

AFTERCARE MAILING PROGRAM

Below is a suggested aftercare mailing fulfillment schedule. It consists of 8 mailings in total, including 1 letter, 5 booklets, an anniversary card, a family care survey, and a holiday card.

Use the corresponding templates on the following pages. You can download the templates from the Certified Aftercare Specialist™ portal using the credentials listed at the beginning of this manual.

FULFILLMENT SCHEDULE

MAILING	PRODUCT	SCHEDULE	MONTH
1	Letter 1: Condolence letter + iCare booklet #1	Day 30	1
2	iCare booklet #2	Day 90	3
3	iCare booklet #3	Day 180	6
4	iCare booklet #4	Day 330	11
5	iCare holiday booklet	Nov. 15	
6	Anniversary card	Day 350	11
7	Family care survey	Varies	
8	Holiday card	Dec. 10	