive.

*Would you refer us to others?* Yes. Family owned and operated with a rich history dating back 100 years. Beautiful, peaceful facility. Own and operate their own crematory thereby guaranteeing 100% of my husband's recoverable ashes and only his. They took the same care of my father-in-law 30 years ago.

*Char Ann Sizer, Widow of Lohr Roger Sizer*

*Your Comments about Our Staff:* Matt Morris was excellent to work with and made the process comfortable for me and my family. He was genuinely concerned about our loss and provided assistance with the decisions we had to make. We could not be more pleased with the services he offered.

*Additional Comments:* Matt, Thank you for all you have done to assist us during this difficult time.

*Bruce Marto, Widower of Kathleen Marto*

*Cindy Williams, daughter of the late Mr. Frederick Williams, posted the following note on the Olewiler Heffner Facebook page. Matt Morris and Isabella Null served the family via our Red Lion chapel.*

Working with Matt and Isabella at Olewiler & Heffner Funeral Home was of the highest quality experience. They created an atmosphere of trust, care and comfort throughout the process.

*Cindy Willliams*

*Your Comments about Our Staff:* My sister and I met with Matt shortly before our father passed just to review the pre-arrangements, then with Matt & Isabella when dad passed. Very professional, empathetic and caring.

*Would you refer us to others?* Yes. Everything and everyone were top notch, helpful, empathetic and caring. No hard "upsell" just options that were available. Communication was excellent.

*David F. Williams, Son of the late Frederick G Williams, Jr.*

*Your Comments about Our Staff:* We can't thank you enough for all your help with Don's funeral. We were treated so very nice and Matt couldn't have been nicer. Thank you again.

*Please Check the most important reason for selecting us:* Reputation.

*Would you refer us to others?* Yes. You couldn't have made this time any easier for us and it was greatly appreciated for all of your help.

*Eileen Ortuglio, Widow of Domenick, D. Ortuglio*

*Your Comments about Our Staff:* We were always greeted by someone when we went for appointments. It was overwhelming at times and Matt helped us with all of the details. The only thing that was dependent on us were the photos and her clothing.

*Would you refer us to others?* Everyone was willing to do what was needed to help us through this challenging time.

*Name Withheld by Request*

*5-Star Google review received from Dr. David Willams, son of the late Mr. Frederick G. Williams, Jr. Services were arranged by Isabella Null in February and directed by Matt Morris a month later via our Red Lion chapel.*

Matt and Isabella were absolutely wonderful as we navigated the process of honoring our father's final wishes. Thoroughly professional, empathetic, and respectful. Our family is very grateful for their guidance, insights, and helpfulness.

*David Williams*

*Your Comments about Our Staff:* Matt was particularly helpful and courteous. Amy's presentation was super. Everyone commented on how well she did.

*Would you refer us to others?* Yes, excellent service.

*Elbert "Tim" Stambaugh, Widower of Linda P. Stambaugh*

*5-Star Google review received from Mrs. Sandra Preston, daughter of the late Mrs. Betty Cawley. Services were arranged by Matt Morris via our Kenneth Road chapel.*

Matt and everyone else at Heffner's went out of their way to help make a very difficult time less stressful. Thank you!

*Sandy Preston*

*Your Comments about Our Staff:* Matt was great to work with.

*Steve Dettinger, Son of the late Clarence W. Dettinger, Jr.*

*Your Comments about Our Staff:* From the very beginning Matt was amazing. Everyone else we came in contact with was amazing. I felt special and that my mom was important to everyone we dealt with. Everyone was professional, caring and compassionate. The service was beautiful and exactly what we planned. This experience was amazing, we worked with Matt and Susquehanna Memorial Gardens from Pittsburgh. There was never a time that they were not available for support and questions. Thank you very much.

*Deb, Tim, Karen, & Chris, Children of the late Pauline U. Good*

*5-Star Google review received from Mrs. Lori Miller, daughter of the late Mrs. Joyce Snyder. Services were arranged by Todd Eckert and directed by Matt Morris via our Red Lion chapel.*

Hi Todd,

You and your staff were wonderful! You made this experience so easy for my dad and I. Mom looked so beautiful! And I know you couldn't be at the service, but Matt and the staff did a perfect job. The service was beautiful on a perfect February day! Thank you again for everything!

*Lori Ann Miller*

*Your Comments about Our Staff:* Matt did a terrific job! He had previously helped me with my wife's arrangements (Eva Stein).

*Name Withheld by Request*

*Your Comments about Our Staff:* Everyone was great. Matt, Allison, to the parking attendants, thank you!

*Would you refer us to others?* Yes. The entire staff at Heffner's were so kind, attentive and professional during our very difficult time. The arrangements and service were beautiful.

*Tim Gleim, Son of Catherina Gleim*

*Your Comments about Our Staff:* I can't speak highly enough about the Heffner staff! Matt was wonderful, compassionate, thorough, helpful, professional and efficient, he is a treasure. Isabella was kind and she explained a lot of answers to my questions. Office staff was great.

*Would you refer us to others?* Yes. Your staff was excellent and your facility is first class.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Every member of your staff was helpful, kind, compassionate and sympathetic. Especially Matt who made this difficult time much easier than expected.

*David Boothroyd, Widower of Alice Boothroyd*

*Would you refer us to others?* Yes. I dealt with Matt Morris who was absolutely wonderful. The whole process was caring, sympathetic and respectful. I would definitely use Olewiler & Heffner again!

*Sharon Weyant, Grandmother of Rachel Green*

*Your Comments about Our Staff:* Everyone was wonderful to us. Matt couldn't have been nicer, informative, and compassionate. Betty helped us with pre-arrangements and things went very smoothly. Having a transfer afterwards down to Baltimore complicated the day, and Matt had it arranged perfectly with Evergreen. Thank you!

*Patrcia Blann, Daughter of Elizabeth H. Blann*

*Your Comments about Our Staff:* Matt was wonderful. He went over and above to make everything just as my dad wanted it.

*Would you refer us to others?* Yes, everyone is kind, courteous and professional.

*Traci Kauffman, Step Daughter of Donald Moore*

*Your Comments about Our Staff:* Matt was very responsive and kind. I also spoke in person with the women in the office in Red Lion. We chatted a while. Very pleasant. Whoever took care of my mother's appearance did a nice job. And the celebrant, Allison did a really nice job.

*Would you refer us to others?* Yes. Beautiful facility, organized, high-end feel, the chapel was nice and the music and photo loop was very nice. The staff were pleasant and very responsive to emails and phone calls. Celebrant compiled our random comments into a beautiful story. Attendees commented on how wonderful the service was as well as the birds.

*Dr. Tracy Sulc, Daughter of Linda T. Sulc*

*Email Matt Morris received from Dr. Tracy Sulc, daughter of the late Mrs. Linda Sulc. Matt was in charge of the arrangements on 9/24 via our Red Lion chapel.*

Good morning, Matt,

I was just going to write to you. I finally got a chance to go through the zippered pouch. There were so many little surprises that you added. The book was lovely. I'm so glad that I added it. I know it was at the last minute and created work for you. The entire process, the ceremony, the quality-was way beyond my expectations. I was so pleased with how everything went. You, Allison and your staff were wonderful. Well worth the cost. I got a lot of positive feedback from attendees. I just wanted to thank you again and know that I am grateful. It makes me happy to know there are still kind people like you and Allison out there in the world who care.

*Tracy*

*Would you refer us to others?* Yes. As a person unfamiliar with funeral planning, I found Nate & Matt to be extremely helpful and professional. The identification process was so dignified and Nate figured out how to add flowers without additional expense as my friend had no family. I was very impressed with the entire experience.

*Jennifer Holcomb, Social Worker for Caradel F. Strinsky*

*Your Comments about Our Staff:* This was my first experience planning a funeral. Matt was very helpful with helping me obtain the necessary paperwork required for my dad's military discharge as well as many other things requested.

*Would you refer us to others?* Yes, I was very happy with the services provided.

*Kathy Keperling, Daughter of Don E. Nicholson*

*5-Star Google review received from a granddaughter of the late Myrtle Windon. Services were arranged by Matt Morris via our Red Lion chapel.*

Matt was really nice and had everything set up so nice and beautifully. My Mom-Mom looked so beautiful and natural he did an amazing job. Thanks again so much.

*Katelynn Enfield*

*Your Comments about Our Staff:* Matt is fantastic, you are very blessed to have an employee like him.

*Lawrence Smyser, Son of Carl Z. Smyser*

*Your Comments about Our Staff:* Your staff were very friendly at the funeral. They made the whole experience very calm and relaxed. It was so nice you had easels to use.

*Would you refer us to others?* Yes. Matt was very professional, friendly and helpful. He answered all our questions. Matt also let us know what to expect.

*Richard Bair, Nephew of Norma J. Bair*

*5-Star Google review received from the daughter of the late Allen Smeltzer. Matt Morris was in charge via our Red Lion chapel.*

My family was treated with utmost compassion regarding all the arrangements and follow through regarding our father Allen S. Smeltzer's funeral. The Funeral Directors demonstrated respect for my father. All the details including procuring a bag piper and Veterans Honor guard were done. Matt Morris, Funeral Director and John Funeral Director attended ALL at the frigid graveside service. I highly recommend Olewiler & Heffner Funeral Home Red Lion, PA. Thank-you.

*Elizabeth Clark, Daughter of Allen Smeltzer*

*Your Comments about Our Staff:* Matt, Isabella and Allison were outstanding. The service could not have been better. Isabella really paid attention to details. The ENTIRE TEAM was amazing, kind and professional. Many attendees said it was the nicest service they've EVER attended.

*Would you refer us to others?* Yes. A+++, As mentioned above many of the attendees remarked on how beautiful my mom looked, and services were Best they ever attended. Mr. Heffner has a great team, service and should be proud of how he services the community.

*Greg Szitas, Son of Virginia G. Szitas*

*Your Comments about Our Staff:* Staff *(*Matt and Administration) was very respectful and sympathetic. Answered all questions and explained details carefully.

*What influenced your decision?* While the decision to use Heffner was due to pre-arrangement, I will add that previous experience with Heffner (funeral for my mother in 2019, Kathleen C. Shaffer) was also very good as well. Your Red Lion facility is always well kept and the people are very respectful and accommodating. I would have chosen your funeral home without the pre-arrangement.

*Would you refer us to others?* Yes. You have achieved your goal (courteous, sympathetic staff, warmth, dignity, well-kept facility) and that is (or will be) very important to family selecting your funeral home.

*Scott E. Shaffer, Son of Freeland E. Shaffer*

*Your Comments about Our Staff:* Matt Morris and Nate Ray tag-teamed my wife's visitation and funeral due to it falling during the holidays. Both were extremely helpful and made this tough time go much smoother than I imagined.

*Joel P. O'Brien, Husband of Melinda O'Brien*

*Your Comments about Our Staff:* Matt came to the house the morning my mother passed. My sisters were at the house and Matt was able to stay and complete all of the arrangements at that time. We were all from out-of-town so it saved us from meeting later that day. Matt was always courteous and thoughtful and delivered on every part of the process.

*Would you refer us to others?* Yes. What a delight to have Matt take care of the services for both our father and mother. He was flexible with our requests and we are 100% satisfied/delighted. I am visiting my aunt (90) in January. She lives in California and I talked with Matt about setting plans up to take care of her upon her death.

*Michael Givler, Son of Rosemary N. Givler*

*5-Star Google review received from a family served by Matt at our Red Lion chapel:*

Matt was caring and compassionate regarding my sister who passed in January and later her husband in November. Just a great professional staff.

*V Lepore*

*Would you refer us to others?* Yes. Matt Morris & staff are outstanding professionals-compassionate & caring.

*Vincent Lepore, Brother-in-law of Anthony Romanelli*

*5-Star Facebook review received from the Joseph Trainer family that Matt and Betty served at Kenneth Road:*

We would recommend Heffner's Funeral Home to anyone. All of the staff were both professional and caring at the same time. Matthew Morris and Betty Frey were thoughtful, helpful and understanding about all that we were going through.

*Tom & Carol Trainor*

*Your comments about our staff:* Betty and Matt were so kind and helpful. All the ladies at the front were so helpful. Every single person we encountered at Heffner's was so very kind and helpful. Betty Frey was an amazing celebrant. She paid attention to every detail we provided. She also remembered when my dad came in 5 years ago to plan and pay for his service. She wrote every detail down, up to and including not to touch our dad's beard! She told all the stories that we told her about our dad. Matt was super patient with us as we made decisions based on my dad's wishes. He was very helpful. Amy at the desk was super helpful as well. She was quick with emailing back and forth to finish the obit and memorial folders. Also, to whomever prepared our dad for the viewing, he looked SO good! We were super concerned due to his condition prior to his passing. We were pleasantly surprised at how good he looked. Amazing Job! P.S. The motorcycle sendoff was a great addition!!

*Would you refer us to others?* I would absolutely recommend Heffner's on Kenneth Rd. to anyone and everyone.

*Kelli Bain, Daughter of Joseph M. Trainor*

*Your comments about our staff:* My brothers and I have great appreciation for the courteous and professional conduct of all Heffner staff we encountered. Matt went over the top. No one wishes to use a funeral home, but as need arises in the future, we will choose Heffner.

*Would you refer us to others?* Yes. Less than a week after mother's service, my husband and I attended a memorial service at our York church. Another area funeral home assisted the family of the deceased friend. We were astounded by the lack of professionalism we observed. Inappropriate attire by staff. No one on parking lot to greet guests. No direction to greet family. Heffner was wonderful.

*Name Withheld by Request*

*Your comments about our staff:* Matt was amazing. Very thoughtful and caring from the first second he came into my home. He treated us and my father with complete respect.

*Would you refer us to others?* Yes. Everything was done with love and respect. My father was treated with dignity from the very moment that Matt came through the door. Everything was beyond my expectations. From removing my dad with a flag over him, to allowing us to place mementos in the vault with my dad, to the beautiful picture and cards that were provided and so much more. Thank you all from my family!

*Kelly Bobenrieth, Daughter of Donald L. Deaven*

*5 Star Google review received from a family Matt served at Beaver-Urich:*

I had an amazing experience with Matt and the team at Beaver Urich Funeral Home in Lewisberry. Matt went well above and beyond to get things taken care of including bringing paperwork to me at work to get signed! From the moment they came to my home to take away my father to the service that was perfect for us to the memorial picture on the burial vault that was so touching we could not have asked for anything better. Matt really showed us how much he cared and walked us through everything with a gentle kindness. I feel so blessed to have found Matt and the Heffner team. I highly recommend Heffner to anyone who finds themselves needing their services.

*Kelly Bobenrieth*

*Would you refer us to others?* Yes, absolutely!

*Additional Comments:* During this difficult time, your staff made this process seamless and stress-free. Todd was super helpful and was very easy and pleasant to work with. He gave us all of our options and explained things to us so that it was easy to understand. I also appreciated his communication and follow up during and after the process/services. I've had so many compliments on our Celebrant, Debe. She was so nice and listened to our stories about my dad and was genuinely interested in learning about him. We were so impressed with her part in the service, as many others were. Her words were beautiful and heartfelt. We also very much appreciated the pop tarts that my dad loved at the end. It made us and others smile and have a small "piece" of him. Lastly, Matt was wonderful to work with on that day and after. He made the service run smoothly and we appreciated it being live streamed as we had a lot of friends and family say they watched the feed. Can't say enough good things about such a difficult time. Thank you all.

*Sytiva L. Seitz, Daughter of Scott L. Seitz*

*5-Star Facebook review received from a family Matt served at Lewisberry:*

My father passed away suddenly on 8/10/22. We had no idea who to call. We picked a name off a google search and we have been nothing but amazed ever since. We are in Etters and had the pleasure to work with Matt from Beaver Urich Funeral Home in Lewisberry. We did not want a formal funeral and could not really afford a big casket and such so we decided to have my father cremated. Heffner included an urn we could bury in the plot next to my mom. Upon arrival at the cemetery, I was floored to find a beautiful tribute picture edit on the lid of the urn vault to be buried. It fit my father so perfectly. Also, this photo was in a frame for us to take home. We also received 100 memorial cards to send to friends and family, several laminated copies of the obituary, and a key chain etched with the photo of my father we submitted for the obituary. Matt and the team at Heffner care have made such a sad time so much easier. They have given us items with which we will be able to remember my father forever. They also coordinated everything from contacting the Life insurance for payment to writing and submitting the obituary, to contacting Social Security, to having everything ready for the burial. All of this in just one week. I cannot say thank you enough to Matt, Beaver Urich, and Heffner care for this. I highly recommend Heffner if anyone comes to need their services. Thank you so much.

*Kelly Bobenrieth*

*Your comments about our staff:* Betty Frey was very kind and helpful while setting up prearrangements. Matt was very professional and informative in handling of mother in law's cremation and mailing of remains.

*Thomas Pattison, Son of Blanche A. Pattison*

*Additional Comments:* Thanks for guiding our family through the interment and celebration of my sister. Matt Morris patiently explained what had to be done and led us to make the best choice. We were also most pleased with the pink funeral cards and the beautiful guest book. Thank you. I purchased my funeral with you many years ago and this confirmed I made an excellent choice.

*Norma Bair, Sister of Nelda A. Bair*

*Your comments about our staff:* Matt Morris was a great help!

*Would you refer us to others?* Everyone was courteous and very helpful in our time of need.

*Name Withheld by Request*

*Your comments about our staff:* I am pleased and grateful for the patience and kindness shown to myself and children by Matt Morris.

*Name Withheld by Request*

*Your comments about our staff:* We were so very happy to have Matt handle mom's arrangements as he had been so helpful previously with mom's husband, Walter. Having Nick there was very helpful to our family.

*Would you refer us to others?* Yes. The family had no worries. Matt guided and helped us through what could have been a very difficult time. Your entire staff was very professional and kind.

*David Burke, Son of Nellie G. Mott*

*Your comments about our staff:* Matt Morris did an excellent job in getting everything together for a nice service for my husband. I had to contact him several times for different things and he was always kind and willing to help. As was Louella. Very nice group.

*Name Withheld*

*Your comments about our staff:* I asked Matt if you could buy a place around New Bloomfield! Your staff is excellent. Thanks so much for everything! Beautiful facility!

*Would you refer us to others?* Yes, definitely. I have already!

*Jean Anstine, Wife of C. Robert "Bob" Anstine*

*Your comments about our staff:* Matt was very helpful and explained everything and listened to my stories and questions.

*Would you refer us to others?* Yes. You don't push things on people.

*Additional Comments:* Thank you all for the help and kindness when needed. Please keep this up for other people.

*Maxine D. Taglieri, Wife of Charles A. Taglieri*

*Google Review Received:*

My Mom & Dad both had their funerals prearranged thru Heffner's. I'm so glad they went through them. Everyone was so nice & compassionate. They were very professional, but at the same time like a friend. Both of the services were so beautiful, I couldn't have asked for more. Other family members have gone through there & the same compassion was given every time. In a few months when things are a little easier for me, I will be going back to have my cremation all planned & taken care of so when I pass my kids won't have any worries. They will know everything will be taken care of & feel like family is taking care of the service. Matt was so patient & understanding thru the whole process.

*Gina Dunlap, Daughter of Kenneth A. Jacobs*

*Your comments about our staff:* Matt was very helpful. He was very professional, patient and kind. He went out of his way to provide the service we wanted.

*Donald A. Moore, Husband of Patricia M. Moore*

*Your comments about our staff:* Matt and your office staff were very helpful. We appreciated everything they helped us with.

*Darlene Leitzel, Wife of Robert "Lucky" Leitzel, Sr.*

*Your comments about our staff:* Matt was very professional.

*Thomas Baker, Husband of Tammy Sue Edwards*

*Would you refer us to others?* Yes. Myself and family were very pleased with Matt. The way he was there for us. He brought the packet a few days later – very courteous.

*Name Withheld by Request*

*Your comments about our staff:* All staff I had contact with were very friendly, helpful and professional. Betty Frey did an outstanding job as the officiating celebrant. The service was moving and captured my aunt's spirit very well. Matt and Nate were very helpful and comforting while helping me navigate the many decisions one has to make during such a difficult time.

*Would you refer us to others?* Yes. I most definitely recommend Heffner to anyone who is need of their services for the many reasons I mentioned above.

*Laura Hess, Niece of Betty "Betsy" Myers*

*Your comments about our staff:* Matt was kind, professional and detail-oriented. His assistance was so important at a difficult time. When something went wrong (live streaming), Matt handled it in a professional fashion, which I really appreciated.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Todd were fantastic throughout the entire process. My husband's service was wonderful. He loved theater and musicals. Matt and Todd were able to find instrumentals of some of his favorite movies and musicals.

*Would you refer us to others?* Yes. Your entire staff is caring, professional and compassionate. Every question answered and I never felt pressured into anything.

*Tara Hutchison, Wife of David H. Hutchison*

*Your comments about our staff:* Everyone was so kind to us in this time of sorrow and loss. Matt was simply amazing.

*Albert Brickner, Son of Diana L. Daugherty*

*Google Review Received:*

At a time when we needed help and support and not knowing what we needed to do next, Heffner Funeral Home was there for us. We received a call from a team member within two hours of the death of my mother. An appointment was set for the next morning. Matt was professional, caring, well informed for all we needed to know. It was such a difficult time but he made it easier for us to say goodbye. The entire process was flawless. Whatever we asked, it was not a problem. We so appreciate the kindness, follow up and professionalism all of you showed us during this very difficult time.

*Shirley Axe*

*Your comments about our staff:* Matt was very professional and informative. We appreciated that he gave us time alone to discuss our funeral plans.

*Would you refer us to others:* Yes. Location, facility and professionalism of staff.

*Shirley C. Axe, Daughter of Marien J. Edie*

*Your comments about our staff:* Matt was very helpful and explained everything and listened to my stories and questions.

*Would you refer us to others?* Yes. You don't push things on people.

*Additional Comments:* Thank you all for the help and kindness when needed. Please keep this up for other people.

*Maxine D. Taglieri, Wife of Charles A. Taglieri*

*Your comments about our staff:* I was pleased with everything. You treated us with compassion. Matt and Betty Frey were wonderful.

*Barbara Love, Wife of Eugene B. Love*

*Your comments about our staff:* Matt, our director, was outstanding. I'm sure he had wonderful help from the other employees, too. I was very unsure about cremation, but your staff and facility has changed my mind. They took their time with us and having our pastor (from the past) with us was also very helpful and comforting. I appreciated the expanded info in the guestbook. The church and the funeral home were setup so nicely. Our minds are still blurry but we were extremely pleased and have already told others.

*Name Withheld by Request*

*Your comments about our staff:* Matt was absolutely wonderful. He made us feel comfortable, answered all of our questions and was very thorough.

*Would you refer us to others?* Yes. Dad was taken care of with the best care possible and every encounter was wonderful despite our reason for being there. Thank you!

*Jessica Nyborg, Daughter of David A. Nyborg*

*Google Review Received:*

We were once again very pleased with the attention to detail that the Heffner staff delivers. We were thankful that pre-arrangements were made by our parents. With complete attention to details, Matt who handled our service clearly reviewed the pre-selected choices and identified options available with no pressure to change. He also gave credit to other participating staff. The professional courtesy is obvious throughout the Heffner organization beginning with the initial notification call for service. The extra care of presenting our mother with the reposing bed was truly quite remarkable and the private viewing opportunity really enhanced the healing process for the family. The Heffner approach to providing comfort absolutely eases the sadness created by the death of a loved one.

*Dennis Grove, Son of Colleen R. Grove*

*Your comments about our staff:* First time children and I needed to make these arrangements. Wonderful support.

*Would you refer us to others?* Yes. People that came to the graveside service commented on how beautiful the service was. Thank you again and to Matt the funeral director.

*Janet Goss, Wife of Clinton E. Goss*

*Your comments about our staff:* Matt did a great job.

*Sindy Smeltzer, Daughter of Kathleen E. Shoff*

*Your comments about our staff:* Very attentive and supportive before, during and after the service.

*Would you refer us to others?* Yes. At a very difficult time for my father, Matthew made everything easy and quick. Matthew was very professional and made follow up calls when promised.

*Name Withheld by Request*

*Your comments about our staff:* Above and beyond!

*Additional Comments:* Nicest people we ever had to deal with! Matt was so helpful and we appreciate everything he did! Everyone was so helpful. Thanks again.

*Sterling Swartz, Son of Audrey R. Wynegar*

*Your comments about our staff:* Matt Morris served as our director and was responsive to our every need. He was professional and well-informed. From the moment we met him he was sensitive and concerned that we were satisfied.

*Would you refer us to others?* Yes.

*Patricia Hershey, Daughter of Charles D. Smith*

*Your comments about our staff:* Matt's caring concern and attention to every detail provided my family with comfort and peace of mind.

*Doris P. Hartdagen, Wife of Gerald E. Hartdagen*

*Your comments about our staff:* Matt and his staff were wonderful and very caring toward my mother and my daughters and myself. They followed all wishes of my Dad and Mom as to the funeral arrangements that were discussed prior to my Dad's passing.

*Would you refer us to others?* Yes. Although, I live in Pittsburgh, PA, I would very much recommend Olewiler & Heffner to all my friends and family friends that reside in the York area.

*Additional comments:* Exemplary service both in preparation of my Dad's funeral and during the funeral itself, was very much appreciated by our family. I would say the only glitch was that the obituary for my Dad was supposed to run AFTER the Tuesday funeral (February 9, 2021). The following Sunday was supposed to be the day it would run. It was likely the paper's mistake, not Heffner's Funeral Home. Other than that small "glitch" everything else was PERFECT.

*Name Withheld*

*Your comments about our staff:* Matt did an excellent job. He made us feel comfortable and calm in a situation where it was not as such. He took time with our family.

*Sara Belanger, Daughter of JoAnne M. Ryer*

*Your comments about our staff:* Matt was very helpful, patient and accommodating.

*Would you refer us to others?* Yes. Red Lion location was wonderful. Staff were great.

*Steve Krach, Son of George W. Krach*

*Your comments about our staff:* Matt did an excellent job!

*Thomas Bishop, Son of James H. Bishop*

*Additional comments:* Thank you for the beautiful service and we are very grateful. Please let Matt the funeral director know we appreciated his kindness.

*Sharon & Anthony Romanelli, Son & Daughter-in-Law of Carmela A. Romanelli*

*Your comments about our staff:* Matt Morris was very understanding and helpful with preparing a graveside service for "immediate family only" during this pandemic. My father had his arrangements pre-made and requested special music which was an important request, and Matt was able to accommodate that outside. This was an answer to our prayers to uphold my father's wishes. Thank you.

*Donna Bortner, Daughter of Dwight R. Markey*

*Your comments about our staff:* Matt was helpful and patient with my questions. He promptly responded to my email questions, even over the weekend. He helped me with a difficult and emotional time in my life. Your entire staff on the day of Terry's funeral, were polite and so respectful. The few family members allowed to attend got to view Terry, which I did not expect, but was so grateful for. When we got to the cemetery, we were allowed to drive to the burial area. Your staff allowed my brother-in-law to park close to the burial area and they helped him walk back to his vehicle when we finished the service. My husband Terry looked so good. Your care in preparing him was so uplifting. Thank you so much.

The memorial plaque was the most beautiful touch and so unexpected. I wish I had a picture of it to share with family. I tried to take a camera shot, but it didn't turn out.

It's not easy with all this COVID to get through a funeral and all the arrangements by yourself. Matt Morris was so patient and he listened to me, let me weep, and just kept me on the mission at hand. Thank you for contacting Baughman to have the engraving done.

*Name Withheld by Request*

*Additional Comments:* Matt has provided the family with professional services for which I am grateful.

*Kevin Grove, Son of Terry Grove*

*Would you refer us to others?* Yes. Matt in York explained our options clearly and patiently addressed all our questions.

*Beverly McKitterick, Daughter of Ethel Smay*

*Your comments about our staff:* Absolutely awesome and made this process go so smoothly.

*Would you refer us to others?* Yes. Matt came to our house the night my mom passed and the day after. He went above and beyond everything that needed to be done.

*Additional comments:* When my time comes, I want your facility to handle my arrangements and services. Thank you for everything Matt and the two ladies in the office in Red Lion (Louella and ColleeAnn) have done to make this experience as smooth and painless as possible. My brother and I are extremely grateful.

*Edie Conrad, Daughter of Luz Maria Diffenderfer*

*Your comments about our staff:* Matt Morris is the most kindest and sweetest person I know. Not only did he take care of my husband's arrangements, but also my dad and mom's, John Reed Urey and Mae Urey. I wouldn't want anyone else but Matt for my needs.

*Would you refer us to others?* Yes. As per my comment above, Matt Morris is whom I would refer anyone to that would want to pre-arrange.

*Kathleen A. Urey-Strickler, Widow of Terry L. Strickler*

*Your comments about our staff:* Matt and Sam were very professional.

*The most important reason for selecting us:* Location. My husband, Donald, and I always support business near us.

*Would you refer us to others*? Absolutely! Have made several already.

*Mrs. Pearl Breland, Widow of Donald Breland*

*Additional Comments:* We were extremely pleased with the service and attention to detail throughout my Dad's times at Heffner Funeral Chapel in Red Lion. When my Dad died, Scott Ball and Sam Piper responded to my call. They conducted the removal with tact and respect for the family.

My Dad had preplanned for cremation with no service, but I requested a simple family viewing. We gathered at the funeral home the next day, and I was amazed at how they presented Dad for his family's goodbyes. He looked at peace and we're so glad we had this opportunity. I thanked Matt for arranging this and he quickly gave credit to other staff members for their contributions to the morning.

Without hesitation, I would recommend Heffner Family Services. They treated Dad and our family with sympathy and respect, and demonstrated the highest professional standards.

*Mr. Dennis Grove, Son of Roy Grove*

*Your comments about our staff:* Matt Morris was very kind and understanding.

*Would you refer us to others*? Yes. I believe everything was taken care of as described and you did a very good job.

*Mrs. Ruth A. Dietz, Widow of Joe Dietz*

*Your comments about our staff:* Excellent service by Natt and Liam. Very respectful to my mother's needs. Even through my father's pre-arrangements were for direct burial, changing to cremation was a smooth process. Matt made everything very easy.

*Would you refer us to others?* Yes. Whether or not you have pre-arrangements, I have been to a few funerals at Heffner's, especially my fallen co-worker Jared Snyder (Red Lion) and the staff is very professional and are able to make the best of difficult times.

*Cynthia Meyer, Daughter of Dean Allen Neuhous*

*Your comments about our staff:* Matt Morris is very empathetic, as well as professional. I thank him on behalf of David R. Sharp family.

*Additional comments:* A big thank you to Matt. I am glad he was very honest and he has a heart to the family of an unexpected death.

*Tracy Welsh, Sister of David R. Sharp*

*Your comments about our staff:* Matt was great.

*Name Withheld by Request*

*Would you refer us to others?* Yes. I want to thank Matt for taking good care of me. Because I live in Montana and with COVID-19 issues, I was unable to travel back to York. Fortunately, my aunt and her husband had pre-paid for their cremation. The process was very easy for me to take care of from Montana. As I stated to Matt, it takes very special and caring people to work in this field of work. Thank you for your kindness!

*Lynn Uhler, Niece of Barbara Reisinger*

*Additional comments:* I cannot thank you and your staff enough for their kindness, patience and above and beyond service! Matt took my grandmother's ashes to the cemetery for me when I had another emergency and wasn't able. He really was amazing every step of the way. Thank you.

*Renee Strine & Family, Granddaughter & Family of Anna Marie Strine*

*Your comments about our staff:* Your staff was very courteous and treated us with respect. Matt was such a great help to us. Couldn't have dealt with a nicer person.

*Would you refer us to others?* Yes. Such a beautiful caring place where your loved ones are well taken care of.

*Beverly Giffin, Daughter of Ruth A. Crone*

*Your comments about our staff:* Matt was patient and kind. Treated us with respect throughout.

*Would you refer us to others?* Yes. My mother and father were both taken care of by Heffner in 2001 and 2011.

*Janet M. Overmiller, Widow of Lamar H. Overmiller*

*Your comments about our staff:* Mr. Morris provided excellent customer service. Ms. Morgan delivered a wonderful eulogy. Mrs. Jennifer caught an error in the obituary (date of passing). The entire staff was very attentive to our family and guests.

*The most important reason for selecting us:* Reputation. This is the nicest funeral home in the area.

*Would you refer us to others?* Yes. I will definitely recommend your funeral home. All of the guests commented on how nice the staff was and the service conducted. We received many comments from family and friends on how nice the entire service looked and how it was conducted. You made a wonderful impression on many people.

*Additional comments:* I cannot express enough how pleased we are with the entire staff and the facility. A very special thank you to Matt, Brigitte and Jennifer for delivering such a wonderful service. Thank you very much. Paige looked beautiful for her service. Many commented that Paige looked like "sleeping beauty." She really looked like she was sleeping. Thank you so much for presenting Paige so well. Sincerely,

*Thomas Bechtel, Father of Paige L. Stone*

*Your comments about our staff:* Matt was so patient and calm. He advised us when we were indecisive. Even his voice was peaceful. He followed up several times. Matt was very sensitive during the service.

*The most important reason for selecting us:* Your place is comforting and homey. It doesn't feel like a typical funeral home.

*Bonnie J. Thompson, Mother of Andrew M. Thompson*

*Your comments about our staff:* Matt, Louella, and everyone I came in contact with was everything mentioned above. That's why I like your funeral home. Plus, everything was neat and clean.

*Would you refer us to others?* Yes. Because of all the above. I have personally dealt with you with the passing of my wife, Brenda Adleblute, and my dad Dean Spurley, and now my mother, Velma Spurley. Compassion that seemed to come from their heart.

*Greg Spurley, Son of Velma A. Spurley*

*Your comments about our staff:* Your staff is awesome. Matt was awesome!!

*Would you refer us to others?* Yes. Great service to every detail!!

*Scott F. Lyman, Widower of Jill A. Lyman*

*Your comments about our staff:* Betty Frey did a great job for us when we prepaid Mom's arrangements in February, 2019. Very helpful for us to make our decisions.

Matt Morris was very good when we met with him the evening mom passed to make our final plans for mom's service. The job Matt and your staff did for mom was exceptional. I hadn't seen mom because of the COVID shutdown since early March and did not know how mom would look. When I viewed her before the service, I was brought to tears because of how nice and peaceful she looked. That picture of her will be the way I will always remember her.

Thank you to everyone at the Red Lion facility for a tremendous job.

*Would you refer us to others?* Yes. Because of the funeral at your facility and the great service you gave our family.

*Keith Sechrist, Son of Patricia Ann Sechrist*

*Your comments about our staff:* Matt and the rest of the staff did an excellent job. Our family was so comfortable during such a devastating time. Matt was extremely accommodating and we are so thankful.

*Dr. Pritha Sheth, Widow of Dr. Anand N. Sheth*

*Your comments about our staff:* Dad's funeral was the first funeral I had planned. Not knowing the procedure, I was apprehensive to say the least. I had heard stories in the past of how loved ones felt pressured at their time of loss. Matt Morris quickly dispelled those thoughts. Very professional.

*Richard Wilkinson, Son of Richard B. Wilkinson*

*Your comments about our staff:* Everyone that interacted with our family always treated us with compassion and respect.

*Would you refer us to others?* Yes. Very professional, yet exhibited a caring attitude at all times.

*Additional comments:* To whomever this may concern: Please know that your representative, Matt Morris, has proven himself as a very sympathetic, caring, courteous and respectful individual. He was always willing to answer our questions in regards to our preplanning of my mother's funeral and he provided all we needed at the time of her funeral. Always compassionate and showing dignity to us. He is valued by our family to be an "excellent" part of your team. Thank you. Sincerely,

*Name Withheld by Request*

*Additional comments:* This was a difficult time as my uncle died somewhat sooner than we expected and restrictions due to COVID-19 were just being put in place. Despite these factors, everything was just <u>perfect.</u> Matt was great.

*Scott Sterner, Nephew of Stephen L. Sterner*

*Additional comments:* Matt and the staff in Red Lion did an excellent job with Mom's arrangements. Mom was laid to rest on March 18 at the start of all the uncertainty with the coronavirus. The staff made sure of everyone's safety and health during the memorial service. Thanks.

*Terri L. Williams, Daughter of Shirley K. Mohr*

*Your comments about our staff:* I can't commend your team and Matt sufficiently in words. Matt was so kind and understanding—did not judge any of our idiosyncrasies (like burial in PJ's). The acceptance I felt was probably second only to Matt's compassion and service excellence.

*Would you refer us to others?* Yes. Absolutely and without hesitation! Several guests commented on the professionalism of the team and the quality of services provided. Given this occurred during very unusual and stressful times for all the world, your care and commitment to us was noted and VALUED.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Jennifer were phenomenal! Everything from meeting them the first day, to after the services, was topnotch. We couldn't believe how beautiful everything was the day of grandpa's service. Matt guided us every step of the way and made our difficult decisions easier to arrange.

*Would you refer us to others?* Yes. The entire staff is professional and compassionate. Never felt pressured or rushed into making any decisions. The cards and obituary were all perfectly done. Matt and Jennifer kept constant contact with us throughout the entire process from start to finish.

*Additional comments:* Our grandpa was a 98 year old WWII veteran. Matt made sure everything was perfect so we could honor our decorated family member. He was also a member of the Masonic Lodge for over 60 years. His wishes were a Masonic service and a Military Honors service at the graveside. Matt made all the arrangements for us so we wouldn't have to worry about anything. Everything was amazing—from the flowers to the music, to the arrangement and timing of the services, Matt did a phenomenal job. He definitely put mine and my cousin's minds at ease during this difficult week. Thank you again Matt!

*Tara Hutchison and Nikole Bonenberger, Granddaughters of Frank R. Miller*

*Would you refer us to others?* Yes. Everyone was very professional and went out of their way to make things a lot easier.

*Additional comments:* We would like to thank Matt for all his help. And to Debe for a job well done for the service. Thank you again.

*Deb Smith, Sister-in-Law of James G. Smith*

*Your comments about our staff:* Matt and staff did an excellent job explaining the process and responding and helping with any concerns we had.

*Douglas R. Brown, Son of Nancy Ann & Ray E. Brown*

*Your comments about our staff:* I couldn't be more pleased with the entire service our mother received. We made pre-arrangements with Betty Frey and Matt handled the service.

*Mary Mumma, Daughter of Winnie Renninger*

*Your comments about our staff:* Matt was a great help with everything.

*Would you refer us to others?* Yes. All of our families have used your services.

*Kandi Flinchbaugh, Daughter of Harry W. Tyson*

*Your comments about our staff:* Excellent staff, very understanding. Matt Morris understood our wishes and helped to see them through. Thank you very much.

*David Crumbling, Son of Dorothy V. Crumbling*

*Your comments about our staff:* Everyone was very courteous and professional.

*Would you refer us to others?* Yes. Though John Katora was out of town and unable to be the director for my mother's service, he took the time to join my meeting with Matt Morris, who was the director. I very much appreciated this. Matt was wonderful—very professional and took time to listen. I was very pleased with the facility—the cleanliness and attention to detail was impeccable.

*Name Withheld by Request*

*Your comments about our staff:* Matt was extremely respondent to my needs. He is a great asset to Olewiler & Heffner. The entire staff is an asset.

*Would you refer us to others?* Yes, absolutely.

*Stephen F. Young, Widower of Marcella Ann Young*

*Your comments about our staff:* All staff was very professional. Matt Morris was very caring, respectful and courteous. He went above and beyond and we're so glad we were able to work with him. Thank you!

*Would you refer us to others?* Yes. Could not have found a better funeral service provider than Heffner.

*Lisa J. Brown, Daughter of Jacob Grimm*

*Your comments about our staff:* Matt Morris and his staff do a great job! Thank you!

*Would you refer us to others?* Yes. Already have!

*Bill Grandia, Brother of Kathy Mosso*

*Your comments about our staff:* All were very nice!! Flowers were beautiful. Matt was so helpful and explained everything. He gave us options. Very, very nice.

*Shirley I. Deets, Widow of Joseph D. Deets, Sr.*

*Your comments about our staff:* Matt Morris handled everything with proficiency and with little effort for us as a family.

*Anita M. Lowe, Daughter of Jack E. Hyde*

*Your comments about our staff:* Everyone was courteous and respectful to the family. Everything was handled as planned and was beautiful.

*Would you refer us to others?* Yes. Matt guided us through a very sad time in our lives which made everything easier. Although it was a hard time, it's also a beautiful memory.

*Hope I. Criswell, Widow of Terry A. Criswell*

*Your comments about our staff:* Matt was extremely helpful during this difficult time. Thank you to all of your staff as well.

*Richard R. Blais, Widower of Lynn M. Blais*

*Your comments about our staff:* Matt Morris was excellent in all respects. I would definitely recommend him and Heffner's to anyone.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Betty were so professional, kind, and helpful.

*Additional comments:* Thank you for everything you have done for us. Greatly appreciated. This was our third experience with all of you.

*Kathy Senft, Daughter of Vincent L. Reever, Sr.*

*Your comments about our staff:* Very helpful. Matt listened to my Mom go on about things and her life with Roy. He was so helpful and kind. Thanks again for everything.

*Would you refer us to others?* Yes. Very good to the family members and helpful. They went out of their way to help.

*Mrs. E. Joan Knutson and Maxine Taglieri, Widow and Daughter-in-Law of Roy D. Knutson*

*Your comments about our staff:* Matt, Nate, Todd & Louella were all a great help. The funeral home looked very nice and items were arranged appropriately for the service. I am glad I took care of pre-arranging. Very grateful for the way Dad's body was handled and the flag for being a veteran.

*Would you refer us to others?* Yes. This is an important time for families. Professional guidance and mentoring is very important. It made me feel at ease with a very emotional time.

*Additional comments:* From the time that Dad's body was picked up, through the final arrangements, including private viewing of dad for my brother and I, it made my task much easier. They took care of contacting the masons, military, church and setting things up. Review of materials with Louella after the service was nice. Very surprised at everything that was put together.

*Mark S. Robertson, Son of Herman G. Robertson*

*Your comments about our staff:* Matt Morris was exceptional and handled every little detail well.

*Would you refer us to others?* Yes. I would express how well you handled everything.

*Additional comments:* Just a big thank you to Matt! He made a difficult time easy.

*Guy Stambaugh, son of Alvin Stambaugh*

*Your comments about our staff:* Matt was so very helpful to me. He showed he really cared about what I was going through.

*Would you refer us to others?* Yes. Everyone was so very kind and caring in my very difficult time in life.

*Name Withheld by Request*

*A letter to Ernie was attached when the survey was returned:*

Dear Mr. Heffner:

On behalf of our family, thank you for the wonderful job your team did planning and executing a *perfect* funeral for my mother Jean. My father would be very proud of his family for giving her a funeral mass in her honor.

I told Todd this at the cemetery before we parted ways. "It was perfect."

Todd Eckert is an outstanding funeral director. He did it so well for my father Robert, and now my Mother six years later. I asked for him by name. Todd also helped me get Dad's VA proof lined up and to arrange for his Military honors. Matt Morris was great too as he was kind, professional and came quickly impeccably dressed that Friday night to pick up Mom. He too deserves our thanks and is a credit to your team.

Everyone I met at your place was kind and polite and just nice people. They all work well together and it shows they care. Your front desk people especially.

Thanks again for everything your team did for Mom.
Sincerely,

*John C. Dibert, LTC US Army Retired, Son of M. Jean Dibert*

*Your comments about our staff:* Matt was very helpful and understanding. Your facilities are beautiful.

*Name Withheld by Request*

*Your comments about our staff:* Todd walked me through preplanning and was terrific. I thought he would be there for now. Instead, Nate made the night call on what came next and was so calming and nice. Then Matt took over and he was so wonderful. Melinda helped at the service—I was friends with her folks. There was such a level of caring from everyone (including secretaries) and all were knowledgeable—knowing what, how and when each aspect needed to happen. I cannot thank you all enough!

*Would you refer us to others?* Yes. All excellent.

*Colleen M. Mundis, Widow of Dr. Wayne A. Mundis*

*Your comments about our staff:* Matthew Morris handled the arrangements. His help was immeasurable. His support was kind and caring, without ever being condescending. He helped us to relax and laugh at our memories at a time when that wasn't easy to do. Anything that has come up both before our service and since, Matt has made sure was taken care of.

Debe Snyder was our celebrant and she did an amazing job. The description of my husband that she presented from talking to us, was so accurate and detailed. It was like she knew him. Her touch of handing out small basketballs to those who attended, moved all of us.

I have to also mention John Katora, who stood in for Matt on the day. He helped my family back around 1985 when we buried my grandmother. I speak for the family I still have left when I say that he impressed us so much then and we have never forgotten. He also did an amazing job for us this day. He took care of our every need. All the people helping on the day of the service, were caring and made us feel cared for on one of the hardest days of our life. We thank you all very much.

*Would you refer us to others?* Yes. I have told everyone I know how happy we were and how cared for we felt. Anyone who attended the service, would have seen that for themselves. We received so many positive messages from friends and family who thought the service was beautiful.

*Sherry Hunt, Widow of Jeffrey Hunt*

*Would you refer us to others?* Yes. The entire staff is so warm and caring. Every detail was handled efficiently and with great respect. Matt Morris went above and beyond our expectations in locating an estranged sister. We are so grateful!

*Deborah K. Lilley, Daughter of Patricia D. Jansky*

*Your comments about our staff:* Staff treated us as family. The setting was impeccable. All in all, I would refer you with pride.

*Would you refer us to others?* Yes. As noted above, ceremony was as others noted, also outstanding.

*Additional comments:* Matt, you treated us as family. Hope to never see you again, but life has a way to upset even the best laid plans. Till we meet again.

*Raymond Le Rendu, Jr., Son of Raymond R. Le Rendu*

YELP review posted February 26, 2019:

Over the past summer, my mother unexpectedly passed away. It was a very difficult time for my wife and I, but through the heartache and sadness, Matt at Heffner's was able to provide us care and support with the utmost patience and respect.

I choose Heffner because when my father passed years prior, they provided the same great service. It seems like they consistently have time after time.

Thank you Heffner for helping us during the painful grieving process of placing our loved family members to rest in a respectful and honorable way.

*Your comments about our staff:* Your entire staff is very professional and caring. Betty and Matt were great to work with and made the whole experience extra special. Matt and "Dog" handing out Kit Kats at the end of the service made all of us smile.

*Would you refer us to others?* Yes. Your staff made us feel like family.

*Cheri Miller, Daughter of Bernice L. Metz*

*Your comments about our staff:* All your staff were very courteous. We dealt mainly with Matt, who was very friendly and professional. He took the time to answer and explain all our questions.

*Would you refer us to others?* Yes. I was happy with the way my husband looked. He looked so nice. The accommodations were very nice. I liked the pews in the room instead of chairs. Matt was very nice and professional—easy to deal with. Very pleased.

*Marguerite Glass, Widow of Warren L. Glass*

*Your comments about our staff:* Matt Morris and Betty Frey took a very difficult situation and turned it into something so special. I can only say thank you for all you did and the peace you brought to the moment.

*Additional comments:* The funeral was handled so beautifully, both at the funeral home and at the cemetery. We've all commented how we couldn't have sent our mother on her way any better. Again, thank you.

*Steven P. Wilson, Son of Doris A. Wilson*

*Your comments about our staff:* Matt Morris---outstanding.

*Would you refer us to others?* Yes because of how I was served.

*Frederick E. Wilt, Widower of Bonnie L. Wilt*

*Your comments about our staff:* My first contact was by Matt at 1:30 am. He was very compassionate and courteous at such an emotional time. Second, Scott handled everything the next day with kindness. Scott made everything at ease through the process. From beginning to end, Scott did an amazing job along with all the staff at Heffner behind the scenes. My aunt was laid to rest beautifully.

*Would you refer us to others?* Yes. Heffner at Red Lion is #1 in recommendation for anybody in need of their services. Since my experience, I have spoken to others that had the same warmth, courteousness and professional service. Thank you!!

*Additional comments:* Mr. Heffner, I want to personally thank you for a wonderful staff that you have at your Red Lion location. Scott was fabulous to deal with in helping me through this time. Your staff "behind" the scenes made my Aunt Sara as beautiful as she was in real life. From beginning to end, your staff made my experience at ease and peaceful. Thank you for your wonderful staff.

*Rose Ward, Niece of Sara L. Snyder*

*Your comments about our staff:* Our family was very pleased with Matt Morris, who guided us through all proceedings necessary. The family viewing was conducted in such a way that everyone was pleased—all was done well!

*Mary L. McFarland, Widow of Robert B. McFarland*

*Your comments about our staff:* Matt and Jessica did a great job.

*Name Withheld by Request*

*Your comments about our staff:* Everyone was very attentive and caring. A very professional staff. Thanks Matt and Todd.

*Additional comments:* Debe was excellent.

*Patricia A. Lehr, Widow of Carl W. Lehr*

*Your comments about our staff:* Matt was simply awesome. During a time of confusion and sadness, he was so patient and understanding with my wife and I. He really helped us through everything and made the day special for my mom.

*Would you refer us to others?* Yes. For the reasons above, along with the level of customer satisfaction received during both my mom and dad's passing over the years.

*Fred A. Wallbillick, Son of Charlene E. Wallbillick*

*Your comments about our staff:* Both Nate and Matt, as well as support staff, were extremely sympathetic to our needs and professional. The care taken to ensure a comforting service for Doris was very evident to the entire family. The kindness extended was much appreciated.

*Name Withheld by Request*

*Your comments about our staff:* Matt was wonderful. He was very attentive to our needs.

*Name Withheld by Request*

*Your comments about our staff:* Jessica and Matt are both great at what they do!

*Joan M. Snyder, Sister of Gladys I. Opsitos*

*Your comments about our staff*: A special "thank you" to Matt.

*Bonnie Abenshon, Daughter of Wilma E. Downs*

Dear Mr. Heffner,

I apologize for typing this instead of writing on your survey, but I like to put things on the computer so I can read it several times and make changes as there are usually a lot of thoughts I want to convey. I have a to do list and one item was to send you a note regarding my mother's service, and also the preliminary sessions with Matt Morris and Betty Frey, so your survey bumped this note to the top of the list.

My mother died on 5/14/18 and my son called the funeral home but asked that we could have some time, until 7:30 pm, so that family members from Lancaster and Chambersburg could get to the house before she left; we were told to call when we were ready which was wonderful.

The next day we met with Matt and he was very personable and professional in helping to guide us through the process of the arrangements, and even made suggestions that were very much appreciated because the brain doesn't always work well at these times.

We were able to follow all of mom's wishes except one and that was who she wanted to officiate the service. Our minister actually just retired due to problems often associated with aging, mostly memory. His son brought him to see mom before she died and he didn't remember her by name. I was really torn as I wanted to follow Mom's wishes but this was one I could not do. Betty knew my mom for many years as she and dad were one of her first prepaid funerals that she set up. My brother and sister-in-law joined me in sitting down with Betty to talk about what we wanted and trying to remember things from the past that would be good to know about Mom. I also told Betty I was writing a eulogy of my own but I knew there was no way I would be able to read it and she jumped right in to do it for me; and also one from a grandson in Arizona who couldn't come for the funeral. Betty did a fantastic job! It truly was a celebration of life, there were tears but there was more smiles and laughter. I couldn't thank Betty enough for the wonderful service she provided for Mom, she went above and beyond what I could have ever expected. This past Sunday at church one of the men who attended the service said to me, "I don't know if this is wrong to say, but your mother's funeral was the best one I ever went to"!

I think that says it all! The entire family felt the same way and I knew Mom was not disappointed at all, I'm sure she had a good chuckle herself.

Our family has used your funeral home for as long as I can remember and there is a reason you are voted #1 every year! Keep up the great work and please let your staff know our family really appreciates everything they did!

*Sherry Zimmerman, Daughter of Anna E. Koons*

*Your comments about our staff:* Matt outdid himself. A gentleman who knows his job. ALL your staff was wonderful. Great teamwork. Keep that Smile! Thank you!

*Would you refer us to others?* Yes. Your reputation is out there. We know we can <u>trust</u> you!!

*Barbara G. Hines, Daughter of Lilian Barsovitz*

*Your comments about our staff:* Very concerned how I felt and what I needed for closure with my wife passing. So happy Matt said he could give me a beautiful viewing of my wife. Thank you so much!

*Would you refer us to others?* Yes. Giving us choices on arrangements and offering multiple arrangements to fit every ones needs, especially for the person who needs the memory of her beautiful looks, so peaceful and content---that's what I see now when I pray. I ask Jesus to tell Cheryl what I am doing every day. Always your friend Matt! Thank you and God Bless you.

*Gordon L. Thurber, Jr., Widower of Cheryl L. Thurber*

*Your comments about our staff:* The staff were wonderful. Completely understanding with my two nieces who are special needs. Matt Morris was wonderful in helping me, and patient. He is an asset to the business.

*Anita Getty, Sister of Denise M. Finnerty*

*Your comments about our staff:* Everyone was amazing. Matt went above and beyond to make this difficult time easier.

*Name Withheld by Request*

Ernie,

Matt and John were both very understanding and helpful. The final prep and details were discussed and everything went as planned. My mother looked like herself. Thank you to your staff for doing a great job.

*Wayne Hensel, Son of Dolly Mae Hensel*

*Comments from sons of Dolly Hensel:* Everything and everyone were very professional. I knew John since you were over at Market Street and Matt was very nice also. He was helpful in letting me put a bottle of water and snacks in with Mom. And your team did a great job. Nancy Laird also did a great job. Mom looked like herself. Thanks for making this stressful time a little easier. Thanks again Ernie.

*Charles Hensel, Son of Dolly Mae Hensel*

*Your comments about our staff:* Just the most professional and caring service by Matt and all staff.

*Would you refer us to others?* Yes. Often do both personally and as a pastor who appreciates working with you.

*Additional comments:* Thank you for all you do during such tender, vulnerable times.

*Reverend Kathy Harvey Nelson, Daughter of Gene K. Smeltzer*

*Your comments about our staff:* Matt was professional, courteous, kind and very attentive to my questions, requests and making sure Elvis was playing for my Mom. He listened to my silly story, and was patient when I had to take a very important personal call while making mom's arrangements. I appreciate everything Heffner's and Matt did to accommodate my family. Thank you so much for everything. It was very much appreciated.

*Melissa Conley, Daughter of Conchita M. Kupp*

*Would you refer us to others?* Yes. Mr. Morris was very helpful arranging things. The helper at the church also did a great job. Thank you.

*Alice Provard, Widow of Ronald H. Provard*

*Your comments about our staff:* Very pleased. Matt was great. Office staff was great. Thank you for making it easy on us.

*Please check the most important reason for selecting us:* Referred by our mother, Vera Eckhart.

*Dede Goldman, Daughter of Vera M. Eckhart*

*Your comments about our staff:* We are so pleased with the way the staff have performed in such a warm and professional manner. We will be sure to use your services in the future! Everything was above and beyond the call of duty. We cannot say enough about Matt Morris and how he helped us! He was excellent! He went above and beyond to help us with everything. Thank you!!!

*Would you refer us to others?* Yes. Top notch! See above.

*Nancy P. Grzymala, Widow of Stanley P. Grzymala, Sr.*

*Your comments about our staff:* Matt handled everything perfectly for a meaningful service for my Grandma. All of our special requests were graciously carried out. Thank you.

*Name Withheld by Request*

*Your comments about our staff:* Extremely professional!

*Additional comments:* Matt was great. He took all the worry out of the process. Arrangements for a mass in Annville (near VA cemetery), were exceptional. Family is grateful for your wonderful work.

*Name Withheld by Request*

*Your comments about our staff:* Your staff was very compassionate and professional! Thank you Matt and Betty for helping us get through this very emotional time in our life!

*Would you refer us to others?* Yes. They did an excellent job in taking care of the deceased, and the family. Very professional, thorough, and compassionate. I can't say enough about Heffner's!

*Nancy Myers, Daughter of Dale E. Wentz*

*Your comments about our staff:* My brother, sister and I met with Matt Morris in February when our mother went on hospice. We all felt very comfortable with Matt. He answered all our questions and guided us through the pre-arrangements process with compassion and respect. None of us had ever had to do this before.

*Would you refer us to others?* Absolutely! Your Kenneth Road facility is beautifully maintained and your staff is very professional and very understanding of what we were going through.

*Peggy Beal, daughter of Margaret D. Dooley*

*Your comments about our staff:* Matt was extremely kind and compassionate with my mother. He was attentive and genuinely engaged in our planning of the funeral. He was helpful to all of us in a difficult time.

*Name Withheld by Request*

*Your comments about our staff:* Staff was great. Dealt with Matt to make arrangements and everything was great.

*Would you refer us to others?* Yes. Everything was just the way we wanted it. Matt listened and did what we asked and always returned calls. Guests said it was the nicest funeral they had been to.

*Theresa D. Warner, Widow of Blaine R. Warner*

*Your comments about our staff:* My situation was very difficult as my brother was very private, lived alone and left no instructions. Matt and the rest of the staff were a tremendous help.

*Would you refer us to others?* Yes. I hope my family does not need your services in the near future, but I would definitely recommend your help and guidance.

*Name Withheld by Request*

*Your comments about our staff:* Matt was excellent in what my mother's needs were during this difficult time.

*Would you refer us to others:* Yes. The concern for what the family is experiencing with the loss of a loved one was excellent.

*Fred E. Kessler, II, Son of Frederick E. Kessler, Sr.*

*Your comments about our staff:* Matt was just a delight to work with, very understanding and accommodating to our needs and wants. Always willing to help us work through any changes. Very sympathetic. Jessica did an awesome presentation of the service. Very pleased. We also received numerous comments on how they enjoyed her service.

*Would you refer us to others?* Yes. As this was our first experience with a funeral service, we had an overall positive one with regards to the funeral home and staff. The facility has a very calming peaceful feel.

*Ara K. McPherson, Daughter of Theodore T. Arnold*

*Your comments about our staff:* Todd and his staff provided excellent service. Everything was explained in detail. Although Todd was unavailable on the day of the service, Matt and staff provided awesome service. Really liked that Todd delivered my dad's remains to my house.

*Would you refer us to others?* Yes. Most definitely.

*Carol A. Miller, daughter of Llewellyn B.F. Miller*

*Your comments about our staff:* Nate, Matt and office staff at Gotham Place are excellent!

*Name Withheld by Request*

*Your comments about our staff:* My daughter and I dealt with Matthew Morris and we were well pleased with his courtesy and caring and selecting things and making the arrangements.

*Would you refer us to others?* Yes. Very professional, helpful and caring.

*Shirley K. Mohr, Widow of Bobby L. Mohr*

*Your comments about our staff:* Kasie Terrific from 4 a.m. Sunday morning until the service. Matt just great from start to finish.

*Name Withheld by Request*

*Your comments about our staff:* Everyone there was very nice to me when I came into the office. Matt was excellent in everything he did for me.

*Sandra L. Peiffer, Widow of Gene A. Peiffer*

*Your comments about our staff:* Everyone was helpful and respectful of my mother and her family. Calm, reassuring, and answered all phone calls. No question was too small. I could not have been more grateful to be with such a kind staff.

*Would you refer us to others?* Yes. Professional, respectful, kind and calming. The spotless facility couldn't have been more clean and beautiful.

*Additional comments:* I would like to thank everyone. Starting with Betty Frey who I first spoke with. On the morning of December 19th, I had called her cell. She was out of town and even called me back and gave a name to speak to. She just didn't ignore my call. So I spoke to Kim that morning and went over what Mom and I had planned. Such a kind person. Then there was John and another gentleman with him at my mother's home. Well dressed and very respectful of mom and her family. Then on the 20th I met with Matt and went over everything. He walked me through everything. Helped me make choices that I had no idea needed to be done. What a kind man through all of this. From the staff in the office, to all I had contact with, I felt blessed to have such people there to guide and give the support that was needed. Sorry if I forgot any names. I thank you all again. Truly,

*Kathy Dotzel, Daughter of Janice K. Monroe*

*Your comments about our staff:* Matt did everything he could to help us in every way - and all the others were kind and courteous.

*Would you refer us to others*? Yes. We have always dealt with Olewiler-Heffner.

*Name Withheld by Request*

*Your comments about our staff:* Matt was a wonderful person to work with. He made sure all our needs were met. He made sure my husband had a flag ceremony—only thing he wanted.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Kasie were exceptional. I could not have asked for more compassionate care from two exceptional people. I will always remember how special they made such a difficult time. Matt and Kasie helped me every step of the way with a kind smile and caring heart. They truly listened to my needs and took time to give me every option. They both put so much thought and comfort in everything they do. I will never forget them. Please give them my best and my heartfelt gratitude from myself, my girls and my family. They are both in the right profession and you are extremely lucky to have them, just as I was. Thank you so much.

*Mary Miller, Widow of Joseph Miller*

*Your comments about our staff:* There are none better than Todd and Matt. I've worked with them both personally and professionally and have always been impressed by the way they care and work with their clients.

*Would you refer us to others?* Yes. Quality of service, but most importantly the palpable sense of deep caring and willingness to meet every need.

*Reverend Kathy Harvey Nelson, Daughter of Shirley J. Smeltzer*

*Your comments about our staff:* Your staff was exceptional. Brigette did a great job. I loved the introductory poem/song. She listened and made really relevant suggestions. Elvis' version of the song, and the sweet tea as a symbol of southern hospitality, was a nice touch. Matt was exceptional in his caring and efforts too.

*Tracey McSherry and Bobby J. McSherry, Daughter and Widower of Virginia N. McSherry*

*Your comments about our staff:* Everything was done well.

*Would you refer us to others?* Yes. Was at other funerals and everyone was very helpful.

*Additional comments:* They helped us in every way. I was suffering with an ear infection which I had lost my hearing. I could only hear on the phone. Talked to Matt on the phone. Helped with all questions that needed taken care of.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Todd were very helpful to me and my family. We were able to honor my Mom's wishes and remember her in a peaceful way because of their guidance. Thank you.

*Betsy M. Messner, Daughter of Maxine C. Knaub*

*Your comments about our staff:* Matt and Betty are awesome. Matt was a great help and was always kind and very considerate.

*Jane Simon, Friend and caregiver of Barry W. Rathvon*

*Your comments about our staff:* Matt was extremely helpful and accommodating.

*Christopher Norton, Son of Richard V. Norton*

*Your comments about our staff:* Matthew was caring and helpful in answering all our questions. Office staff also.

*Would you refer us to others?* Yes. All services were performed in a helpful and professional manner and we were pleased.

*Name Withheld by Request*

*Your comments about our staff:* Matt was wonderful to deal with!

*Name Withheld by Request*

*Your comments about our staff:* Matt (Morris) did an excellent job directing my wife's funeral. All Matt's assistants were great. Louella and Collee Ann were very helpful and respectful.

*Would you refer us to others?* Yes. Matt did an excellent job and the Red Lion facility was great for my wife's funeral. I will highly recommend your Red Lion facility and Matt!

*Edwin Steiner, Widower of Colette A. Steiner*

*Your comments about our staff:* Matt was very helpful. He was professional and compassionate about everything. Everything that he and our pastor planned for our daughter's celebration of life turned out beautiful. We also were pleasantly surprised with the album we received with the signatures from people who attended the viewing and service. I feel like Matt went above and beyond.

*Additional comments:* Matt was off the day that Maddie's urn with her ashes were dropped off, along with everything else. I don't remember her name right off hand (maybe Brigitte?) but she was also caring and compassionate about how she handled things. Your entire staff was like that and very professional in every way that we were exposed to them. Thank you in providing us with caring and compassionate service at a very difficult time.

*Dawn A. Hill, Mother of Madison C. Hill*

*Your comments about our staff:* I was very impressed with the way I was treated first by Matt Morris, what a kind young man, then after meeting Kasie Watkins, I was sorry I made my arrangements some way other than Heffner's.

*Would you refer us to others?* Yes. God bless. I know my brother prepaid years ago and I'm sure with rising prices, you didn't make any money from his passing. I felt I was treated as well as someone who might have had a large, expensive funeral. The kindness of Matt and Kasie helped me through this time.

*Janice Sewell, Sister of Mose L. Gilbert*

*Your comments about our staff:* Matt was warm and professional and attentive to detail. Special thanks also to Kasie, who was very helpful during the visitation. You are fortunate to have a young woman with such grace and skill on your staff.

*Additional comments:* Thanks to Matt, John, Ernie, Kasie, Betty and all who made our experience comfortable and warm—like coming home. Will enjoyed working at Heffner's and was proud of the services you rendered then—and I know would have been very happy with the way his service went. It was wonderful to visit with and reminisce with the old gang. Those days were among his/our best. Oddly enough, the day of his funeral is one bright spot in this past year of suffering, and that's exactly the goal of a good funeral service provider—to bring people together to celebrate, remember, and love. Working through these hard days of missing Will, I look back on April 1st and have to smile once more. Fondly,

*Anne Kostas, Companion of William Kostas*

*Your comments about our staff:* Above all services! Was so pleased with the courteousness and warmth of the staff. Matt was the most sympathetic and respectful and was a great help to me!

*Would you refer us to others?* Yes. The best around. Staff was there for you in the hard time to guide you through it all.

*Additional comments:* Thank you all for the support and pride you showed to me and my family.

*Mrs. Cheryl J. Frey, Widow of Darwin J. Frey*

*Would you refer us to others?* Yes. Everything was perfect! Matt and Kasie are wonderful!

*Mrs. Joan C. Watson, Widow of James D. Watson*

*Your comments about our staff:* The staff was awesome!!! Everyone we came in contact with was very professional and patient! Received lots of compliments on my husband's funeral.

*Would you refer us to others?* Yes. Dealing with an unexpected passing…I had no idea what to do and since my husband was brought to your facility, the staff helped me in so many ways with making it special.

*Additional comments:* Matt – Thank you so much! Thanks to everyone for dealing with the issues at hand…I apologize for the acts of some people! I received lots of compliments about my husband's service and how personal it was. Thank you for letting me see my husband as much as you did. You were all so patient with me and so helpful.

*Mrs. Donna L. McCarrey, Widow of Kevin McCarrey*

*Your comments about our staff:* Could not have been more pleased with the professionalism and compassion of Matt Morris.

*Would you refer us to others?* Absolutely—already have given your name and recommendation to pre-plan.
*Additional comments:* This experience has been eye opening. With Matt's help and guidance, my husband and I plan to pre-plan arrangements so that the journey might be a little less emotional for our children.

*Mrs. Kenna J. Schaller, daughter of Lee Butcher*

*Your comments about our staff:* Matt and Jessica took exceptional care of our family. Answered all questions, and fully explained all in easy to understand terms.

*Would you refer us to others?* Yes. Highly recommend to everyone. I don't think I could have gotten such "great" service anywhere in my time of need.

*Keith R. Koller, Widower of Carla L. Koller*

*Your comments about our staff:* Your staff was wonderful! I can't say enough good comments about them.

*Would you refer us to others?* Yes. You were very caring and thoughtful through the whole process.

*Additional comments:* Mom and I dealt with Matt and Betty. They were both wonderful, caring people. They helped us every step of the way. Everyone who attended the service liked it and commented that it was a Billy service. Thank you all so much!

*Sandy Bupp, Sister of Carl "Billy" W. Ferguson*

*Your comments about our staff:* Your staff is very professional and very kind. Lou, Betty, Collee Ann and Matt were wonderful.

*Ms. Lisa A. Manifold, Daughter of John C. Manifold*

*Your comments about our staff:* Matt was very helpful as I was burying my father-in-law and mother at the same time. We had to handle most of the funeral by the phone and email. I appreciate all Matt did to help me and made it real easy.

*Name Withheld by Request*

*Your comments about our staff:* Nate and Matt were professional and caring. They exceeded all expectations. Everything done as requested and then some. Outstanding service. Always attentive to our needs.

*Mrs. Corean L. Dell, Widow of James R. Dell*

*Your comments about our staff:* Matt did a wonderful job and the ladies in the office were great with the pictures/pamphlets in creating what we needed in a short time.

*Adrienne E. Crone, Daughter of Barbara J. Long*

*Your comments about our staff:* I can't say enough about the entire staff. In particular, Betty and Matt were kind, gracious and professional. There were a number of unexpected changes but they took it in stride and relieved all our anxiety.

*Would you refer us to others?* Yes. We live out of state so we can't directly refer people but hopefully our words can convince them to put their trust and faith in you as we did. In a difficult time, you brought peace, calm and all your experience to heal. Money was even returned which attests to your honesty and character. Thank you for guiding us through a difficult journey.

*Barry and Jody Roberson, father and step mother of Barry W. Roberson*

*Your comments about our staff:* Matt went out of his way to put us at ease and answered anything completely that we asked about or requested. Louella and Matt were constantly light hearted and pleasant, while still conveying respect, peacefulness, and confidence in their positions. The men helping with parking were very pleasant, helpful and efficient, as well as Matt and Louella.

*Would you refer us to others?* Yes. Why? Because time after time, no matter who the funeral is for, the effect and end result is the same. You are very professional and make a difficult experience as positive as possible. Something else I thought of is that I have never felt pushed into spending more than I was able to on a funeral.

*Mrs. Crystal Stine, Daughter of Preston J. Hildebrand*

*Your comments about our staff:* Matt was very compassionate to our family. He couldn't have been more accommodating to my family's needs. He was great!

*Would you refer us to others?* Yes. Pre-arranged funerals are the way to go. It's a lot easier for families to deal with arranging the small items during this difficult time when losing your parent.

*Mrs. Vickie Hake, Daughter of Helen E. Stuck*

*Your comments about our staff:* Wonderful! Office girls were great, even during my rant! Service was in Red Lion for Steven Eckert.

*Would you refer us to others?* Yes. Matt was wonderful. Several times I got really upset, not at him, but things other people were doing. He stayed calm and understanding while I expressed my frustrations.
*Additional comments:* I hope I never have to go through any of this again but if I do, I will come to you. Thank you. Everything was beautiful. Thanks for all the understanding during one of the, if not the most difficult times of my life.

*Pamela Eckert, Widow of Steven F. Eckert*

*Your comments about our staff:* Matthew Morris did a great job. He was so patient with my 80 and 82 year old aunts the evening we made arrangements. He made everything run smoothly the day of the funeral as well.

*Name Withheld by Request*

*Your comments about our staff:* Matt could not be more kind and helpful. Thank you very very much!

*Kenton E. Bothell, Son of Francis E. Bothell*

*Your comments about our staff:* Matt was very professional, compassionate and flexible. The ladies in the front office were very helpful and professional as well.

*Mrs. Tonia L. Wright, Widow of Carl B. Wright*

*Your comments about our staff:* Awesome. Keep doing what you do. Wouldn't change a thing. Matt was so helpful. Thanks.

*Would you refer us to others? Yes. Most definitely. Considering the circumstances, it was so nice not to have someone force options on you. Thank you for that.*

*Mrs. Barbara L. Rowland, Widow of W. Dale Rowland*

*Your comments about our staff:* Everyone was very professional, caring and competent.

*Would you refer us to others?* Yes. Most certainly!

*Additional comments:* My first experience with your firm was in January, 2015, when I worked with Ms. Betty Frey to complete the pre-arrangements for my mother. She was warm and completely committed to making me feel at ease during a sad time. It's never easy making final arrangements for one's parent. Ms. Frey was wonderful; she was easy to talk with, understanding, and very thorough in her explanation of what had to be handled. The final plan was a good one; I was comfortable with what we had done.

Later, when it came time for my mother's actual funeral in April, your firm acted quickly to secure my mother's remains from the nursing home. I did not have to worry about what to do as the staff was already in place and completed their tasks smoothly.

The funeral was managed beautifully by Matt; I was pleased to see how he handled the guests who attended and carried out the plans we'd made during the pre-arrangement meeting. He was so careful to ensure our plans were carried out correctly from the family and guest viewing time, the service, and interment. His presence at the cemetery was a comfort to me; he had thought of everything for our relief. I simply cannot say enough about how sweetly and professionally everyone was in my time of sorrow, including the ladies in the office, Megan and Kathy. This was such a lovely experience and I will highly recommend your services to my friends when their needs arise. Your staff brought a ray of sunshine during a bleak time in my life. I thank them all.

*Patricia B. Petrosino, Daughter of Cleopatra S. Beverly*

*Your comments about our staff:* Matt was excellent. So helpful, kind and answered our many questions and requests. Very personable and always ready to take phone calls from us or return calls promptly. He is excellent at what he does.

*Would you refer us to others?* Yes. Very professional, kind and caring. Beautiful facility and beautiful services. A great comfort to the "deceased" family members and left me with the feeling I did the best to honor my loved one.

*Additional comments:* When my mother died, we had her services with a minister, music and video. I felt like it was such an honor and my mother would have loved it. It was a joyful celebration of her life. You were so helpful in guiding us with the many options and choices. Everything went so smoothly with the help of your terrific staff. Your facility is so peaceful and beautiful. Very spacious and great parking. Thank you for your kindness and care for both my mother and now my stepfather.

*Linda Lee Scott, Stepdaughter of Leonard W. Bell*

*Your comments about our staff:* We have known Betty for years. She was very helpful as she came to our home shortly before Ed's passing. Matt was very helpful too, as he took care of making the arrangements.

*Additional comments:* I want to tell you how impressed I was with the men who came to our home for Ed's body. They were very considerate and respectful.

*Mrs. Nancy C. Marlow, Widow of Edwin P. Marlow*

*Your comments about our staff:* Matt, as always, was very professional and kind. He was especially helpful in guiding us through the many details and decisions that we needed to make.

*Name Withheld by Request*

*Your comments about our staff:* Nate and Matt were wonderful.

*Name Withheld by Request*

*Your comments about our staff:* Matthew Morris was a wonderful help throughout the entire process. I can't say enough about how much he did for us.

*David Austin, Care giver and Executor for Paul R. Litz*

*Your comments about our staff:* Matt did a wonderful job of accommodating the family with the time frame of mother's funeral.

*Additional comments:* Facilities are very nice. Staff were all helpful when Matt was not available.

*Patricia Egger, Daughter of Mary Rose Dunn*

*Your comments about our staff:* Matthew Morris was such a great help to me and my family when he prepared everything for my husband who passed. Every funeral home should have a person like him. He explained everything and made it all so easy. He's a wonderful person.

*Would you refer us to others?* Yes, and would refer Matt. Such a great person to handle matters like these. He went out of his way to assist me, far and beyond what I would have expected.

*Diana L. Menga, Widow of Angel A. Menga*

*Your comments about our staff:* Matt and Betty could not have been more caring. They both conducted themselves in a very professional yet compassionate manner. Service was just what we asked for.

*Would you refer us to others?* Yes. Warm and spotless facilities and professional, caring staff. Thank you!

*Stacey L. Olphin, Daughter of Dean R. Olewiler*

*Your comments about our staff:* Love all the staff at the Red Lion location. (Matt was awesome).

*Name Withheld by Request*

*Your comments about our staff:* They are wonderful. From the men in the parking lot, the women at the office, and of course, Matt. Very friendly and attentive. GREAT STAFF.

*Would you refer us to others?* Yes. The staff, the location, the quality of work, nothing bad to say at all. My family was very pleased with Matt.

*Additional comments:* During a time of great sorrow, your staff made it easy and comforting for us. Your location is a very warm and inviting space. I love the birds. Everyone is so helpful. When it will be my time, I have instruction that you will be handling my service. Thank you all for the wonderful job you did for my father and our family.

*M. Katherine Gillmen, Daughter of William E. Gillmen*

*Your comments about our staff:* Matt and Jessica were wonderful in every way!

*Mrs. Edna L. Pikulin, Sister of Kenneth L. Phipps*

*Your comments about our staff:* Matt Morris and Jessica Smith are real professionals. They could not have done a better job. Our son Rich, his wife Carla, and I, all said you could not have done a better job.

*Would you refer us to others?* Yes. Absolutely, without question. As my son says, "Mom would be very pleased."

*Additional comments:* The service was simple and elegant, just what we wanted. Everything worked out to our liking. We would recommend your funeral home to anyone who asks.

*Palmer H. Arnold, Widower of Helen M. Arnold*

*Your comments about our staff:* Couldn't ask for any better! Did an excellent "make over" on my dad. Staff were very caring. Matt and Betty did an excellent job.

*Doris M. Gemmill, Daughter of Clyde W. Eckert*

*Your comments about our staff:* Matt was fantastic from the beginning. When our world was spinning out of control, he was there and made us feel like there was nothing to worry about in regards to arrangements for my father. He responded to every phone call promptly (there were many of them at all hours.) He was very helpful and accommodating. The list goes on! Matt was awesome. The office staff was also very helpful.

*Would you refer us to others?* Yes. The staff made this difficult time as simple as possible. They let you know through their caring and sympathetic personalities that your loved one was in good hands. All questions and concerns were addressed and taken care of in a timely manner. They made you feel like you didn't need to go anywhere else.

*Carissa Sharp, Daughter of Rick G. Crone*

*Your comments about our staff:* My relatives expressed how attentive and respectful your staff were to them. Thank you.

*Would you refer us to others?* Yes. Excellent service by professionals who are also genuine with their warmth and caring ways. Thank you all.

*Additional comments:* Special thanks to Matt. You were wonderful to my brother and I. We had to experience the worst experience of our lives and you made it easy for us to organize. Thanks to Nate who answered all our questions. Also, Louella and Tina, thank you ladies. I know that details can be a pain and you two were great with all of it. All your staff were wonderful. My parents are probably very happy with all the arrangements. You gave them both dignity and we thank you.

*Maria Thivierge and Family, Daughter and Family of Francesca Cioffi*

*Your comments about our staff:* Matt was so kind and professional. Also, the secretary, Louella was wonderful to all of us.

*Teresa Friel, Sister of Judson J. Loucks*

*Your comments about our staff:* Thank you for the wonderful way you treated my family. Everyone on your staff was very accommodating, patient, and caring. Everything was taken care of and done beautifully. Matt was extremely patient, courteous and kind. He listened and made sure all my family's wishes were in order. The mortician did a great job on my dad. He looked like himself 15 years ago. Thank you for that. The ladies in your office were also very kind and informative. Your staff at the funeral home were very helpful and respectful. Thank you for making this very sad time better by us knowing dad had a beautiful and dignified send off to Heaven. Sincerely,

*Maria Thivierge and Family, Daughter of Dante Cioffi*

*Your comments about our staff:* Everyone was very compassionate and couldn't have been any better in all phases. Since I am handicapped, they moved the vehicles so I could hear the service at the cemetery. What a group of wonderful and considerate people. Matt made us feel comfortable right from the first meeting.

*Would you refer us to others?* Yes. We already have our arrangements with Heffner. The funeral home has a very good reputation. We have been to several funerals there and found everything outstanding.

*Esther Grove, Wife of Step-son of Helen L. Reisinger*

*Your comments about our staff:* You could not have had a better staff. Matt Morris is a true professional. Betty must have come to the earth with the ultimate purpose of being a celebrant. Our pre-death meeting with Nate sold us on Heffner's and we are so happy it did. Your staff is wonderful!!

*Would you refer us to others?* Yes. As I have never had the need to plan a funeral of a loved one, I was clueless about the process. What I have learned is that the funeral home and its staff are extremely important in helping a family in a very stressful time. We (our family) cannot say enough about how pleased we were with your service. We picked you because of your parking lot. That is funny now because that is very low on the list of the things I would consider in selecting a funeral home now that I am experienced. Your staff was fabulous. Nate, Matt and Betty made the entire experience as pleasant as possible. Attention was paid to every detail, even ones we hadn't thought of. We would highly recommend Heffner's and won't be listing your parking lot as the best thing to say about you (although your parking lot is the best in York County!) Thanks again for everything!

*Alice Kretz and family, Widow and family of Terry C. Kretz, Sr.*

*Your comments about our staff:* My entire family was very pleased with all the people we dealt with, especially Betty and Matt.

*Additional comments:* Great job all around…very happy with your compassion, caring and thoroughness. Thanks.

*Michael R. Senft, Son of Richard E. Senft*

*Your comments about our staff:* The staff was wonderfully kind and caring. Matt especially. He was very patient and he helped us work through everything!

*Would you refer us to others?* Yes. It is a beautiful facility with generous, caring staff. I found everyone there willing to help in any way they could.

*Additional comments:* I cannot say enough good things about Matt and his help. He really was superb. It was great having the folder available from Dad's funeral, and being able to choose from so many options. I am grateful to Matt for his kindness and patience and smiles when I needed it the most. Thank you to him, and to all the rest of the staff!

*Susan R. Reimold, Daughter of Darla Deardorff*

*Your comments about our staff:* Matt was wonderful and provided the time and attention we needed to get Mom's funeral planned on a holiday weekend in another state.

*Would you refer us to others?* Yes. Definitely! The facility is impressively comfortable and provides a venue for whatever needs or requests a family may desire. Info for everything is available from a knowledgeable staff.

*Additional comments:* Our family was so pleased with the "professional" services provided. Matt took care of everything for us. My sister was in VA., we used the internet to pick out a casket. The presentation of Mom was spectacular; they prepared her for the viewing in NJ and transported her to her hometown memorial home. (She looked as if she as just sleeping.) I happened to be at your location at the time the driver was ready; Matt let me have a private viewing and I was so impressed that he had the sensitivity to invite me to see her before he put the casket in the car. Then, my sister was contacted and told the car was arriving at Higgin's Memorial Home; she went there and had her own viewing. Mom died on Tuesday afternoon and her funeral was Saturday. The entire family was able to gather together. Everyone was pleased that we were able to coordinate Mom's funeral while they were in the area for the Thanksgiving weekend. Thank you so much for all that was done for us, we sincerely appreciate the warmth and accommodating services you provide.

*Eileen Wade, Daughter of Isabell Greka*

*Your comments about our staff:* We worked exclusively with Matthew Morris. He was extremely helpful to us despite the more unusual arrangements we needed to make for my mother.

*Would you refer us to others?* Yes. Your staff was so helpful; Matthew Morris got all the answers we needed to facilitate the care of my mother's remains and the transportation out of state.

*Karen R. Stephenson, Daughter of Rosemary E. Booth*

*Your comments about our staff:* Everyone was very compassionate.

*Additional comments:* We have high praise for your staff, especially Matt. The services were exactly as we planned and everyone knew what to do and it went smoothly.

*Kathryn A. Snyder, Widow of Eugene P. Snyder*

*Your comments about our staff:* Matt was very courteous and helpful and professional.

*Richard L. Robertson, Son of Edith L. Robertson*

*Your comments about our staff:* Matt went out of his way to provide wonderful service. Most staff faded into background but was available if needed. Very professional.

*Would you refer us to others?* Yes. Everything was beautiful and very professional.

*Portia L. Michalak, Daughter of Rosella R. Ness*

*Your comments about our staff:* We were very pleased with the services and how they were provided. Matt Morris did a great job and we would recommend him—very professional and thorough, but friendly, calm and caring.

*Would you refer us to others?* Yes. Professionalism and reputation together with caring and thoughtful staff meant a lot. On-site cremation services were also important to us.

*Scott Garvick, Son of Louise A. Garvick*

*Your comments about our staff:* I dealt mainly with Matt. He was easy to talk to and very helpful with everything.

*Would you refer us to others?* Yes. I was completely satisfied with Heffners. I had to make quick decisions. I didn't feel pressured and felt I was dealt with honestly and professionally.

*Margaret P. Goforth, Widow of Phillip L. Goforth*

*Your comments about our staff:* Matt and the other gentleman that showed up at the site conducted themselves extremely well given the very difficult situation. Very impressed with Matt's helpfulness and follow up. Thank you.

*Name Withheld by Request*

*Your comments about our staff:* My husband passed away at 10:05 AM, and by 2:00 PM, we were meeting with Matt. My head was not too clear on anything but Matt was patient with me. Funeral day we had a snow storm but with Matt's help, we made it through with a lot less people. My husband had been sick for a long time and did not look at all like himself, but with a picture of him, your makeup artist did a wonderful job on him.

*Would you refer us to others?* Yes. Everything looked beautiful the day of the funeral.

*Elizabeth D. Cawley, Widow of George R. Cawley*

*Your comments about our staff:* Matt was very helpful. Also, nice touches during the service that we had never seen before and perfect timing as we are in this holiday season.

*Mrs. Mary Walter, Shadowfax Director for Mary A. Noel*

*Your comments about our staff:* Outstanding!!! Matt was great!!!

*Russell E. Horn, Jr., Son of Russell E. Horn*

*Your comments about our staff:* Matt was our contact at Kenneth Road. Everything was performed as planned-we have all excellent memories-with Matt's excellent guidance.

*Name Withheld by Request*

*Your comments about our staff:* Matt was very thorough and patient. He gave us a lot of time and attention and made some choices easier. He was always available and followed up on every detail. Betty did a wonderful job with the celebration service and went the extra mile providing the "popsicle stick" mementos. I never knew there was such a thing as certified celebrants. What a perfect option for us. My sister and a close friend continue to tell me how professional and touching the service was. I will highly recommend Heffner's. Thank you. Audrey B. Crilley

*Would you refer us to others?* Yes. Not only did we find the staff professionals, so did family and friends. Even the smallest details—opening doors and helping with parking and setting up extra chairs. I just buried my mother one month before in the Philadelphia area. That funeral home was not half as thorough or professional.

*Audrey B. Crilley, Mother of Adam N. Crilley*

*Your comments about our staff:* Matt was excellent. Very responsive to phone calls.

*Lewis McCans, Widower of Judy K. McCans*

*Your comments about our staff:* Everything was wonderful. Special mention for Betty, Celebrant and for Matt.

*Mary Jane Mitchell, Widow of E. Hayden Mitchell*

*Your comments about our staff:* Matt and Jess were very professional and took us easily through the process at a very emotional time.

*Bonnie Stine, Daughter of George C. Stine*

*Your comments about our staff:* Your staff, especially Matt Morris and Todd Eckert, along with Nate, are outstanding. Unfortunately, I have met with them three times in the last seven months. They were wonderful, warm and helpful.

*Elayne Grim, Niece of Margaret D. Carlson*

*Your comments about our staff:* All were wonderful!

*Would you refer us to others?* Yes. Matt and everyone at Heffner's showed us every consideration in all aspects of the funeral arrangements for my Mother.

*Terrance Naumann, Son of Clara A. Naumann*

*Your comments about our staff:* Matt could not have done more. He pulled us through. The video of my mother's life was assembled beautifully, and helping me close all arrangements afterwards was extremely appreciated. Sincerely, Jackie Stitt.

*Would you refer us to others?* Yes. I was at another funeral one week later. It was nothing compared to ours.

*Jackie Stitt, Daughter of Mary E. Pittenger*

*Your comments about our staff:* I cannot say enough good things about Matt Morris. He was totally professional, helpful and courteous. If Matt was not available, then Megan was there with her pleasant voice to give answers and help.

*Would you refer us to others?* Yes. I felt confident that everything was going to be taken care of as planned.

*Mrs. Faye E. Nace, Daughter of Harry F. McCurdy*

*Your comments about our staff:* John and Matt were very kind and helpful. The Robert J. Klunk family "Thanks you" for your assistance to our every need at this sad time.

*Would you refer us to others?* Yes. All was addressed with ease for our family.

*JoAnn Baublitz, Daughter of Robert J. Klunk, Sr.*

*Your comments about our staff:* Matt was great. He explained everything completely. He was very understanding based on my particular circumstances.

*James Bishoff, Power of Attorney for John A. Stevens*

*Your comments about our staff:* Our most sincere thank you and appreciation for a job well done in honoring our Father for his final farewell. My expectations were high, and I was not disappointed. Many thanks to Matt, John, Megan, and all participating associates for giving our Mother, and family and friends, wonderful memories as we pay tribute to a wonderful man.

*Kim Jordan, Daughter of Herbert F. Anderson*

*Your comments about our staff:* Matt did an outstanding job.

*Christine Curran, Daughter of Kathryn A. Potts*

*Your comments about our staff:* Matt Morris was so thoughtful and helpful as we planned the service and gave us all the time we needed. I did not feel rushed in any way. He gave us options and let us take our time to decide. Nate was right there the morning of the service and took care of everything we asked for.

*Would you refer us to others?* Yes. Your caring and professional service was appreciated by the whole family. I will tell others your facilities are first rate.

*Sandra L. Medland, Widow of William L. Medland*

*Your comments about our staff:* Matt was extremely helpful and went out of his way to comply with our wishes.

*Name Withheld by Request*

*Your comments about our staff:* Everybody on your staff are wonderful**.** I had dealt with Nate previously and we absolutely loved him and his service. Matt fulfilled everything we needed and I was pleased to find that he was just as great as Nate. You have a wonderful staff there. Thanks.

*Name Withheld by Request*

*Your comments about our staff:* Matt Morris was absolutely wonderful and helpful during this deeply sad time in our lives. I was very grateful to have him guide us in our time of sorrow. Our family felt comforted and the pictures of us in happier times was heart warming as was the service.

*Would you refer us to others?* Yes. Everyone was compassionate and helpful in staying with a service that was within our budget. The chapel was beautiful and we were guided in the right direction in planning our selection and service. I am sincerely grateful. God Bless.

*Deborah S. Myers, Widow of Paul E. Myers, Jr.*

*Your comments about our staff:* Matt Morris did a wonderful job.

*James C. Krall, Son of Mary I. Krall*

*Your comments about our staff:* Mr. Morris was very helpful.

*Would you refer us to others?:* Yes. We were very satisfied with the facility and the helpfulness of your staff.

*Cheryl L. Fetrow, Widow of Bruce A. Fetrow*

*Would you refer us to others?:* I was very impressed with how you took care of everything long distance for me. I appreciate how you coordinated with the Funeral Home in Georgia, and took care of all the pre-arranged costs. That took a load off of my mind. Matt was wonderful to work with.

*Debra Mackey, daughter of Elnora L. Brillhart*

*Your comments about our staff:* Matt was my funeral director and he did an excellent job.

*Elizabeth (Betty) Cannon, Widow of Charles B. Cannon*

*Your comments about our staff:* Matt was very professional and courteous.

*Would you refer us to others?:* Your facility, staff, and service was professional and helpful in our time of need. Thank you!

*Name Withheld by Request*

*Your comments about our staff:* Matthew Morris was very helpful. Betty was also very helpful during this difficult time.

*Shirley Monroe, Aunt of Judith E. Myers*

*Your comments about our staff:* They were fantastic, and could not be more friendly. I was quite impressed with their professionalism.

*Would you refer us to others?:* Yes, for all of the reasons listed above. Matt Morris was great as well as Betty Frey.

*Andrew Martin, Widower of Suzanne K. Martin*

*Your comments about our staff:* Everyone has been extremely professional and very helpful. In particular, Matt Morris went out of his way to offer assistance to our family. Thanks to everyone.

*Name Withheld by Request*

*Your comments about our staff:* We dealt with Matt throughout the entire service and we were beyond pleased with the service we received. Matt was very respectful and courteous.

*Would you refer us to others?:* Personal service, constant communication, understanding patience, sincerity.

*Charles Reinberg, grandson of Loretta E. Lippy*

*Your comments about our staff:* Matt was very professional. Betty, sermon was great. Looking forward; but not by choice, to doing business with you.

*Would you refer us to others?:* Yes, Any time.

*Dennis D. Stambaugh, son of Helen N. Stambaugh*

*Your comments about our staff:* Matt was so helpful to our needs and we thank him for all his help.

*Name Withheld by Request*

*Your comments about our staff:* Matt and the staff were very caring and helpful to us. We had a very positive experience and would highly recommend you to others. Thank you so much.

*Sylvia A. Caulkins, niece of Arvilla M. Oberdorff*

*Your comments about our staff:* Arrangements for the funeral were made long-distance, and Matt was extremely helpful in making the process go smoothly. Matt, Scott and John were all both caring and professional, as was the rest of your staff at the funeral. They are all a credit to your fine organization.

*Would you refer us to others?:* Yes, I was totally satisfied with the help, care, and professionalism of all your staff.

*Dave Stetler, son of Daniel Stetler, Jr.*

*Your comments about our staff:* Very helpful and courteous.

*Would you refer us to other?:* Yes, we had a very good experience and everyone was very helpful. Matt was so helpful.

*Sally Bingaman, daughter-in-law of Velna Hoke*

*Would you refer us to other?:* Matt was very good with us in my family and my time of loss, I liked that he did not push me into decisions and had a caring way about it all. That means a lot when you lose a loved one.

*Betty Hunter, Widow of Donald E. Hunter*

*Your comments about our staff:* Matt made everything so easy. I couldn't believe how fast everything was taken care of. I thank my Mother for pre-arranging her funeral.

*Leah Jorstad, daughter of Virginia E. Powell*

*Your comments about our staff:* Matt Morris was helpful and kind. I hope all of your staff is as professional and caring.

*Sandra Wilhide, Widow of Jack D. Wilhide*

*Your comments about our staff:* Everyone was respectful and so nice. We were very nervous coming in and felt like friends when we left. We appreciated the time Matt took with us. We had a few hard decisions to make and never felt we were being rushed. Everyone we dealt with was awesome. Thank you for being so helpful at a time like this. We will be back for our Mom and ourselves.

*Sandy Lutz, daughter of Allen H. Rentzel*

*Would you refer us to others?:* Matt was so very kind and professional. The service for my wife was excellent. Also Matt, on his own accord, came to cemetery to assist there. Thank you all very much.

*Salvatore M. Caldwell, Widower of Debra Caldwell*

*Your comments about our staff:* Your staff is the best!! Matt is awesome! Nothing could have been done any better! Your staff is always one step ahead!

*Would you refer us to others?:* Yes, I already have!

*Randy Mitzel Jr., Grandson of Shirley Buseck*

*Your comments about our staff:* Matt was kind and attentive. His gentle empathy made this difficult situation as easy as it could have been.
*Would you refer us to others?:* Your facility is beautiful. It's like coming to someone's home instead of a creepy funeral parlor. And, your staff is helpful, kind and capable of taking charge when needed.

*Jessica Olan, daughter of Richard A. Edge*

*Your comments about our staff:* Matt Morris was our funeral director. He was very respectful and courteous. I would recommend him to anyone in need of your services.

*Susan Smith, daughter of Shirley Gross*

*Your comments about our staff:* I was very impressed with Matt and the whole experience. The thoughtfulness and caring meant so much at the time of our sorrow.

*Would you refer us to others?:* I was raised in northern Maryland/Southern PA. All our friends and family have always used Hartenstein's Funeral Home, New Freedom PA. Mom and Dad moved to York and went with the pre-arranged arrangements not knowing Hartenstein's also did it. I was very leery at first, however with dealing with Matt and how we were treated, I was very impressed.

*Additional comments:* I can't express enough how my Mother and I were treated with respect and thoughtfulness. Just the professional way Matt handled everything was wonderful. Friends have even mentioned how they noticed when I had asked a couple of older ladies to come and sit down under the tent because it was so cold and raining, he went over to them, held the umbrella and helped them to the chairs. Then he went and got a warm blanket and laid it across us all. It might be his job, but it felt like he went above and beyond and he will always have a place in our hearts for helping us through that hard time of losing my Father, and my Mother losing her husband of 61 years. Thank all of you for taking such good care of us, Sincerely,

*Brenda Heath and Katherine Bosley, for William S. Bosley*

*Additional comments:* We were caregivers and friends of Mr. Ehrhart. However, your staff treated us like we were family. Matt was very professional, yet very caring. Everyone we spoke to helped us and answered all our questions with kindness and compassion. We have been telling our friends and family of your wonderful service. Thanks for everything,

*Wayne and Fern King, Tom and Lynne Griffiths, for Charles E. Ehrhart*

*Your comments about our staff:* Matt Morris was very kind and professional. Barb, who answered the phone, was also very helpful.

*Would you refer us to others?:* Mother had a high opinion of Heffner's, since your company had handled my Father's cremation in 1980.

*Name Withheld by Request*

*Would you refer us to others?:* Yes, I would freely refer others to Heffner; and I would especially recommend Matt at the Kenneth Road location.

*David E. Knokey, son of Albert E. Knokey*

*Your comments about our staff:* Absolutely fantastic! I have never encountered a more professional outfit. Every detail was thought of – to the point someone asked if it was okay to make a small noise closing a door. Each person was extremely respectful, caring and sympathetic.

*Reason for selecting us:* The single most reason was Matt. Second to that, was your facility – it's appearance and that it had a chapel for the service.

*Would you refer us to others?:* Yes, our family commented repeatedly how professional everyone was, and how well done everything was. Our remembrance of my Father was complete, by way of your attention to every detail, and how your staff conducted themselves. Matt specifically made our pain easier to bear, because he took care of my Father, his arrangements, us, and, our guests.

*Additional comments:* Matt is phenomenal; a caring person who took care of details before we could and those we would not have thought of. He was always kind and met with us after hours. He even came in on his day off to oversee my Father's service. I cannot thank him enough, or describe in words, how his kindness held the hand of our hearts, those difficult days. Your organization is top-notch. If one could define, you are the Nordstrom in this WalMart world; service above our expectations, no questions asked. Matt even purchased a frame for us so the photo you made, could be placed by his casket. I could go on and on, but suffice it to say, Matt is wonderful; your support staff is wonderful, and the men who helped at the gravesite were wonderful. If you ever need a reference, call me anytime.

*Susan Hirano, daughter of Warren Stine*

*Your comments about our staff:* Matt Morris was everything we could have asked for at the time of our Mother's passing. He did everything above and more. His demeanor and service were impeccable. Thank you, Matt, for being there, for our family. You are greatly appreciated.

*Diane Danby, daughter of Lucy Emig*

*Your comments about our staff:* This is the 3rd time we have had Matt handle the arrangements, and he was very nice and courteous.
*Would you refer us to others?:* Yes, my Mom was very sick when she passed and wasn't looking like herself – but after you took care of her she looked very pretty and peaceful.

*Susan Allan, daughter of Mildred E. Linsey*

*Your comments about our staff:* HATS OFF TO MATT FOR A JOB WELL DONE.

*Name Withheld by Request*

*Your comments about our staff:* Everyone was very professional, but most importantly, very caring and compassionate. Upon my Mother's death, Matt contacted me and we scheduled a time to finalize the cremation.

*Would you refer us to others?:* I have told my friends about the dinner my sister and I attended with Betty Frey. I felt it was an appropriate forum to discuss my Mother's final wishes. Betty was kind and courteous. When my husband and I visited the chapel, Betty allowed me to see inside the crematory as I had questions about this process.

*Additional comments:* My concern was, wanting to make sure my Mother was being cremated alone, and her remains were the ones I was getting. After seeing the crematory I pre-arranged my Mother's cremation. Six months after meeting Betty, my Mother unexpectedly passed away. My family and I met with Matt to make sure everything was still as we had pre-arranged. Although we were having a private family viewing, it was still important that my Mother look as well as could be expected. I must compliment your staff because my Mother looked BEAUTIFUL!! Matt allowed our family a generous amount of time for our farewell. I accompanied my Mother to the crematory; kissed her one last time and watched her placed in the crematory. The staff treated her very respectfully during this process. Your staff allowed me to fulfill my final promise to my Mother. (She wanted me to make sure her body went in and it was her ashes that came out) Thank you for having my Mother look like the lady she was and treating her remains with respect. After some time has passed and my grief is less, I will be making an appointment to pre-arrange my cremation. Thank you!

*Jeannie Sacilotto, daughter of Wilma D. Hamrick*

*Your comments about our staff:* Matt couldn't have made things easier. My heartfelt thanks to all your staff!

*Terry Sheldon, son of Jane E. Sheldon*

*Your comments about our staff:* Everyone was so helpful. Matt was so helpful. He was very eager to assure anything we asked.

*Geraldine Benedict, Widow of Frank D. Benedict*

*Your comments about our staff:* Matt did a wonderful job!

*Kurt Weber, son of Kurt W. Weber*

*Your comments about our staff:* Everyone has been kind and supportive. Matt has been so nice and caring and would go out of his way to help. I have no vehicle and he did not hesitate to serve me in any way. All is appreciated, greatly.

*Susan M. Frey, daughter of Mary E. Conley*

*Your comments about our staff:* Your staff went above and beyond to extend us much time to grieve on Sunday evening after the viewing. They were all very kind. It was appreciated very much. A special thank you to Matt.

*Shirley K. Brenneman, Widow of Dale D. Brenneman*

*Would you refer us to others?:* Courteous, professional service during a very difficult time. Matt listened to our needs/suggestions and added many good ideas.
*Additional comments:* Matt Morris did an outstanding job for us. He gave us many good suggestions and made sure all of our suggestions were implemented. Calls to the Funeral Home were always handled in a courteous and professionalism manner and callbacks were always timely. The facility is excellent and was one of the main reasons we chose Heffner.

*Name Withheld by Request*

*Your comments about our staff:* The whole staff did a wonderful job during this stressful time. Matt was very helpful.

*Gerald Spangler, Widower of Carlyn Spangler*

*Your comments about our staff:* We only dealt with Matt and he was wonderful. I thought I would be a wreck while making arrangements and he conducted things so well that I was not a wreck.

*Additional comments:* My family has always used another funeral home. My Dad was the first to use someone else and I'm glad he did. I feel Heffner's did a wonderful job. I felt that my Dad was in good hands the entire time. I received my Dad's obituary from Heffner's. It was laminated and it meant a lot to me. A big "Thank You" to Matt Morris for everything. He really took care of our needs and made the entire experience go smoothly. He answered all our questions.

*Name Withheld by Request*

*Your comments about our staff:* Matt was very helpful planning my husband's service. He was friendly/courteous to me and my family. I feel he was caring and respectful to my emotional needs.

*Pamela Sowers Widow of Milton K. Sowers*

*Would you refer us to others?:* Definitely – our family had the pleasure of working with Matt. He was great during our difficult time with the loss of our brother. I am letting you know that my whole family was greatly pleased with Matt's kindness and helpfulness to all of us. I already recommended one of my friends to your facility. You have a beautiful facility and great staff working for you. In my opinion you need to change nothing. We love Matt's caring and loving thoughts.

*Kimberly Druck, sister of Gayle Snider*

*Your comments about our staff:* When John came to get Bruce, he showed such dignity in handling Bruce. Matt was very helpful in making the arrangements. The service was beautiful. Everything was displayed the way we wanted.

*Kathy Shaffer Widow of Bruce E. Shaffer, Jr.*

*Your comments about our staff:* Matt was very easy to work with, provided helpful suggestions, communicated well and took care of everything that needed to be taken care of. Thank you.

*Mike Melhorn, son of Carol Melhorn*

*Your comments about our staff:* Matt Morris handled things well.

*Daniel G. Meckley III*

*Your comments about our staff:* Mr. Matthew Morris was very courteous and helpful – he took care of so many small and large details – making this whole process easier for the entire family. Splendid job!

*Would you refer us to others?:* Definitely – Your firm took care of nearly all the arrangements – we just had to add the personal touches. Thank you.

*Mrs. W Widow of Paul C. Wolfgang Jr.*

*Your comments about our staff:* Everyone was very compassionate – did their absolute best to accommodate our requests and needs. It takes very special and caring people to work in this profession. Special thanks for all their professionalism, Matt, Todd, Carrie, everyone in the office, and anyone else who was so kind and patient.

*Name Withheld by Request*

*Your comments about our staff:* Staff was very courteous, sympathetic, very, very patient with selecting casket, etc. Terrific team at Heffner's!

*Would you refer us to others:* Terrific and outstanding service!

*Additional Comments:* Matt, We appreciated all your service. What a team you are! You made all of our family feel welcome, comforted, and showed us much patience in the selection of casket, vault, etc. The viewing was a comforting time for our family and we sincerely appreciate your hard work. Thank you again and God Bless!

*Mrs.Caroline Brackett and family for Robert S. Brackett*

*Your comments about our staff:* Matt went out of his way with kindness and empathy. The service was very comforting – everything was done without stress and pressure, which made it easier on the family.

*Would you refer us to others?* CLASS ACT

*Sandra Helbing, Widow of John Helbing III*

*Your comments about our staff:* Your staff did a great job of handling Mothers cremation and funeral form the first person, who contacted us, thru Matt helping with everything we needed plus some extra needs, helped everyone feel very satisfied with your whole operation. Thank you.

*Sons Terry, Barry, Dennis for Mary H. Dehoff*

*Your comments about our staff:* I only worked with Matt, who was wonderful from the moment he arrived to pick up my Father. It just seemed like he knew exactly what to say to help the mood of the moment.

*Would you refer us to others?:* Since my Father had to be transported to Arkansas, of course, I thought it would be a hassle, but Matt handled everything perfectly. He could not have made it any easier than he did. Thank you Matt,

*Pat Slayton, daughter of Ralph Treat*

*Your comments about our staff:* The staff at Heffner were completely accommodating and understanding of the family needs. Matt was always available to answer questions, take care of all concerns and making the entire process much, much easier. We cannot say enough about how much we appreciate everything.

*Would you refer us to others?:* I have not had much experience with funeral arrangements. Heffner's did an exemplary job of guiding me with suggestions and ideas. I cannot imagine using another funeral service and would definitely refer others to Heffner's.

*Additional comments:* My Mother was ill for a very long time. Many of the family members who were at the family viewing were amazed at how beautiful Mom looked. How you used a picture and made her look like she did fifteen years ago was wonderful. Her grandchildren and great grandchildren have a last memory of Mom, as do I, to keep in our hearts. The staff went above and beyond anything we expected. Mom was treated with respect and dignity. My family feels we were also treated with the same respect and dignity. Thank you from the bottom of our hearts!

*Linda Grim and family for Lois Wallick.*

*Your comments about our staff:* Funeral Director Matthew Morris was outstanding in his knowledge and support to our needs. The work which Heffner did on my Mother's remains was beautiful. The body makeup, clothing and casket and including the detailed shipping instructions of her remains and coordination with out-of-state Directors were excellent.

*Would you refer us to others?:* Would definitely recommend Heffner's to anyone wanting an above average funeral service which is meticulous in workmanship. All our family and friends were astonished at the beauty of my Mother and her dress and casket. All this helped us contend with the death of our loved one. Thanks again.

*June Raefaro, daughter of Helen Lamora*

*Your comments about our staff:* Matt's compassion and sensitivity was exceptional. He took his time with me and explained everything thoroughly. My questions were completely answered. Well done Matt, thank you!

*Would you refer us to others?:* Professional service with staff who really care about providing quality business. Arrangements managed by Heffner;s were exceptional. All phone messages were responded to in a timely manner. Actual displays available to view is a real plus, but booklets also provide appealing displays of products. Use of chapel allows for privacy for family, yet provides adequate and comfortable space for service attendees. Chapel allows for serene and peaceful service with allowance of individualization within scope of actual service. During a time when you are overwhelmed by grief Heffner's attention to detail, organization and especially the staff's anticipation of what those affected by grief may need is a blessing.

*Jolene Ernst, friend of Phillip Terry*

*Your comments about our staff*: Matt did an excellent job. We were appreciated for everything that was done for the family.

*Geraldine Funkhoser, daughter of Hazel P. Davis*

*Your comments about our staff:* Matt and John did everything possible to make Andrew's burial as painless as possible. He took a very traumatic period and allowed us to focus on what we needed to while he concentrated on the details.

*Would you refer us to others?:* This is the second experience for our family w/Heffner. Throughout both, the staff has been outstanding. Courteous, attentive, compassionate and accommodating. I would highly recommend your company.

*Michael Rexroth, father of Andrew J. Rexroth*

*Your comments about our staff:* Matt was very helpful.

*Gary Krout, Widower of Sharon B. Krout*

*Your comments about our staff:* John, Matt , and Dick were wonderful to work with. Everyone was so caring and very professional.

*Would you refer us to others?:* Although you're probably not the cheapest in cost for funerals, what you do is impeccable. Would I recommend Heffners to other folks? Absolutely! Again, please thank your wonderful staff for me again. They were all a class act in helping to send off my Mom in impeccable style. Very sincerely yours,

*Lorry McClain, Mrs. Kenneth G. McClain, Jr.*

*Your comments about our staff:* I felt so comfortable with your staff. I could not have done any of this without you! Matt was wonderful. Thank you,

*Susan Howell for Robert Howell*

*Your comments about our staff:* Matt and your staff have provided our family with support, comfort and assisted us in finalizing the plans for our Mother, Virginia Leader. Matt, graciously, gave up his "time off" to attend to our needs and this was greatly appreciated.

*Would you refer us to others?:* I cannot imagine another funeral home/service that can do what Heffner's does in such a sorrowful time. We have used your services 3 times in 4 years – and hope we don't see you again soon (nothing personal).

*The Family of Virginia Leader*

*Your comments about our staff:* Matt is great!

*Sharon Baines, daughter of John Cooper*

*Your comments about our staff:* Everyone kind and helpful, especially Matt Morris, who counseled us and set up all arrangements, mostly by phone and e-mail.

*Name Withheld by Request*

*Your comments about our staff:* Matt was very nice and explained everything to me. I was glad I could order the floral spray while I was there and didn't have to go to a florist. Matt was courteous and answered any questions I had. He made everything a lot easier for me.

*L. Joann Shenk, daughter of T. Lois Shenk*

*Your comments about our staff:* They were excellent. They were there for us and answered all our questions and offered help to us. They were a great comfort to us.

*Would you refer us to others?:* Yes, cause you treated us as part of your family.

*Additional Comments:* We want to say a very heartfelt thank you to Matthew Morris. He put everything we wanted for our granddaughter together; and he was wonderful. He helped us say good-bye to our littlest angel in comfort. The rest of the staff was also there for us. May God Bless you all.

*Kathy West, Hope Clapper's grandmother*

*Your comments about our staff:* Matt was very helpful.

*Barbara Brady, daughter of Elizabeth Baer*

*Your comments about our staff:* Everyone was helpful in all our needs and was so good about suggestions.

*Would you refer us to others?:* Yes, I was pleased with the staff from start to finish. They are helpful in so many ways. I would have missed so many people and information without the help of Matt and others at Heffner's.

*Virginia Heckert, Widow of J. Lynford Heckert*

*Your comments about our staff:* The family was impressed with the professional, yet warm conduct of Matt.

*Would you refer us to others?:* We were completely satisfied with you your services.

*Mary K. Myers, Widow of Robert L. Myers*

*Your comments about our staff:* Our entire family was extremely impressed with the very courteous, sympathetic and professional service we received from Matt and the entire staff. Mr. Morris did an outstanding service to our son and family. God Bless all of you.

*Would you refer us to others?:* Heffner Funeral Chapel & Crematory is an extremely beautiful and professional state of the art facility that provides outstanding service. I can't imagine there is any better. I would recommend Heffner's to anyone in need of the type of services they provide.

*Scott A. Noel Sr., father of Scott A. Noel, Jr.*

*Your comments about our staff:* Everyone including Matthew & Betty that helped us along the way were wonderful.

*Would you refer us to others?:* Yes, we were very pleased.

*Holly Nugent, daughter of Donald R. Bush*

*Your comments about our staff:* Matt was excellent.

*Name Withheld by Request*

*Your comments about our staff:* We were extremely happy with the care and attention to detail that Matt showed to <u>each</u> member of our family. Both with the arrangements for my sister and several years ago for my father, Matt went the extra mile.

*Amy Leader, sister of Susan Leader*

*Your comments about our staff:* Your staff were very helpful in arranging the services. Matt took care of all the details coordinating the cremation at another facility and the services there. Very good job.

*Name Withheld by Request*

*Your comments about our staff:* Matt did a good job in presenting <u>all</u> information.

*Nancy VanSant, daughter of William C. Mowrey, Sr*

*Your comments about our staff:* Matt is always very helpful and understanding.

*Would you refer us to others ?* Professionalism and service.

*Name Withheld by Request*

*Your comments about our staff:* Matt is very detail oriented. He communicated all options thoroughly.

*Scott Ruth, grandson of Charlotte Ruth*

*Your comments about our staff:* I told Matt more than one time, how much I appreciated his quiet, concerned manner. Also, he went "out-of-his-way" to make a delivery to my brother's home, on <u>his</u> way home from work – our Dad would have been "so happy" with all the plans.

*Would you refer us to others?:* Being a Christian family, we sensed a sweet Christian spirit among you – you "<u>cared</u> for us", but didn't push us to commit to things we didn't feel were necessary. Thank you for your services, above and beyond.

*Sandy Neff, daughter of William Stoner*

*Your comments about our staff:* The staff was exceptional, especially Matt. He helped me through a very difficult time.

*Would you refer us to others?:* I had never made any kind of arrangements before – Matt was very helpful & kind & understanding.

*Carol Rice, partner of Jean Brewster*

*Your comments about our staff:* I found Matthew to be very professional and courteous and at the same time very down to earth and genuine – not only would I recommend your service, I would recommend him. He tended to our every need personally. He took a lot off of our shoulders at our very difficult time. Thank you.

*Would you refer us to others?:* Our Mom, Patricia Schuessler, looked amazing considering she wasn't even embalmed because of cremation – I was very satisfied with the quality of your service in all aspects.

*Kathie Martin, daughter of Patricia Schuessler*

*Your comments about our staff:* Polite, courteous, attentive, informative, pleasant,…really did a "wonderful" job with the picture used for the prayer cards, thank you cards, & obituary. Excellent job with the keepsake book.

*Would you refer us to others*: Excellent services for John Felix under "Ray" as Director.
Excellent services for Wanda Felix under "Matt" as Director.

*Jenny Reyes, sister of Wanda Felix*

The staff I had contact with were all of the above and beyond.

*Would you refer us to others?:* Yes, because whatever the client wants is what you provide. "Thank you Matt"

*Helen Evans, sister of Margaret E. Smith*

Matt, you were outstanding. Thank you & God Bless You.

*Dick Myers, son of Richard E. Myers*

Matt was wonderful.

*Would you refer us to others?:* Everything was done according to my husband's wishes. I was very pleased. Thank you.

*Glen R. Booth, Jr., son of Glen Booth Sr.*

Matt was really nice to talk to. He really did everything the family wanted. I'm so glad I met Matt. We couldn't asked for more. He was wonderful through all of this. Thank you! We feel Heffner did a wonderful job of everything.

*Sue Kottmyer, daughter of Mary Ellen Bausman*

Matt helped us with all arrangements, made recommendations and was very thoughtful and considerate. Answered all of our questions, everything was set up nicely and looked beautiful. All of the staff who were present for the service were very professional and thoughtful. We could not have asked for more courteous service. Everyone was wonderful.

*Would you refer us to others:* Beautiful, clean facility, helpful and caring staff members.

*Jean Hall, Mother of Richard Hall*

Matt and all the staff were flawless! Thank you.

I cannot imagine a better service to honor my Mother. The professionalism and kindness of everyone at Heffner's should comfort any family during the loss of a loved one.

*Patricia Pines, daughter of Lois Pines*

You are very fortunate to have Dena, Matt and John on your staff.

The excellent service you provided for us in April 1975 has remained the same, nearly thirty years later.

*Ann and Gene Schultz, daughter and son-in-law of Margaret L. Jacoby*

Matt was very thoughtful, courteous, and made himself available whenever needed. He made a most awful time in our lives much easier to get them. He is a great asset to your organization.

*Name Withheld by Request*

Matt & Heffner's staff, Your staff has made an extremely difficult time a bit easier for all of us. Everything went extremely well and our wishes were met. Only the best for our mother, and we feel you provided that with your services.

*Kathy and Rob Estep, Chris & Pete Dantro, Vicki & Mark Stambaugh, Skip & Connie Clancy for Donaline R. Cable*

Matt was very good to myself & my sister.

*Eleanor Pollins for Doris M. Wagman*

Matt was absolutely wonderful to work with. He was very kind and patient with our large family and with all our quirks and questions.

Mom & Dad had pre-arranged when they found out Dad was sick. The staff was wonderful then and wonderful just a few months later when Dad died.

*Ricki Abram for Darla Deardorff, daughter & Widow of Richard Deardorff*

Matt did a great job and your whole staff is to be commended on the attention they gave to the elderly attendees. You can't believe the number of people who said that it was the best funeral they've ever been to.

Matt has great empathy, even though some of it was lost on my sisters and I since Dad was 93, and the grieving part was past for the most part. Matt was a great representative of your firm.

*Doug Dallmeyer, son of Herbert Dallmeyer*

Matt Morris was wonderful! He is such a caring person. He was also very efficient with all the paperwork required.

*Carol Young, daughter of Helen Keener*

Thank you for the wonderful and beautiful service you gave for my loving wife Susan. Your caring and thoughtfulness was amazing and very helpful in my time of sorrow. Give Matt my special thank you for a very professional job. He is an exceptional funeral director. Thanks again for your wonderful job. God bless you all. Heffner Funeral Home is definitely a World Class Funeral Chapel. Thank you all once again for everything. God Bless you all. Sincerely,

*Ronald S. Fahringer, Widower of Susan Fahringer*

Everyone was just great. It takes a special person to deal with everyone's grief on a daily basis. My family and I were very impressed with Matt and his concerns about our wishes. Matt falls into that category as a very special person. I had so many comments on what a great service it was and the beauty of your facility. I would definitely recommend Heffner to others mostly because of the courtesy way in which we were treated.

*Barbara Angello, Widow of Ross R. Angello*

Matthew was very helpful and professional!

*Arcelio M. Rosario, son of Arcelio Sr.*

Matt was wonderful! To me Heffner is the only place.

*Sandy McAdams, daughter of Bea Zortman*

Professional and compassionate. Death of a loved one is difficult, but something everyone experiences. Heffner made this as comfortable as possible for us. We are very thankful. I had many questions and requests. Mr. Morris was the "link" that helped me find peace with the passing of my most precious daughter Hannah Jean. Sincerely,

*A.L.Moyers-Bloss*

Matt, you were really helpful in helping me through my hard time. I really appreciated your courtesy and kindness.

*Mrs. Janet Baker, Widow of Glenn*

I truly did not know how I was going to get through this time in my life. I owe a lot to Mr. Matthew Morris of Heffner. He was always courteous and willing to accommodate the needs of my family and myself. Thank you so very much Mr. Morris and thank you all at Heffner. Should any of my friends or family need funeral services I will not hesitate to refer them to Heffner, Inc.

*Anbita Manuels-Brown, daughter of Vivian McCowan*

Matt was so helpful and caring and he relieved us of all the stress of losing a loved one.

*Virginia L. Ginter, Widow of Robert*

The staff and especially Matthew Morris was most helpful to the family and arranging the details of funeral service and burial out of state of our loved one, Anton Stecher.

*Joyce Ludemann, daughter of Anton J. Stecher*

Pre-Arranged – After speaking with Matt & John! Reputation

*Rita Keim-Wynegar, daughter of Rita DeGrandis*

I must say, that although the death of my mother was expected, it was also devastating. No matter how prepared we are for death, we just are not prepared. Your staff is wonderful. They are friendly, caring and professionals. John Katora made the entire process easy for me, taking off the pressure. I felt at ease and confident in your staff's ability to care for my mother as I would.

My mother looked like an angel. It was like the disease she had left her body – she looked like "our Mom"; not the sick woman we had watched slowly deteriorate and die. She was fabulous. She was at peace. I know it was John and the staff. With their work and obvious empathy, the service was a celebration for all of my family and friends. We couldn't have been happier. Everyone commented on the Top Notch Service you provided. "Nothing but class here", they said. I have recommended your facility to anyone who would listen and I will continue to do so. Thank you to John and Matt, to all the staff & to you for providing such a fabulous place! Sincerely,

*Rita*

Everyone on the staff was friendly, courteous and helpful. All our requests were taken care of promptly. Matt was extremely helpful from my initial phone call to the home visit after the funeral. Highly recommend. Although we lived in York several years, my husband and I had never attended a funeral here, so picking a funeral home to handle all his arrangements was somewhat of a problem. I had read about your Kenneth Road funeral home and heard it was very nice and it was located near our home so it seemed like a logical choice, but I was a little hesitant to call your or any other local funeral home. I didn't want to get into a situation where someone applied high pressure to try to get me to buy more services than I wanted or could afford. I was very pleased that there was no high pressure. Matt, who handled all arrangements for us, presented all your available services and without any high pressure, let us make our choices. Everything was carried out according to our wishes and your attention to small details was much appreciated. What I appreciated most:

1. The chance to sit down as a family with my grown stepchildren, brother and sister-in-law and discuss funeral arrangements. I think it was very healing for the children to have input into the plans, design memorial cards, etc.

2. Matt's visit to my home after the funeral was helpful. My husband was buried in Freedom, PA in Beaver County – about 250 miles away. The funeral was Saturday and burial was Monday. I had planned to be there on Monday along with other family members but didn't make it because we had to rush my mother-in-law to the hospital. Matt was able to provide me information about the burial which was reassuring until I was able to visit the cemetery on my own.

3. The chance to personalize memorial cards with my husband's picture, etc. They were the nicest cards I have ever seen and many people commented on them.

4. Matt is a treasure. Give him a nice big pay raise!

*Gloria A. Smith, Widow of William N. Robinson, Jr.*

*Your comments about our staff:* Absolutely fabulous. A difficult time made easier by their professionalism and attentiveness to our needs. No pressure and everyone went out of their way to accommodate us as we were from out of town.

*The most important reason for selecting us?* Requested by deceased (but not pre-arranged).

*Would you refer us to others?* Yes. Olewiler and Heffner helped create the perfect tribute to our father. We know he would have been happy with every part of the services and arrangements made. Thank you Matt and Betty!

*Angela McCormick, Daughter of Wayne T. Boyd*

*Would you refer us to others?* Yes. We very much appreciated Matt's kind spirit and sincerity. It was a good experience in lieu of the circumstances.

*Mrs. Faye Hammett, Daughter of N. Alvin Grove*

*Additional comments:* Matt was very attentive and sensitive to my emotional needs at the time.

*Hal Jones, Life partner of Alfred S. DeVono, II*

*Your comments about our staff:* Our father's viewing and funeral was very hard on our family. He died in Florida and we made all of the arrangements over the phone. Todd and Matt could not have been more helpful. Everything was beautiful and you thought of everything. When it is time for me to join my husband, my children will entrust that journey to you! Thank you for everything—you are appreciated!

*Sandra Palmieri, Widow of Romualdo A. Palmieri, II*

*Your comments about our staff:* Matthew was very helpful and made a difficult period much less stressful. He is courteous and professional. You are fortunate to have him as an employee.

*Would you refer us to others?* Yes. The handling from start to completion.

*Glenn W. Wise, Son of Jessie A. Wise*

*Your comments about our staff:* Matt Morris did an excellent job in handling all of the affairs related to the funeral.

*Would you refer us to others?* Yes. Your accommodations are excellent and you paid attention to every detail to ensure a well run celebration of Mom's passing.

*Theodore Kopey, Son of Mary Kopey*

*Your comments about our staff:* Matt and John who helped tremendously in the home going service for my mother "Esther Buchanan" on March 2nd, were wonderful, attentive to all our needs and concerns. It was a great pleasure working with them. Thank you again.

*Marguerite Shelley and Sarah Thompson, Daughters of Esther C. Buchanan*

*Your comments about our staff:* I thought everyone was very nice and helpful. We also liked Betty Frey, Certified Celebrant. She was so nice to talk to. We thank her and everybody that was very helpful. I thought you did a wonderful job on my Mother. I told Matt the day of the funeral, a job well done. Thanks for everything you did for us.

*Would you refer us to others?* Yes. Because you did a very good job.

*Name Withheld by Request*

*Your comments about our staff:* Matt was very helpful and compassionate. Thanks.

*Name Withheld by Request*

*Your comments about our staff:* Matt was outstanding! Thanks for a terrific job—you helped us so much!

*Suzanne Cameron and George W. Daneker, Sr., Daughter and Widower of Patricia M. Daneker*

*Your comments about our staff:* Matt was excellent to work with. You had Mother look very nice. Everyone was so nice to the family. Betty Frey did the service, great job. Thanks to all.

*Would you refer us to others?* Yes. Everything was so professional and family like manner.

*Betty Knokey, Daughter of Anna L. Saylor*

*Your comments about our staff:* Matt Morris made a very hard process much easier for our family. He explained every detail and took the time to answer all of our questions. He showed constant sincere compassion that put us all at ease. It made us all feel better to know our loved one was in Matt's caring hands. People often find it hard to balance professionalism with compassion. Matt has found the perfect balance. He has a genuine true ability. Thank you so much for all you did to make Kuky's Celebration of Life so meaningful.

*The Pujols Family, Family of Francis R. Pujols*

*Your Comments about our staff:* You were with me every step of the way. My Dad looked so wonderful. I could not have been more pleased. Thanks Matt.

*Would you refer us to others?* Yes. Because of a job done better than I could have expected—down to the smallest detail and your wonderful people. God Bless You. My Dad stated to me on several occasions—Mom was at Heffner's—that's where I want to be---when the time comes—his wishes were granted. The military veterans were outstanding to close the service.

*Kaye E. Good, Daughter of Wayne L. Harris*

*Your comments about our staff:* Matt was very nice and accommodating. All other staff were very polite and respectful.

*Jeffrey A. Harrison, Son of Grace Harrison*

*Your comments about our staff:* Matt, John and the entire staff did an excellent job with my Father's service.

*Would you refer us to others?* Yes. Everyone was extremely helpful through all aspects of this confusing and emotional time.

*Charles R. Kelley, Jr., Son of Charles R. Kelley, Sr.*

*Your comments about our staff:* Matt was so helpful and kind. Your <u>whole</u> staff was just wonderful. Everyone was very kind, compassionate, courteous and <u>very</u> professional. I don't know what else they could have done for me and my family to make this sad time more comforting.

*Would you refer us to others?* Yes. You have wonderful, caring people on the staff. The facility is beautiful and accommodating. We received what we were promised.

*Joan M. Frey, Widow of Terry A. Frey*

*Your comments about our staff:* Very accommodating. Matt worked with me to complete the arrangements for my Mother's cremation, and made it so the financial package suited our abilities. We're very grateful. Megan was also very thoughtful and kind.

*Would you refer us to others?:* Yes, my husband already has prepaid services arranged with you, and we are changing his package to include myself.

*Deborah Gallatin, daughter of Sally A. D'Onofrio*

*Your comments about our staff:* Matthew and the rest of your staff did everything perfectly. They couldn't have been nicer, very kind and compassionate. My Father would have appreciated it.

*Donna Watson, daughter of George E. Shanabrough*

*Would you refer us to others?:* Yes, I would highly recommend you. I was well pleased with everything and felt real comfortable with everything. I feel Matt Morris did an exceptional job.

*Cindy Knaub, Widow of Mitchell Knaub*

*Your comments about our staff:* Matthew was very kind and helpful. He made you comfortable. The girls in the office were very friendly and helpful. They are very caring.

*Name Withheld by Request*

*Your comments about our staff:* Matt Morris and Betty Frey went above and beyond the call of duty for my sister and I and our families. That is why there are 5's in front of 4's. We still have people tell us how beautiful our Mother looked and how nice everyone and everything was.

*Would you refer us to others?:* Your staff goes above and beyond the need for families.

*Cathy Ampsacher, daughter of Patricia A. Strausbaugh*

*Your comments about our staff:* Matt was very helpful in guiding me through the cremation process.

*Would you refer us to others?:* The staff is very courteous and helpful. Heffner's have a great reputation!

*Donna Leiphart, sister of Brenda L. Ebersole*

*Your comments about our staff:* Your staff was really accommodating. My brothers and I were very pleased with Matt Morris. He was not pushy. He explained all the different items and left the room to let us make our decision.

*Would you refer us to others?:* I had my husband's funeral through your Red Lion facility and was very pleased. My Father-in-law was also there. When a family member dies, you are so stressed out and your staff makes it much easier to get through this difficult time.

*Joan Sweitzer, daughter of D. Elaine Ward*

*Your comments about our staff:* Your staff is top notch. I was very pleased with everything that was done. My Mother's brothers and sisters and my family were very comforted with the way my Mom looked. She looked so peaceful after many months of illnesses. Your staff was very understanding and helpful in every way. Scott was very attentive to my family through the very trying days.

*Would you refer us to others?:* I would refer your facility to anyone. This was my second time to need your services. My Dad passed away almost ten years ago; at the time, Matt Morris was our director. We appreciated Matt and his handling of our services. This time for Mom, everything was done again very professionally. Scott was very good with handling her services. Thank you for everything.

*JoAnn A. Bupp, daughter of Fern A. Saylor*

*Your comments about our staff:* The makeup that was used was just the right blending. Matt really listened to our wishes; a very nice presentation.

*Additional comments:* You folks did a very good job at a difficult time for my family. Your company does such a nice job you get repeat business.

*Bart Clark, son of Viola J. Clark*

*Your comments about our staff:* Matt Morris was extremely helpful and gracious in every way. He made things come together very smoothly. His coordination of all aspects not only your services, but also the church, Military Honor Guard, and fire company salute were great.

*Additional Comments:* With all things previously said, we were totally pleased with your selections from the casket, to the stationary items. We did not have unlimited funds and were able to make selections that nicely honored Dad and still worked into our budget. Thank you Matt, for your cooperation.

*Rod and Smoke, for LeRoy A. Slenker*

*Your comments about our staff:* We worked with Matt Morris. He was excellent. He was very patient and helpful. We felt as though he was there for us and was always looking out for us. He made the worst time ever go easy and as smooth as we ever could have hoped for.

*Would you refer us to others?:* Yes – when a family is faced with such an awful time, making arrangements should be easy and convenient. Our experience was both; our horrible time went as smooth as it could.

*Name Withheld by Request*

*Your comments about our staff:* Matthew Morris was great to work with. Thank you all for everything.

*Name Withheld by Request*

*Your comments about our staff:* So helpful, very compassionate, met our every need.

*Would you refer us to others?:* I was very impressed by Matthew L. Morris, F.D. He was patient and very understanding. Your place is excellent. You went beyond my expectations.

*Harry Perry, Widower of Ruth D. Perry*

*Your comments about our staff:* Everyone was extremely attentive and sweet. Matt was such a great help and concerning.

*Vicki Shirey, Widow of Joseph R. Shirey*

*Your comments about our staff:* Great.

*Would you refer us to others?:* Everything was great. Wouldn't have changed anything. Matthew Morris was very kind and caring.

*Dawn Bortner, Widow of Gerald L. Bortner*

*Your comments about our staff:* Very cooperative and offered suggestions to improve clothing, and improvement in presentation. Thank your organization for a job well done.

*Would you refer us to others?:* Please give Matt a very good rating. He was nice to work with.

*Charlie Stouch, Widower of Jacqueline C. Stouch*

*Would you refer us to others?:* Matt was the person I dealt with. He was everything I wanted at a time of a loss. Great job Matt.

*Brenda M. Howard, daughter of Walter Shoff*

*Your comments about our staff:* Matt was a sweetheart; our Father went to sleep that Saturday night and did not wake up on Sunday. Shock cannot describe what we were going through. Sincerely.

*Name Withheld by Request*

Matt handled my Dad's arrangements and we were so pleased that my Mother had asked us to please see if Matt was available to handle hers. He made us feel like he was taking care of one of his own family members. The whole staff was very courteous and willing to accommodate us in any way they could. Losing someone is hard, but when you have people that care, it makes it easier to deal with the loss.

*Donna Martin, daughter of Dorothy M. Toomey*

*Your comments about our staff:* Very kind and efficient!

*Would you refer us to others?:* Todd Eckert and Matt Morris have been very kind and helpful.

*Lucreta Clark, daughter of Lloyd G. Graham*

*Your comments about our staff:* Matt was a huge help.

*Joni M. Browning, Mother of Brandon A. Via*

*Your comments about our staff:* They were wonderful, very respectful. Matt was great and could not help enough. Ms. Frey did a wonderful service.

*Mary Cunningham, Widow of Dennis F. Cunningham*

*Your comments about our staff:* Matt was tremendously helpful from beginning to end.

*Jessica Keener, daughter-in-law of Mary L. Keener*

*Your comments about our staff:* From the first moment I met Matt at the Brunswick to the last thing that had to be done, he was kind, caring and helpful. I was very impressed with his professionalism, yet thoughtfulness.

*Name Withheld by Request*

*Your comments about our staff:* Very professional and caring attitude. Reminded us of things that were important but, we had not thought of. Led us through the process in a way that we understood what was happening. Thanks, Matt

*Would you refer us to others?* Yes, staff is very professional. Everything from plenty of parking to taking care of paperwork and all the extras were very much appreciated.

*Name Withheld by Request*

*Your comments about our staff:* Matt was wonderful. We were so impressed that our desires for my Father's service were accommodated – deer heads and all. Matt listened to our wants and needs and did all we asked.

*Would you refer us to others?:* Yes, We don't ever want to need you services, but we will certainly recommend your funeral home to others and think of you in our future.

*Additional comments:* Losing our loved one was such a shock as he was so young and it was so sudden. Matt was very helpful to us and guided us to the right decisions for my Father's service. I am only 29 and never expected to have to make these plans now. I was completely overwhelmed by all the decisions I needed to make. Matt helped us along the way without being too pushy and gave us the time we needed to decide. I am so thankful that at such a difficult time in our lives, we had Matt to help us through. Please pass along our sincere thanks!

*Jill Royer and the Urey family for David H. Urey*

*Your comments about our staff:* Matthew Morris, put all our questions, concern, this made it all easier to bear our loss. He has so much kindness and understanding. Your home is so serene and comforting at this sad time of life. I thank you all from the bottom of my heart.

*Would you refer us to others?:* About 5 years ago, you helped our son with the funeral of his young wife, Sharon Breighner. Her long suffering from cancer, ravaged her body. But at her funeral she was young and beautiful again, as you also did for my husband, young and smiling; this eased the heart so much. Thank you and bless everyone there for this.

*Doris Breighner, Widow of Harvey Breighner*

*Your comments about our staff:* Matt was very courteous and bent over backwards to help us. If it was there, I would have listed all the above questions as "above and beyond". Bless you all!

*Would you refer us to others?:* Because I used your services for my husband and was very pleased. That's why I came back. This service was even better that that service.

*Barbara S. Eckert, Mother of Brent Eckert*

*Additional comments:* I have to make sure I mention Matt Morris – I knew Matt and contacted him about my Mother's terminal illness. Matt made time for me to sit down and go over everything I asked him about. A lot of the decisions for my Mom's service were made prior to the service and I thank Matt for guiding me. This also helped with the smooth flow of our appointment with Todd. Smooth, meaning I already knew what we wanted. Matt also was kind enough to come work at my Mother's service – I would surely recommend Heffner.

*Kenneth Firth and Alissa Rohrbaugh, husband and daughter of Delores Firth*

*Your comments about our staff:* When Matt came to remove my Father's body he was very considerate and respectful. He allowed us to be part in the process, which we greatly appreciated.

*Would you refer us to others?:* Your staff is extremely caring and willing to help in any way they can.

*Additional comments:* Many thanks to all of your staff. I may not be able to remember all of their names. But the care and concern they demonstrated was above reproach. Thank you!

*Debra Campbell, daughter of William L. Neal*

*Your comments about our staff:* Matt was amazing; so courteous, friendly and caring.

*Connie Koontz, daughter of George Junas*

*Your comments about our staff:* Your staff was absolutely outstanding – from Matt and George coming to Mother's. Everyone was so very attentive to our sorrow and our needs.

*Additional comments:* I just want to say "Thank you" one more time for making such a difficult time bearable and to know all was handled so well. There were many compliments, of how nice everything was from "Mother looks like she should open her eyes and say "hello", to Joyce, everything was so beautiful!" Believe me compliments from Mother's side of the house are hard earned. Again, thank you all at Heffner's

*Joyce E. Miller*

*Your comments about our staff:* Matt more than met our expectations. He was so helpful, courteous and compassionate. Everything was explained thoroughly. I cannot say enough good things about him. We did not interact as much with the office staff, but the times I called or stopped by, they were both more than helpful and courteous.

*Would you refer us to others?:* Your facility and staff more than met our expectations. The main comment we got from family and friends was the photos on the TV monitors. We all thought that was such a special last tribute to our loved one.

*Additional comments:* Again, everything was handled with professionalism, courteousness, and a caring warmth that made us feel very comfortable.

*Janice M. Dehoff, Widow of Sherwood D. Dehoff*

*Your comments about our staff:* You have one of the kindest, most considerate, extremely courteous staff, I have ever had the privilege of working with. The dignity shown to my children and myself by Matt was so wonderful and comforting. You are doing a magnificent job. God Bless you.

*Would you refer us to others?:* The excellent service and attention we received as a family at this time in our lives was commendable.

*Marlene D. Wilhelm, Widow of Robert F. Wilhelm*

*Your comments about our staff:* Matt was exceptional in spending time, sharing, guiding and providing answers to our <u>many</u> professionalism of your entire staff.

*Most important reason for selecting us:* Mother pre-arranged her service, as did Ralph Eichelberger. Each service was most appropriate, respectful, loving and dignified.

*Additional comments:* I appreciated the planning completed prior to Mother's need for your services. The guidelines and support enabled us to move forward in our plans for the family <u>and</u> in dealing with our grief. Your facilities are beautiful. "Ellie" looked beautiful – and at peace. What a phenomenal final act – Dignity and beauty. Thank you all sincerely.

*Lynne Blymire, daughter of Eleanor Eichelberger*

*Your comments about our staff:* Matt was great and so were the ladies in the office. The pictures were great and everyone was very helpful. Nate did a good ob also for the service on Friday – he kept things moving smoothly.

*Would you refer us to others?* My Grandmother's service and my Husband's uncles service were held at the Red Lion office. Everyone is very nice, helpful and very accommodating to help tailor a service to the individual.

*Roxanne Snelbaker, daughter of Emory Swartz Sr.*

*Your comments about our staff:* Matthew Morris was very competent, efficient and compassionate as we proceeded through the process of burial and memorial service. He will be a great asset to your service for families and your business.

*Name Withheld by Request*

*Your comments about our staff:* The staff was very helpful. Matt was extremely helpful and patient.

*Would you refer us to others?:* Family members liked the tri-fold tributes.

*Name Withheld by Request*

*Your comments about our staff:* All of your staff members were so helpful. They went above and beyond my expectations for customer service. Matt was extremely professional and made my sister and I feel very comfortable with our decisions.

*Additional comments:* My Mother was always very particular about the way she appeared in public. Over the past few years as she weakened, she was unable to have her hair done and "look" the way she always liked to. I must tell you how pleased my sister and I were when we saw her for the first time at the viewing. She was our Mother again, even in death. We greatly appreciate all that was done for us, and the support and kindness that all of your staff members showed to our family. Thank you – God bless you all.

*Debra Lehman, Patti Smith, daughters of Vernetta Smith*

*Your comments about our staff:* Everyone, especially Mr. Matthew Morris, were gracious, kind, courteous and very accommodating. Thank you for being there for us.

*Would you refer us to others:* We will highly recommend your services to our friends and family because we were so pleased with the care and grooming given our loved one. Thank you.

*Ruth Hoak, Widow of Frank R. Hoak*

*Your comments about our staff:* Everyone we communicated with was kind and helpful. But their patience was what really stood out to us. They never seemed to be just "doing their job". With such terrible weather, everything went so smoothly.

*Additional Comments:* We want Matt to know how much we appreciated everything –
- He was so patient with us during the planning of our Father's funeral. My sister and I never had such planning
- He was quietly professional and attentive from beginning to the end.
- Matt – we sincerely thank you and the whole staff for a beautiful service to honor our father. Sincere appreciation,

*Cindie McKinsey for Stanley M. Robinson*

*Your comments about our staff:* The staff were the epitome of class. They were gracious, caring, knowledgeable, and most kind. The were professionally attired, showing me that they were respectful of the deceased, my Mother, and of the family and friends who came to say their good-bys. My special thanks to Matthew Morris for looking after me at this time.

*Would you refer us to others?:* Yes, I would most certainly refer you to others. Burying a loved one I stressful and very sad. Having the help of your wonderful staff was a blessing. Last, but by no means least, your facilities were beautiful and immaculate from lobby to visiting rooms to bathrooms. Most soothing was sitting in the lobby and enjoying the beautiful birds in the aviary.

*Anna Yonick, daughter of Florence Leone*

*Your comments about our staff:* Sandy, Matt, John and Louella all went over and above which was very comforting. All of the gentlemen working the day of the funeral in the extremely cold weather need to be commended. The guest book attendant was also very courteous.

*Would you refer us to others?:* The facility and all the staff make a very sad time easier to cope. The kindness and compassion is very comforting.

*Additional comments:* The Celebration of Life Service for Ronnie was truly a celebration of a wonderful life and thanks to the entire staff at Heffner we focused on the life and that was the comfort that got us through this difficult time. God Bless You All!

*Bonnie Hoffmaster for Ronald Hoffmaster*

*Your comments about our staff:* Matt Morris is surely an asset to Heffner Funeral Services. I would not hesitate to recommend Heffner – Matt Morris.

*Jerry DiEllo, son of Eleanor F. Franchi*

*Your comments about our staff:* Matt was outstanding and handled everything in a very outstanding manner. The family couldn't have been more pleased. Pastor Starr was wonderful.

*Name Withheld by Request*

*Your comments about our staff:* Matt did an excellent job – I was very pleased!

*Patricia J. Shaffer, Widow of Richard S. Shaffer*

*Your comments about our staff:* They were very helpful & thoughtful. They did everything they could do. (especially Matt Morris) He did everything he could for us.

*Would you refer us to others?:* Everyone on the staff is very nice & kind. They do anything they can do for you.

*Kelly Boone, niece of Loreda M. Kagen*

*Your comments about our staff:* Matt was the epitome of what a funeral director should be…kind, thoughtful, helpful, thorough, courteous and very professional.

*Would you refer us to others?:* Yes, I was very pleased with every aspect of my husband's cremation and service. Many people have remarked on how beautifully his funeral service was. Many who could not attend have commented on the memorial service pamphlet I mailed to them. Several friend commented it was beautifully done – they had never seen such beautifully done memorial pamphlets. Your Red Lion Funeral Home is very well decorated , another beautifully done!

*Marcia Heiner, Widow of Marvin D. Heiner*

*Your comments about our staff:* They are the greatest. Matt couldn't be any greater.

*Would you refer us to others?:* I was very pleased with everything.

*Anna Mae Ehrhart for Dale Dale Ehrhart Sr.*

*Your comments about our staff:* All staff were wonderful to our family.

*Additional Comments:* Matt was wonderful to work with and extremely helpful. He has that "soft" personality which meant a lot during the arrangements. Thank you very much.

*Name Withheld by Request*

*Additional comments:* We were very pleased to see John's face, on the day Miriam passed. John's was who came to Miriam's home, when her husband James E. Mitzel died 15 years ago, and she was pleased with everything you did for them for James. Matt and John could not have handled anything any better for us. We appreciated everything they did for us to make Miriam's funeral easier on us. Our daughter-in-law, Karen Anderson, works for Comfort Inn hotels as their Sales Manager, and she was also very impressed with how we were taken care of, she said everything was "top-notch". Thank you again to everyone!

*Rodney Anderson, for Miriam Mitzel*

The family and I were very pleased with Matt Morris's patience, concern, and suggestions for the funeral of Fred Inners.

*Would you refer us to others?:* I was completely satisfied with the complete take-charge of the staff…I felt the much needed support.

*Janice B. Inners for Dr. Fred F. Inners*

Matt was so great through this difficult time, he was so nice & so understanding. He really does a great job. The funeral home is beautiful, with your bird sanctuary, the fireplace. The pictures of Red Lion make the setting comfortable & uplifting. All the staff were wonderful, it really made this difficult time a lot easier.

*Deb Burke, daughter of Harry Warner*

Everyone was great – we had Matt as our director and he was wonderful. Sandy also was a great help.

*Helen Donagher, Widow of Barry Donagher*

Matt, Thank you very much for all your help in the hours and days after Mom passed away. What a relief to see a familiar face during a difficult time! We appreciate all your time, effort, and patience during the last couple of weeks. We wish you all the best in 2005

*Kim, Dan, Sam and families. For Sandra J. Cooley*

Very helpful and concerned that our needs were met and offering advice when asked. They brought the flowers to our house after the funeral and again offered their help on any matter or questions that may come up.

Matt, You initially helped with the arrangements and we thank you for guiding us on that first morning after my mother's death. You assured us it was not a problem to wait on making a decision since my sister had to come from Florida.

When it became necessary to make it later in the week – you had to turn it over to your assistant. He was mot kind and helpful with every detail arranging to have a pillow with roses for the great grandchildren at the last moment. He especial asked if he had covered everything we wanted since he stepped in, in the middle of the arrangements.

At a time when your minor is preoccupied, it helps to have someone anticipate your needs. Thanks to everyone. Sincerely,

*Mrs. Jean Nelson, daughter of Dorrien Lentz*

Matt was very helpful and patient in every step of the arrangement making process. He went above and beyond his expectations and made phone calls to the house several times to ensure our satisfaction with everything. Thank you for making everything the way Carol wanted it to be.

*Amanda Tipton, daughter of Carol Tipton*

I felt relief and relaxed as soon as I turned into the parking lot. Excellent job!! I was very well pleased the way Matt explained things, what was available to me. No pressure, he listened to what my wishes were. Thanks Matt.

*Frank L. Herbst, son of Leona Kottmyer*

Your staff was very professional, courteous, and attentive to our needs. The member of your staff that we met in person was Matthew Morris. We were especially grateful for his help making things easy. We appreciated his bringing Vivian Warner's death certificates and ashes to our home. We would refer you to others because you are there, for the family members, to make their loss as easy as possible. And you do so in a most professional way.

*Paul F. Kiser, brother of Vivian V. Warner*

I had Matt who helped me, & a better person one couldn't have. He did everything I asked of him & he acted like nothing was too much for him. I can't say enough good things about him. I work with the public & know how then can be. Matt even delivered things for me to my house, which was great & meant a lot to me. I called your office many times & Louise (Louella) couldn't have been any nicer to me. I said I was sorry for calling & she said that's what we're here for—never acted like I was a bother to her.

I loved the idea of the pictures on the memorial notes & had all positive reactions from others. The people treated me like I was special & that made me so happy. I would hope you tell all your staff how pleased I was with them & I couldn't fault them for anything. 100% perfect. Thank you so much.

*Judy M. Smith, Mother of Ruth Smith*

Matt was a very nice young man. He was very considerate and kind. The other people involved were sweet too. I am always pleased with my experiences at Beaver-Urich. Thank you. Beaver-Urich has been my funeral directors for my first husband, my father & my mother. I have always felt that I could trust them at these difficult times, and if anyone should ask I would have no hesitation in recommending them.

*Connie Costello, daughter of Elin Coughlan*

Matt was wonderful. He was very helpful at this time of our sorrow. You did an excellent job with Mother. She looked so natural. She just looked like she was sleeping.

Matt was very professional. He was gracious, always helpful, answered all questions and made changes we suggested. He was very helpful, and kind. He made it easier at this time in our life.

*Barbara Wirrick, daughter of Viola Berryman*

*Your comments about our staff:* Matt, you were tops; you were so helpful & kind, and so was the rest of the staff.

*Janice Shank, Widow of Lawrence Shank*

*Your comments about our staff:* Matt Morris was so very kind and very professional. He helped in every way he could, with everything we requested and needed. Betty Frey did service and she done such a great job, you would think she knew my wife all her life. All other staff was very nice and professional.

*Would you refer us to others?:* Would and have recommended due to service and caring.

*Joe Tate Jr., Widower of L.B. Tate*

*Your comments about our staff:* Matt was a Pleasure to work with and was VERY all of the above!

*Robyn Wamsher, soul mate to Margaret 'Peg" Linnane*