

# REPATRIATION OF MORTAL REMAINS

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# INTRODUCTION

At ME ASAP, we understand that the loss of a loved one can be one of the most challenging experiences that anyone can face. The grief and pain that comes with such a loss can be overwhelming, and dealing with the process of repatriating your loved one's mortal remains can be a daunting task. That's why we're here to help.

With over 25 years of experience, we offer professional repatriation services that specialize in the transportation of mortal remains from anywhere in the world to any destination. Our experienced and compassionate team of professionals are dedicated to providing an exceptional service to our clients during their time of need.

We are committed to upholding the highest standards of professionalism, respect, and compassion in all engagement with our clients. Our team is available 24/7 to provide support and assistance, and we strive to ensure that every aspect of the repatriation process is handled with care and dignity.

We understand that every family has unique needs and requirements when it comes to the repatriation of their loved one's mortal remains. That's why we work closely with our clients to ensure that we understand their individual needs and provide them with customized solutions that are tailored to meet their specific requirements.

Contact us today to learn more about how we can assist you with the repatriation of your loved one's mortal remains.



# OUR NETWORK

Our company has a network of trusted international partners and affiliates around the world, including funeral directors, consignees, embassies, airlines, and other relevant authorities. This enables us to provide a seamless and stress-free repatriation experience for our clients, no matter where they are located or where they need to transport their loved one's remains.

We are dedicated to providing our clients with the highest level of service possible during this difficult time. We are committed to upholding our reputation as a trusted and reliable provider of repatriation services.

**We are dedicated to providing our clients with the highest level of service**

# ME ASAP SERVICES

We offer a range of compassionate and professional repatriation services to help families bring their loved ones back to their home countries. Our services include:

## 1. Repatriation of Mortal Remains:

Our team is experienced in handling all necessary paperwork. We work closely with our clients to ensure that all necessary documents are obtained in a timely and efficient manner. This entails legal documents clearance with local authorities and embassies, attestation, translation, embalming and transportation of mortal remains from any country to the deceased's home country.

## 2. Cremation Services:

We can offer cremation services in the country where the death occurred (if legally permissible), followed by the transportation of the ashes to the family's desired location. We ensure that all necessary documentation and permits are obtained, and we work with the local crematoriums to ensure that the process is handled with respect and dignity.

## 3. Burial Services:

We can assist in the burial of the body with the local funeral directors. We also ensure that all relevant permits and necessary documentation are obtained to facilitate the burial of the body.



### 3. Flight Booking:

At ME ASAP, we cooperate with all airlines to provide the best services. After fulfilling all the requirements, our team tries to find the nearest booking to the deceased's home country to ensure timely repatriation. Our service also includes booking for a person to accompany the deceased (subject to client's approval).

### 4. Shipping Deceased Belongings:

If your insurance company covers this service, our team will help you swiftly to arrange the packing and transport of your loved one's belongings. We can assist you even if the insurance company does not cover the shipping of the deceased belongings. Prices depend on the weight, size, and destination country.

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## Mortal Remains Repatriation Process

The repatriation of mortal remains can be a complex process, involving multiple parties and a significant amount of documentation. At our company, we are experts in navigating this process and can provide assistance with all necessary documentation to ensure a seamless repatriation experience. Here's a detailed look at the documentation process involved in repatriation:

### 1. Death Certificate

The first and most important document required for repatriation is the death certificate. This document is issued by the local authority where the death occurred, and it confirms the cause of death. It is essential to have an official death certificate as it provides legal evidence of the death, and it is required for obtaining permits for transportation.

### 2. Embalming Certificate

In most cases, when transporting human remains over long distances, embalming is required to preserve the body. An embalming certificate is a document that verifies the body has been embalmed. The certificate should include the name of the deceased, date of embalming, the embalmer's name, and their license number. This certificate is necessary for the transportation of the body across borders.





### 3. Local Authorities Permit:

When transporting a deceased person across borders, a local authorities permit is required. This document is issued by the relevant authorities in the country where the death occurred, and it provides permission for the transportation of the body to home country. This permit typically includes information such as the name of the deceased, date of death, destination country, and cause of death.

### 4. NOC Certificate:

No Objection Certificate is necessary when transporting human remains across international borders. The document is issued by the local embassy or consulate of the country of origin and provides permission for the transportation of the body to the deceased home country.

### 5. Import Permit:

In some cases, an import permit is required by the destination country to allow the transportation of human remains into their territory for burial or cremation. The permit is issued by the relevant authorities in the destination country, and it includes information such as the name of the deceased, the date of arrival, and the destination address.

### 6. Air Waybill:

An air waybill is a document that accompanies the body during transportation along with the original documents, providing information on the identity of the deceased, the destination, and any special instructions. The air waybill is issued by the airline transporting the body and is required for international transport.

### 7. Consular Services:

In cases where the deceased person is a citizen of another country, it may be necessary to involve the relevant embassy or consulate in the documentation process. Consular services can provide support and guidance in navigating the repatriation process and can assist in obtaining necessary documents such as the export certificate.

Navigating the documentation process for the repatriation of mortal remains can be a daunting task, especially during a difficult and emotional time. At our company, we have years of experience in handling all aspects of the repatriation process, including documentation. We work closely with our clients to ensure that all necessary documents are obtained in a timely and efficient manner, allowing for a seamless and stress-free repatriation experience.



# Repatriation of Mortal Remains (RMR) Process Overview:





# Communication Protocols Through Understanding the Process

Effective communication is critical during the process of repatriating a loved one's mortal remains. The repatriation process can be complex and involve multiple parties, including local authorities, funeral directors, and transportation providers. Clear and timely communication is necessary to ensure that all necessary documentation and procedures are followed, and that clients / families are kept informed throughout the process. Here are some communication protocols that ensure effective communication during the repatriation process:



## 1. Understanding the Process:

Clients / Families are provided with clear and concise information about the repatriation process. This includes an overview of the necessary documentation and procedures, such as death certificates, local authorities permits, and embassy permit. Clients / Families are informed about the expected timelines for each step in the process, as well as any potential delays or obstacles that may arise.

## 2. Providing Regular Updates:

Clients / Families are provided with regular updates on the status of the repatriation, including any changes or updates to the timeline. This can help to reduce stress and anxiety and ensure that families are aware of any potential issues that may arise.

## 3. Clear and Concise Communication:

At ME ASAP, Communication is clear and concise, using language that is easy to understand. Technical terms are avoided as much as possible, and information is presented in a logical and organized manner.

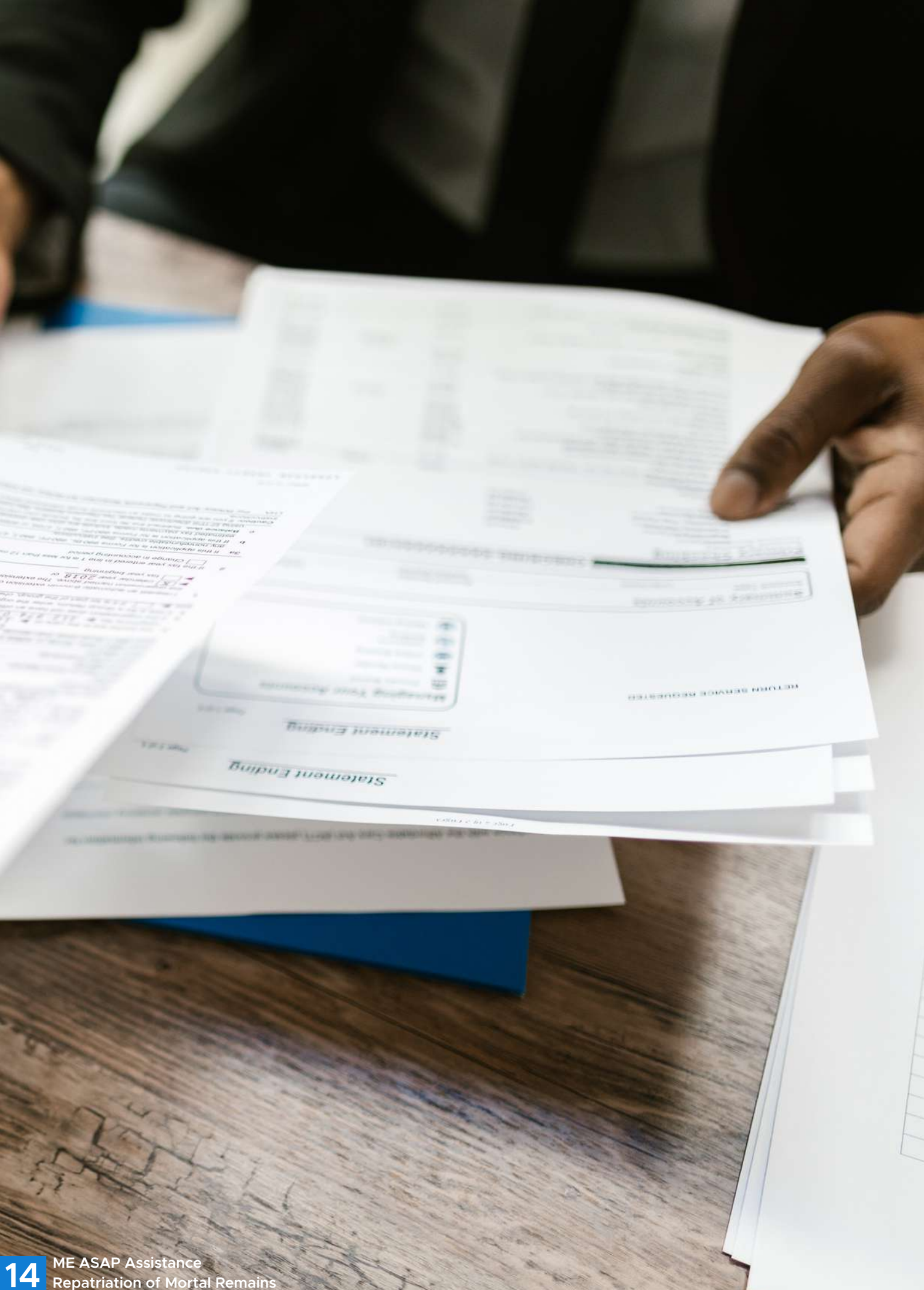
## 4. Responsiveness:

Communication is timely and responsive. Clients / Families are able to reach us out at any time with questions or concerns, and they receive a prompt response.

## 5. Language and Cultural Considerations:

Communication protocols take into account any language or cultural barriers that may exist. We provide translation services, information in multiple languages to ensure that clients / families fully understand the process.





Effective communication is critical during the repatriation process of a loved one's mortal remains. At ME ASAP, communication protocols is designed to ensure that clients / families are provided with clear and concise information about the process, receive regular updates, and have access to prompt and responsive support. Understanding the process and taking into account any language or cultural considerations can help to ensure that communication is effective and that clients / families are supported throughout the repatriation process.

**“Effective communication is critical during the repatriation process.”**



## Logistics & Transportation Process

The communication process between the air cargo and the consignee (the individual or organization that is designated to receive the shipment) is critical. Here is an overview of the communication process used between air cargo and the role of the consignee:

### 1. Shipment Information:

The air cargo company will provide the consignee with information about the shipment, including the date and time of arrival, the flight number, and the airway bill number.

### 2. Documentation:

The air cargo company will provide the consignee with a list of required documentation for receiving the shipment, including the death certificate, local authorities permit, embassy NOC. Airlines will receive these original documents including the deceased cancelled passport prior to departure to home country.



### 3. Notification of Arrival:

The airlines cargo will notify the consignee when the shipment has arrived and provide information about where and how to collect the shipment.

### 4. Inspection and Verification:

The consignee is responsible for inspecting the shipment upon receipt and verifying that all necessary documentation is in order. This may include verifying the identity of the deceased, ensuring that the shipping container is intact, and verifying the accuracy of the documentation.

### 5. Custom Clearance:

The consignee is responsible for ensuring that all necessary customs clearance procedures are followed, including paying any applicable customs duties and taxes.

### 6. Transport to Final Destination:

The consignee is responsible for arranging the transport of the mortal remains to their final destination. This may include coordinating with a funeral home or transportation provider, and ensuring that all necessary permits and documentation are in order.





Throughout the process, clear and timely communication between the air cargo company and the consignee is critical. The air cargo company should provide regular updates to the consignee on the status of the shipment, and be available to answer any questions or concerns that may arise. The consignee should also communicate any issues or concerns to the air cargo company promptly, in order to ensure that the repatriation process proceeds smoothly and without delays.

**“Clear and timely communication between the air cargo company and the cosignee is critical.”**

# ADMINISTRATION

The administration behind a mortal remains repatriation business involves a range of tasks and responsibilities, including managing logistics, coordinating with local authorities and transportation providers, and ensuring that all necessary documentation and procedures are followed. Here are some of the key aspects of the administration involved in this type of business.

## 1. Logistics Management:

Mortal remains repatriation involves a range of logistical challenges, including coordinating transportation, arranging for permits and documentation, and ensuring that all necessary preparations are made for the shipment. The administration of the business involves managing these logistical challenges in a timely and efficient manner.

## 2. Coordination with Local Authorities:

Mortal remains repatriation often involves coordinating with local authorities in both the country of origin and the destination country. This may include obtaining transit permits, import/export permits, and other necessary documentation. The administration of the business involves working closely with local authorities to ensure that all necessary procedures are followed and that the repatriation process proceeds smoothly.



## 3. Transportation Coordination:

Mortal remains repatriation may involve coordinating with a range of transportation providers, including air cargo companies, funeral homes, and ground transportation providers. The administration of the business involves managing these relationships, ensuring that all necessary arrangements are made, and that the transportation process proceeds smoothly.

## 4. Documentation and Record-Keeping:

Mortal remains repatriation involves a range of documentation and record-keeping requirements, including death certificates, transit permits, and import/export permits. The administration of the business involves ensuring that all necessary documentation is obtained and that accurate records are kept throughout the repatriation process.

## 5. Communication and Customer Service:

Mortal remains repatriation is a sensitive and emotional process, and the administration of the business involves providing sensitive and responsive customer service to families throughout the repatriation process. This may involve providing regular updates on the status of the repatriation, answering questions and concerns, and providing support and guidance to families throughout the process.

The administration behind a mortal remains repatriation business involves managing logistics, coordinating with local authorities and transportation providers, ensuring that all necessary documentation and procedures are followed, and providing responsive and sensitive customer service to families throughout the repatriation process.



# The Psychology Behind Family Reaction and Culture

The repatriation of a loved one's mortal remains can be a highly emotional and stressful experience for families. Culture and family reactions can play a significant role in how individuals and families perceive the repatriation process and cope with the loss of their loved one. Here are some factors that can affect family reaction and culture in relation to mortal remain repatriation.

## 1. Religious Beliefs:

Religious beliefs can have a significant impact on how families perceive death and the repatriation process. Some religions require specific burial rituals, such as a particular type of casket or burial shroud, while others may prohibit cremation. The desire to adhere to religious beliefs can influence how families choose to repatriate their loved one's remains.

## 2. Cultural Traditions:

Cultural traditions can also play a role in how families approach the repatriation process. For example, some cultures may prefer to have a large funeral or memorial service, while others may prefer a more private affair. The importance of ancestral ties or the desire to be buried in a specific location can also influence the repatriation process.

## 3. Emotional Attachment:

The emotional attachment that individuals and families have to their loved ones can influence their reactions to the repatriation process. The loss of a loved one can trigger a range of emotions, such as grief, anger, and sadness. These emotions can be compounded by the fact that the family may not have been able to say goodbye or be present during their loved one's final moments.

## 4. Communication:

Communication is key to managing family reactions during the repatriation process. Clear and timely communication can help to reduce stress and anxiety, and ensure that families are aware of the necessary documentation and procedures. This can include communication with local authorities, embassies, and funeral directors, as well as communication with family members.

## 5. Support System:

Having a support system can be crucial in helping families cope with the repatriation process. This can include support from family members, friends, or mental health professionals. Having someone to talk to and share their feelings with, can help to alleviate stress and anxiety, and provide comfort during a difficult time.

Family reactions and culture can play a significant role in the repatriation process of a loved one's mortal remains. Understanding the psychological factors that can influence family reactions can help to facilitate the repatriation process and provide families with the support they need during a difficult time.

