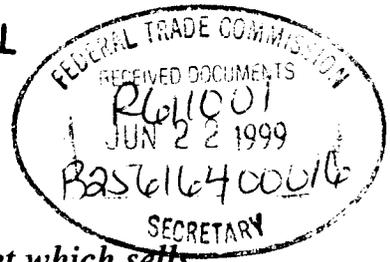


Westminster, CA. June 15th 1999

ORIGINAL



Fr: THIEM NGUYEN V.
 {TOBIA CASKET}
 To: CECRETARY, F.T.C.

My name is Thiem Nguyen V. I am the owner of Tobia Casket which sells funeral goods as caskets, gravemarkers, urns directly to the consumer. My store was newly opened since October 1998, after the death of my mother.

After my mother's funeral, I have found that there is a huge different in price of funeral services between mortuaries, especially the prices of funeral merchandise like caskets, urns, vault, memorial stones...between mortuaries and the casket stores. That s why my business, Tobia Casket was established . I mainly concentrate in deal with Vietnamese and Asian customers in the community. And now I am a member of the National and California Casket Retailer Association.

Being a member of the Association, I am always informed the new laws and regulations and we have helped to pass the information to the consumers, the berealed family. According to the law which was changed in 1994, the families have the right to refuse some services offered by funeral directors esspecially they can provide their own funeral goods such as caskets, flowers, markers....And we all appreciate that rule.

Since the time my store was opened, I have heard and dealt with the negative comments of unfriendly and unprofessional funeral directors from customers where they are told to go ahead to come to my store and get the price quote and bring it back to them, so they can match my price or some mortuaries counselor have lied to my customers about the quality of my merchandises.

Those are just some small difficulties I know I have to deal with, but the biggest problem I have encountered that I am trying to write this letter to express my concern:About 3 months ago, a family come to my store trying to save about \$1,500.00 for the same model of cherry wood casket as funeral house, after they returned from Chung Wah Funeral Home {which is located at 2730 N. Broadway, LA.90031} where they already have their dad's body to arrange and pay for the service, the family told me that they have to cancel the order from me because if they do not buy the casket from Chung Wah they have to pay in addition \$1,000.00 for the service, and they feel that the funeral service won't be good taken care of.

Dear Mr. Secretary I think this is very unfair competition that Chung Wah Mortuary does such a business. Since by doing so, they are trying to discourage the customers to practice their choice. By doing so, they are trying to force the casket stores, the small business out of business soon.

So today I would like to write this letter for your consideration. I think the prices different of \$1,000.00 for a family to buy the casket from them or pay more for the service has to be stopped, because this discount is a "Sham Discount" charge by some funeral home just to eliminate the competition in the market so they can raise their price higher and higher.

I know that the next schedule to review F.T.C. regulation is coming up, I would like you and the law makers to be careful to make decision in favor the consumer, the bereaved family and I myself wish you the best wishes.

*TOBIA CASKET
13951 Newland st.
Westminster CA. 92683
(714-894 3723)*

Thank You



Thiem Nguyen V.