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**Editor's note:** *Funeral Service Insider* will be taking a regularly-scheduled break next week, returning with an issue on April 28.

**FSI Exclusive: NPS/Lincoln Shut Down**

- *Virtually All Account Reps Fired*
- *Texas Regulators Force Payment Plan to FDs*
- *2,600 Funeral Homes Could Be Affected*

NPS/Lincoln Memorial Life has shut down its operations, says a company account rep who tells us owner Brent Cassity broke the news during an employees-only conference call on the morning of Friday, April 5.

Between 50 and 60 sales reps were immediately let go, according to Lucy (not her real name), our source, who requested anonymity for fear of reprisal.\*

Cassity did not respond to repeated interview requests, even when we tried his cell phone.

**Texas Orders Payment Plans With Funeral Homes**

The good news for funeral home owners is that the Texas Department of Insurance—which has taken the lead role among the states investigating the company—announced on April 9 that it, along with the Texas Department of Banking, is forcing NPS/Lincoln to “establish a plan to pay policyholder claims and to address existing contracts.”

Under the Texas order, NPS must also remove itself as the policy beneficiary on its Texas contracts, a practice the company is said to have used on a regular basis (FSI 4/7/08).

**about us**

**Funeral Service Insider** is completely independent, with no ties to trade associations, suppliers, consultants or group owners. Write us anytime via:

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*\* Editor's note: While the Insider's editorial policy is to resist quoting anonymous sources, the extraordinary circumstances that arose during the reporting of this story led us to reconsider. "Lucy," "Audrey," "Margo" and "Shirley" provided us with critical information we could not have obtained had the promise of confidentiality not been made, and we are able to confirm that our sources are in a position to have first-hand knowledge about NPS and Lincoln.*