Legacy.com's Funeral Home Support During COVID-19

Legacy is here to help with emergency obit updates and remote funeral participation

CHICAGO, Ill. (March 18, 2020) – Funeral homes across the country are already feeling the impacts of the COVID-19 epidemic. Legacy.com stands ready to help any funeral home with obituary publication and to support remote funeral participation.

Emergency Obituary Posting & Updates
All our resources are available to the funeral home community. Any funeral home staff member can reach out to our dedicated funeral home support team 7 days a week for help with obituary updates:

Contact: fhsupport@legacy.com; 888-397-9494, press 0, then option 2.
Hours: Email: 5:30am – 10pm Central Time, daily. Phones: 8am – 6pm CST, daily.
Response time: Emails typically receive a response within one hour, often less.

Families can also reach out to our customer support team directly for assistance at info@legacy.com or 888-397-9494, option 0.

Online Funeral Video Services
Legacy and Tukios are working together to help funeral homes offer remote video services to support social distancing.

Starting today, any funeral home can use Tukios’s system to upload video of a funeral service for any family, so those unable to attend can watch the service once it has concluded. Tukios will host the video, create the URL, and then work with Legacy to get that video link added to an online Legacy obituary. To get started, contact Tukios at support@tukios.com or 801-682-4391.

If a funeral home already has a video online, and wants to add it to a Legacy obituary, they can send us an email at fhsupport@legacy.com and we’ll add that link to the obituary text.

New, Guides and Resources
During the weeks ahead, we will be providing regular updates, resources, and advice on funeral planning during the epidemic. Our first – a guide to help funeral directors and families decide on safe service arrangements – is available here: Coronavirus Services FAQ for Funeral Directors.

We welcome anyone to sign up for our newsletter or visit new.legacy.com/coronavirus-information/ to keep up to date on our coverage.

Legacy

ABOUT LEGACY.COM INC.
Legacy.com is the global leader in online obituaries with over 40 million visitors each month. The company provides support and obituary-related services to more than 1,500 newspapers and 3,500 funeral homes in the United States, Canada, Australia, New Zealand, and the U.K., to help people express condolences and share remembrances of loved ones. Legacy.com partners benefit from unparalleled scale and expertise that delivers industry-leading products, innovative e-commerce solutions, and award-winning customer service. Legacy.com is headquartered in Chicago, Illinois. Visit Legacy.com for more information.
Tukios is a cloud-based, tribute-video software service that helps funeral directors produce beautiful videos for their families. The platform is used by thousands of funeral professionals around the world, including some of the largest companies in the industry. It has been called "the easiest way to produce tribute videos." Founded in 2010, Tukios is based in Ogden, Utah. Visit tukios.com for more information.

For more information contact:
Tracie Martin
Senior Marketing Writer
Legacy.com
(219) 669-7918
tmartin@legacy.com

Stephen Segal
Director of Content
Legacy.com
(847) 570-4376
ssegal@legacy.com