

*Your comments about our staff:* It is funny how things all come together. I truly believe God had a hand in all of this.

I attended your KTF seminar where I learned more about cremation, celebrant services, what Heffner's offers and of course meeting each one of you. I would have been lost if this tragedy would have happened before, but as my family has come to Heffner's for several family members, I knew I would turn to you. The knowledge I gained at the seminar made it so much easier for me. I knew right where I wanted my Brother to go and what type of service I wanted. I knew you would take care of him just like he was your own and that gave me such heartwarming comfort.

Before I came to identify him at Heffner's, my last view of him was at Trauma ICU and it did not look like my Brother. The minute I identified him, I saw you gave me my Brother back and I have that picture of him to hold dear. It looked just like him, just like he was laying there sleeping. I can never thank you enough for this.

The service Betty and Jessica did was amazing. They "got" who my Brother was and it showed in the service provided. One person wrote on FB it was the most Appropriate/Inappropriate service they ever attended but it was pure Michael March. I was so glad we and his friends got to honor him in a way that did Mike proud. The opening of the Jack Daniels bottle caught me by surprise, but then that is what Mike would have wanted. A last toast by his friends.

The small gathering at the cemetery, I quite did not know how I wanted it, but Betty added small touches and recommendations that made it wonderful.

Words cannot express the gratitude I have for each one of you and Heffner's. Sincerely,

*Jane Coy, Sister of Michael T. March*

*Your comments about our staff:* Jessica was very helpful for our family.

*Name Withheld by Request*

*Your comments about our staff:* Matt and Jessica did a great job.

*Name Withheld by Request*

*Your comments about our staff:* Everyone that we dealt with couldn't have been more courteous and helpful. I especially want to thank Jessica Smith for all her help. She is truly a remarkable young lady. Again, thank you all.

*Would you refer us to others?* Yes. Simple, your outstanding service.

*George R. Wills, Son of Ruth Ellen Wills*

*Your comments about our staff:* Jessica Smith did a wonderful job! Very professional!

*Kira Semler, daughter of William N. Trout*

*Your comments about our staff:* Jessica was wonderful. Very calming and caring. Thank you.

*Anne D. Berenstein, Widow of Alan A. Berenstein*

*Your comments about our staff:* Jess did a wonderful job for my mother, Phyllis Zold. Her family—all of us—were pleased with her appearance and how she was presented was beautiful. Thank you.

*Andrea E. Karns, daughter of Phyllis I. Zold*

*Your comments about our staff:* Jessica Smith was wonderful in the planning. She answered all questions. It was a pleasure working with her. Everyone we came in contact with was always willing to help.

*Would you refer us to others?* Yes. So professional, so kind and compassionate, not pushy at all—I really loved that about them.

*Janet Arendt, Daughter of Stewart L. Swartz*

*Your comments about our staff:* Jessica and Matt are both great at what they do!

*Joan M. Snyder, Sister of Gladys I. Opsitos*

*Would you refer us to others?* Yes. Jessica was very helpful with all that is involved after Joyce's and my Father's deaths. She shows a professional and sincere attitude. Greatly appreciated all she shared with us too.

*Name Withheld by Request*

*Your comments about our staff:* Jessica Smith was the best! Very nice, helpful and courteous. Thank you!

*William E. Brenneman, Son of William E. Brenneman*

*Your comments about our staff:* Jessica supported and guided me with my husband, Richard's, service in 2016, and now my mother, Gertrude's service in 2018. Jessica has been wonderful, going above and beyond what I would have expected her to do. When the time comes for my father's service, I hope Jessica will be at Heffner's to guide me.

*Would you refer us to others?* Yes. The kindness and professionalism showed by your staff, specifically Jessica Smith, has made a difficult situation less difficult.

*Mrs. Peggy Lycette, Daughter of Gertrude A. Dietz*

*Your comments about our staff:* I don't know how to express my sincere gratitude to Olewiler & Heffner, Jessica Smith, FD, admin staff and ushers, for the devotion to their job. It was greatly appreciated at a difficult time in our lives.

*Would you refer us to others?* Yes. I would recommend Olewiler & Heffner for your professionalism, devotion to details, compassion for the loved one and the family. You listen, understand and follow through in a timely manner which lessens the stress at a difficult cross road for the family. The Red Lion location is beautiful!

*Janet L. Kuhl, Widow of Herbert D. Kuhl*

*Your comments about our staff:* Jessica was completely professional, respectful and comforting from the moment I met her at my home, to the day of my husband's burial on April 17, 2018.

*Would you refer us to others?* Yes. Completely satisfied with all services. Received many positive comments on your facility on Kenneth Road.

*Additional comments:* Jessica was so considerate and accommodating. I had special circumstances when my husband's burial at Arlington was not scheduled until 8 months after his death. Jessica worked with Arlington on the arrangements and assured me that my husband's body would be cared for until the burial date. In the most difficult time of my life, Jessica provided comfort and reassurance to me. I am grateful she was there through the painful process. Sincerely,

*Name Withheld by Request*

*Your comments about our staff:* The staff was so professional and excellent. I am so glad a real person answered the phone every time I called and I did not have to go through a recording. I mainly dealt with Jessica over the loss of my husband. Jessica's personality and professionalism was extraordinary. From the moment I met her, I felt as though I have known her for years. Jessica made it so comfortable for me to have the ability to process everything I had to go through.

*Would you refer us to others?* The professionalism and atmosphere of your facility is astonishing. I work with a large group of people (over 500) and shared my wonderful experience of your facility with everyone. Thank you for everything.

*Mrs. Suzanne G. VanOrmer, Widow of Ralph P. VanOrmer*

*Your comments about our staff:* Jessica was our angel through a difficult time. Even after Leea was cremated, she helped us in all aspects. We will always use this funeral home as long as we have Jessica doing everything. She was by far the best we have ever experienced.

*Would you refer us to others?* Yes. Jessica was understanding, caring and an angel for getting us through a difficult time. Went beyond all expectations.

*John Pirich, Widower of Leea J. Pirich*

*Your comments about our staff:* During my entire working career, I have never worked with a more professional, knowledgeable, and highly qualified staff than yours. You are truly blessed to have Jessica on your staff. Her compassion, attention to details and dedication exceeded all our expectations and ensured that everything went smoothly and exactly as planned.

*Would you refer us to others?* Yes. First, I like the fact that you're a family business and don't contract your cremations out to other sources. Second, your highly experienced and professional staff listened to us and understood completely what we wanted to accomplish and the assets we had available to work with and worked hand in hand with us to achieve every one of our goals. Everything was perfect in every respect.

*Jeffrey F. Johns, Widower of Carole A. Johns*

*Would you refer us to others?* Yes. You all did a wonderful job for both my father and mother's services. I was more than satisfied and will continue to recommend your services.

*Additional comments:* The last few months have been quite rough. Losing both parents in a short time has been very hard. I was involved in all parts of services, selections and processes from start to finish for both. The Heffner staff have been wonderful, kind, generous, helpful and human and I could not have asked for more. Thank you to both Jessica and Nate for their exceptional services, as well as the rest of the Heffner staff. Thank you all. Words cannot express this enough.

*Jessica M. Alwine, Daughter of Karen D. Mummert*

*Your comments about our staff:* Jessica was very efficient, concerned about our needs, thoughtful, polite and extremely nice (and knowledgeable).

*Name Withheld by Request*

*Your comments about our staff:* Jessie took care of my husband's service and also my mother's some years ago. She is a great person with a very caring heart. She never tried to pressure me into anything, only tried to help me through a most difficult time.

*Name Withheld by Request*

*Your comments about our staff:* Todd, Betty and Jess did an excellent job. Todd's attention to detail and thoughtfulness was especially appreciated.

*Would you refer us to others?* Yes. I've known Ernie for almost 30 years and had total confidence that his associates would do an excellent job.

*Morgan Plant, Spouse of Carole Frantz Alexy*

*Your comments about our staff:* Jessica was very kind, caring and understanding, and very helpful.

*Would you refer us to others?* Yes. You have already had my grandmother, grandfather, my husband, and now my mother. So the answer to your question is a definite yes.

*Ms. Jean Eck, Daughter of Mary E. Geise*

*Your comments about our staff:* Jessica was wonderful and very professional.

*Sara Spangler, Daughter of Carol G. Stanton*

*Your comments about our staff:* Jess was very accommodating and caring.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Jessica Smith was our director and she made me feel very comfortable, and she was very professional yet very personable.

*Karen D. Mummert, Widow of Harold Curtis Mummert, II*

*Your comments about our staff:* Your staff went above and beyond to be sure my daughter was handled in the best care.

*Would you refer us to others?* Yes. Your staff was very courteous and attended to the needs of our family. Jessica helped us to understand our options and worked with us in our time of need.

*Heather Jones, Mother of Kamryn Leigh Jones*

*Your comments about our staff:* Jess was very informative and explained everything clearly. She promised to take care of my husband and she did.

*Would you refer us to others?* Yes. Staff are very courteous and supportive in your time of need.

*Diana Mummert, Widow of Daniel W. Mummert, Sr.*

*Your comments about our staff:* Jess took over after death, was tremendous. Helped with suggestions, went above and beyond.

*Would you refer us to others?* Yes. First meeting info after death was clear and precise. Some great suggestions that made our decisions clear. Pre-cremation viewing was tasteful.

*Martin Green, Son of Lawrence R. Green*

*Your comments about our staff:* Jessica was great! Warm, professional approach. She is a great representative of your organization.

*Name Withheld by Request*

*Your comments about our staff:* Jessica and Betty were very professional, knowledgeable, and friendly, which made it very easy and comfortable to plan and deal with all of the necessary arrangements before, during and after the service.

*Raymond Baker, Widower of Donna L. Baker*

*Your comments about our staff:* Jessica Smith was very professional and personable. The viewing and funeral went very smoothly, nothing for the family to worry about. It was all taken care of by Jessica and her associates.

*Donna Melhorn, Daughter of Arlene E. Anthony*

*Your comments about our staff:* Matt was just a delight to work with, very understanding and accommodating to our needs and wants. Always willing to help us work through any changes. Very sympathetic. Jessica did an awesome presentation of the service. Very pleased. We also received numerous comments on how they enjoyed her service.

*Would you refer us to others?* Yes. As this was our first experience with a funeral service, we had an overall positive one with regards to the funeral home and staff. The facility has a very calming peaceful feel.

*Ara K. McPherson, Daughter of Theodore T. Arnold*

*Your comments about our staff:* Jessica Smith was amazing! She went way above our expectations! Couldn't have had a more pleasant and easier arrangement. Thank you so much for everything.

*Would you refer us to others?* Yes. The most beautiful and pleasant funeral chapel and crematory I attended.

*Karen Snyder, Sister of Diane L. Black*

*Your comments about our staff:* Todd was efficient, attentive, helpful, courteous, as was all of the staff. Jessica was also all of the above, when she came to my home to take my mother's body.

*Would you refer us to others?* Yes, I have many times. Your facility is centrally located. It's beautiful inside and out. The staff are top-notch. The stylist not only fixed my mother's hair beautifully, but also her nails—she looked wonderful.

*Additional comments:* Every detail was taken care of promptly and efficiently. I was so pleased at how nice my mother looked, and everyone else thought so too.

*Anita Mitchell, Daughter of Marie D. Lehigh*

*Your comments about our staff:* Jessica Smith was very professional. She explained everything and listened to what we wanted. Also, she did an excellent preparation of Mother. Thank you!

*Would you refer us to others?* Yes! Clean, Easy to find, easy to park and viewing bed is a nicer way to present a loved one. Nicer way to remember them as sleeping. Thank you to Kealey Smartnick for giving up Saturday evening for Mom's viewing!

*Lisa Mellinger, Daughter of Kathleen L. Mellinger*

*Your comments about our staff:* Jessica Smith was a blessing. She was wonderful to work with and I will definitely be contacting her to make my pre-arrangements.

*Name Withheld by Request*

*Your comments about our staff:* Very courteous and efficient. When I had a problem with the newspaper article, they got back to me immediately and had it corrected.

*Additional comments:* Things went very smoothly. Thanks to Jess for everything she did in helping the service go smoothly. Also, beautiful facility. Always,

*Sheryl A. Sellers, Daughter of Evelyn R. Bowser*

*Your comments about our staff:* Jessica was very helpful with everything. The staff was great. We were beyond pleased with everything that was done for my mom's viewing and service. Thank you all for everything. Jessica, you're the best.

*Annette Moretz, Daughter of Phyllis E. Tull*

*Your comments about our staff:* Jessica was compassionate and sincerely concerned for my needs and wishes during my most saddened time. Her attention to detail and special little touches really helped to lighten my burden. I would recommend Jessica to anyone in need of funeral arrangements without question. Sincerely,

*Pamela S. Roser, Widow of S. Marshall Roser, Jr.*

*Your comments about our staff:* Jessica went above and beyond to meet our needs while maintaining the highest professionalism and empathy. She made an extremely difficult time easier for us.

*Would you refer us to others?* Yes. We pray that no parent ever has to go through what we did, but if they have to, we hope they do it with Heffner by their side.

*Jarrod McSherry, Father of Norra Lee McSherry*

*Your comments about our staff:* Jess was great at guiding us through the whole process. She was very professional and also very compassionate during our very difficult time at the death of our mother.

*Would you refer us to others?* Yes. I would definitely recommend your services to others.

*Mrs. Connie Anderson, Daughter of Mary V. Spring*

*Your comments about our staff:* We greatly appreciate the service and care you gave us. Jessica was so helpful and caring. Thanks so much!

*Ray L. Stuber, Widower of Delores L. Stuber*

*Your comments about our staff:* Everyone was courteous and compassionate. Very helpful with the complete process.

*Would you refer us to others?* Yes. Everything was explained and conducted in a professional manner. Jessica was awesome to work with. Very helpful and quick response to questions or needed information.

*Ms. Suzanne Weaver, Sister-in-Law of Robert G. Klein, Sr.*

*Your comments about our staff:* Your staff was excellent, from the very first contact at the house when two people came to pick up Steve after he passed away, they were professional, sensitive and communication was extremely clear. Later that day, Scott was also excellent to work with and very caring. Our meeting with Jessica also was outstanding. I can't say how much we appreciate all you did.

*Would you refer us to others?* Yes. I had complete confidence in all you did. The materials you printed were all high quality and well designed. Scott and Jessica ran the ceremony very well.

*James Doud, Brother of Stephen P. Doud, Jr.*

*Your comments about our staff:* Jessica did an excellent job taking care of all the details throughout my husband's cremation and celebration of life service. Everything went very smoothly.

*Name Withheld by Request*

*Your comments about our staff:* Jessie was very helpful and she was very compassionate in my time of grief.

*Would you refer us to others?* Yes. Your reps were very courteous and kind.

*Additional comments:* I feel you gave Ruby Myers everything she wanted and treated her remains with respect and dignity and she looked the same as she did when you picked her up. Upon viewing her prior to cremation, she looked so peaceful or like she was just sleeping. Jess was very, very sympathetic to my and Ruby's wishes. Thank you very much.

*Garry Petry, Jr., Boyfriend of Ruby M. Myers*

*Your comments about our staff:* Jessica was extremely helpful to our family during this difficult time. She was not only very professional, but also very compassionate to our wishes as we honored our mother. God Bless all of you.

*Brent E. Shearer, Son of Margaret L. Shearer*

*Your comments about our staff:* We were very impressed with Kasie Watkins at our first meeting to discuss arrangements for Jack. She was very kind, compassionate and professional. We later met with Jessica Smith who was helpful, kind, compassionate and also professional, explaining all details of Jack's service.

*Would you refer us to others?* Yes. We would be happy to recommend Heffner Funeral Chapel to friends and relatives in the future.

*Additional comments:* We were also very pleased with how everything went so smoothly at the cemetery service, church service, and luncheon afterwards. Everything was handled with dignity and grace. Brigitte also was a big help in going over the post funeral information and was also very sweet and professional. Thanks so much,

*Charlotte M. Hess and Cheryl Oare, Jennie Hess and Alison Davis, Widow and Daughters of Jack Hess*

*Your comments about our staff:* Jessica R. Smith was outstanding. She has just the right mix of empathy and efficiency. She is also very well organized, which I appreciate. Louella was very helpful with administrative details.

*Name Withheld by Request*

*Your comments about our staff:* Your staff has prepared final arrangements for David Pace by Todd and Betty Pace by Jessica. Both individuals treated the family with the utmost respect, care and dignity. I am extremely grateful for the services provided to me.

*Would you refer us to others?* Yes. This is the fifth service Heffner/Beaver Urich has provided. All the family members wish to thank you for the job well done.

*Mr. Gene E. Rehn, Sr., Brother of Betty A. Pace*

Heffner Funeral,

Our entire experience with Heffner has been exceptional! The Heffner staff is personable, professional, and punctual. Ms. Smith was helpful, thorough, and articulate in helping us with pre-funeral arrangements that was done several months before Dad's passing. The same could be said of Mr. Eckert's performance from the moment Dad passed, and extended well into post-burial services. We were particularly impressed with his prompt replies to our calls, emails, and texts (often within 15 minutes), regardless of time of day or day of week. He honored all of our copious requests (some very detailed in nature) and favors asked.

Dad was prepared beautifully! Many of the older guests who have been to numerous funerals, expressed that Dad's appearance was unparalleled.

We will contact Heffner soon to execute mom's pre-funeral arrangements. Heffner will be highly recommended. Congratulations on Dad's successful funeral!

*Kham Ngondara and Family, Son and Family of Khamphou D. Ngondara*

*Your comments about our staff:* I found your staff very professional and friendly to work with. Jessica did a wonderful job preparing my mother for her viewing. She was also very helpful in getting all the arrangements put together.

*Curtis Smith, Son of Glenda M. Wanker*

*Your comments about our staff:* Jessica and George were very helpful. Jessica is so sweet and really helped us through the whole process!

*Would you refer us to others?* Yes. Did an amazing job. Highly recommend to anyone.

*Anthony J. Napoli, Son of Josephine A. Napoli*

*Your comments about our staff:* Jessica was wonderful when picking up my mother. She was very respectful of her and treated me with compassion and caring. Todd is great. He went over everything with my brother and me and arranged her service as per my mother's wishes. Both of my parents had pre-arranged their funerals making decisions for them much easier. I would definitely recommend Heffner to anyone.

*Brenda McCleary, Daughter of Betty C. Wantland*

*Your comments about our staff:* The staff was very nice—made you feel comfortable. Thanks so much. Jessica was a big help. Thank you for all you did.

*Would you refer us to others?* Yes. You did a very good job with everything. Mother looked nice. Everyone was very nice and treated us well. Thank you.

*Susan Shorb, Daughter of Lois J. Kline*

*Your comments about our staff:* We were so impressed with Jessica Smith's service for Jeremy. So many people were so glad they were there to hear it. It was so special to all of us.

*Would you refer us to others?* Yes. We were so satisfied with everyone and the way we were treated. After the service, we were so glad we picked Heffner's. No other funeral home could have provided such a wonderful service honoring our Jeremy. Thank you so much,

*Gerald G. Lehman, Grandfather of Jeremy C. Lehman*

*Your comments about our staff:* Genuine affection for my entire family. Was available at any time of any day to answer any questions. This was very beneficial to us as this was not an expected loss.

*Please check the most important reason for selecting us:* My father wanted us to use your services.

*Additional comments:* The services for my father were completed above and beyond what we were expecting. Jess was our director and she walked us through the entire process from start to finish. You have a great facility and a great team of knowledgeable associates. Thank you for everything.

*Mr. Daniel Sneddon and the Sneddon Family, Son and Family of Raymond E. Sneddon*

*Your comments about our staff:* We mainly worked with Jessica Smith and she was very friendly and knowledgeable. She could answer all of our questions and concerns.

*Would you refer us to others?* Yes. We had a private viewing and we appreciated the atmosphere. It was a very clean facility.

*Name Withheld by Request*

*Your comments about our staff:* Jessica was wonderful. I could not have done this without her.

*Mrs. Anita Howard, Widow of Ronald L. Howard, Jr.*

*Your comments about our staff:* Your staff was courteous and compassionate as always...the gentlemen who came to our home to transport my husband were wonderful. Jessica helped me with arrangements and still is continuing to assist me...she's been beyond helpful. I really felt at ease with her and so thankful for all of you during this time.

*Would you refer us to others?* Yes. You have provided us with service for other members of my family and friends...very professional and wonderful to deal with during and after. We appreciate all of you and the services you provide us with. Thank you.

*Mrs. Jamie Minnich, Widow of Timothy I. Minnich*

*Your comments about our staff:* I'm so glad I began making arrangements with my parents 2 years ago. This led me to make some decisions in December when my husband Richard was admitted to hospice. I knew this day would come but it was still a shock because it happened quickly. He had been stable. Jessica met me at the door, "guided us thru the whole process with kindness and professionalism. She was most helpful with finding the perfect urn and wreath of flowers. I want to express my/our thanks to all the staff, from greeters at the door, to the office staff. Thank you.

*Mrs. Margaret (Peggy) Lycette and Family, Widow and Family of Richard E. Lycette*

*Your comments about our staff:* Jessica was wonderful throughout the experience. Betty did a very nice job at the gravesite.

*Would you refer us to others?* Yes. Would very easily recommend you.

*William Schlotterbeck, Father of Karen L. Schlotterbeck*

*Your comments about our staff:* Jessica was wonderful and compassionate during this difficult time. She made suggestions when I could not think of what would be best.

*Would you refer us to others?* Yes. Beautiful location, compassionate staff, competitive pricing.

*Mrs. Natalie J. Quesenberry, Widow of Eric L. Quesenberry*

*Your comments about our staff:* Matt and Jessica took exceptional care of our family. Answered all questions, and fully explained all in easy to understand terms.

*Would you refer us to others?* Yes. Highly recommend to everyone. I don't think I could have gotten such "great" service anywhere in my time of need.

*Keith R. Koller, Widower of Carla L. Koller*

*Your comments about our staff:* Jess Smith is the best!!! She was very professional, love her...loved the chapel setting.

*Would you refer us to others?* Yes I would. My husband and I would like to sit and talk about our pre-arrangements with someone from Heffner's.

*Mrs. Deborah J. Smith, Daughter of Caroline R. Frantz*

*Your comments about our staff:* Everyone we dealt with from the gentlemen who picked up Mom, to Jessica going over the arrangements, to all the staff helping during the viewing, service was wonderful.

*Would you refer us to others?* Yes. The professionalism and understanding having to arrange things during a difficult time was great.

*Additional comments:* A wonderful job was done on preparing mom for the viewing. There were so many comments made on how good and peaceful she looked. The care of making sure Dad was comfortable and the help with the wheelchairs was appreciated. I want to apologize for lingering after the service. We had many relatives drive about 3 hours one way to attend. The staff did not try to push us out the door even though they were probably wishing we would leave.

*Ella Kump, daughter of Louise A. Naugle*

*Your comments about our staff:* Your staff has been wonderful. Especially Jessica and John. They made everything so easy and were very friendly. They treated me with respect and made me feel very comfortable.

*Would you refer us to others?* Yes. I would refer Heffner's to everyone. They were very helpful and made everything as easy as possible during a very difficult time. They take care of everything and continue to follow up afterwards with any concerns you have.

*Mrs. Audrey V. Grove, Widow of Glenn A. Grove*

*Your comments about our staff:* The entire staff was very caring and compassionate. I could not have made it through all of the arrangements without Jessica. She was so sweet and understanding. She made this difficult time so much easier.

*Ms. Angelia Creakman, Mother of Zach A. Kauffman*

*Your comments about our staff:* Jessica, Collee Ann and Louella took me through the most painful experience of my life effortlessly. They took their time and explained everything. Your staff was amazing right down to the parking attendants.

*Additional comments:* The presentation of my wife at the service was nearly flawless right down to her hair and makeup.

*Would you refer us to others?* Yes. Unfortunately lately I have been to too many services. Your services are far superior by far.

*Mr. Jeffrey Brenneman, Widower of Judith K. Brenneman*

*Your comments about our staff:* We cannot thank Jessica Smith enough. Professional, compassionate, caring and honest. The casket, flowers and setting were first rate. Thank you.

*Would you refer us to others?* Yes. Heffner handled services for both parents in 2015. Your professionalism and compassion is unmatched.

*Bryan Hoffman, son of JoAnn E. Hoffman*

*Additional comments:* I would like to thank Jess for taking the stress away from a sad and life changing event. We are very grateful. Everyone we came in contact with was very compassionate and professional. Thank you for an outstanding job. You made my mother proud! Sincerely,

*Kathy Schreck, Daughter of Gloria D. Ferree*

*Your comments about our staff:* Jessica was outstanding in the way she conducted herself, offering helpful suggestions and having a sincere desire to make this part of our journey as comfortable as possible.

*Would you refer us to others?* Yes. Everything went smoothly, lessening some of the anxiety our family was feeling.

*Mrs. Cheryl O'Brien, Sister of Kathleen A. Knisely*

*Your comments about our staff:* Your staff is outstanding. Megan is super. Jessica was also excellent. Todd handled all duties perfectly in the absence of Scott. Melinda was extremely personable. Everything was perfect!

*Would you refer us to others?* Yes. You are a premier funeral home. It is easy to see how you got to be #1 in York for so many years.

*Mrs. Joann D. Spangler, Widow of Elwood C. Spangler*

*Your comments about our staff:* Everyone was professional.

*Additional comments:* Jessica was wonderful. She was very compassionate. I have already referred your company.

*Nancy Burgess, Daughter of Doris M. Ziegler*

*Your comments about our staff:* Jessica, ColleeAnn and Louella were simply amazing! They took my stress level from a 100 to a 30.

*Additional comments:* ColleeAnn was so professional and caring. What a gem she is. And Jessica is a total class act. Truly Jess made my experience painless and as bearable as possible.

*Debra A. Church, Daughter of Sandra L. Uffelman*

*Your comments about our staff:* Jessica was absolutely wonderful in her professionalism, guidance and personality. We were very pleased and your staff did a wonderful job!

*Stephanie Kin, Daughter-in-Law of Michael Kin*

*Your comments about our staff:* Jess was supportive and gracious!!

*Mrs. Michele George, Daughter of Louise V. Cressman*

*Your comments about our staff:* Jessica is the best! She exceeded all of our expectations in the passing of our father!

*Would you refer us to others?* Yes. At our time of sorrow, we felt Heffner Funeral Home took the time to make us almost feel like family. Thank you all so very much!

*Additional comments:* We were truly blessed that our father chose Heffner to take care of his passing. Every question or concern we had was taken care of with the help of Jessica! Thank you for taking this time for our family and showing us that there are still good people in this world. Our father would have been proud of the way things were handled; very professional and caring! Thank you!

*Melyssa Boyer, Daughter of Raymond W. Boyer, Jr.*

*Your comments about our staff:* Your staff is great. At such a very hard time in my life, your staff was caring and very supportive. Thank you.

*Would you refer us to others?* Yes. Your staff did an excellent job. I had no worries about the service you provided. What a warm and caring staff. Jessica you are great. Thank you.

*JoAnne Strine, Daughter of Gladys M. Ness*

*Your comments about our staff:* I am very pleased with my experience with Heffner. They made a very difficult time as easy as possible and were very caring and competent. Thank you for everything.

*Additional comments:* I have heard many positive comments from people that attended the service. Jessica did a wonderful job and is a terrific speaker. Scott was our first point of contact and was very caring, but also professional and I greatly appreciate the ease of planning during this difficult time. The premises are beautiful and inviting-not like some other funeral homes. I would definitely recommend your business to others in the area. I am from York, but now live in Harrisburg, but I know that Heffner has a great reputation. Thank you so much for helping our family in this very difficult time.

*Danielle Accorsi, Daughter of Elaine L. Dacheux*

*Your comments about our staff:* Jessica has been amazing to our family thru the losses of both our mothers this year. We appreciate her kindness and professional manner.

*Mrs. Kelly Jo Newman, Daughter of Shona S. Deveney*

*Would you refer us to others?* Yes. Since it was a very difficult time, everyone was so kind and took care of everything my father asked for. Jessica Smith was so kind, patient, and considerate. We would recommend Heffner's to anyone. Thank you for being so gentle with my father. Jessica you are really a special person. Thank you!

*Deborah J. Smith, Daughter of Richard R. Frantz*

*Your comments about our staff:* Ms. Jessica Smith was very courteous and helpful. She made a very stressful and emotional difficult time a lot easier for me.

*Cindy L. Stoner, Widow of Barry L. Stoner*

*Your comments about our staff:* Jessica was very professional. She was available to answer questions and assure that all aspects of the service reflected my mother's wishes.

*Debra Shimmel, Daughter of Betty L. Knott*

*Your comments about our staff:* Jessica had the service for my son and with talking to the family before, she made it like she had known him and that made us feel good. Thank you.

*Mrs. Mary E. Kindig, Mother of Michael E. Godfrey*

*Your comments about our staff:* Jessica was a pleasure to work with. She is an asset to your establishment. Office staff is equally helpful.

*Would you refer us to others?* Yes. No problems with arrangements.

*Kay M. Herrick, Daughter of Ferne B. Raub*

*Your comments about our staff:* Jessica was very helpful and made it all so easy for us. She didn't push any hard sales to us and that I appreciated.

*Name Withheld by Request*

*Your comments about our staff:* Everyone was very nice and professional. Jessica was our director and she made everything easy to understand. She was very friendly and very easy to deal with and talk to.

*Mark D. Mundis, Jr., Widower of Thelma M. Mundis*

*Your comments about our staff:* Your staff were exemplary. I can't begin to thank all involved, but a special thank you goes out to Jessica Smith.

*Would you refer us to others?* Yes. The connection I had with your staff, they give you the sense of knowing you and being there for you. I can't begin to tell you how important that is.

*Linda Whitehead, Sister of Michael B. Sanders*

*Your comments about our staff:* Jessica Smith was terrific!

*Dale R. Smith, Jr., Son of Dale R. Smith, Sr.*

*Your comments about our staff:* The ladies in the office were very helpful and pleasant. Jessica was very kind, helpful, pleasant and cheerful. She did a wonderful job on mother's hair. She was a pleasure to work with.

*Would you refer us to others?* Yes. You all are always very helpful in pre-arranged and the funeral day. We had our dad there and now mom. Everything was very nice. Thank you!

*Sandra E. Runkle, Daughter of Romaine C. Smith*

*Your comments about our staff:* Jessica was great. She worked with our dysfunctional family well. She is very professional and easy to work with. We will be up to arrange our cremation soon.

*Would you refer us to others?* Yes. All of my husband's family was impressed with your office and staff. We had arranged a previous cremation in September 2013 with you also.

*Connie Lightner, Daughter-in-Law of Robert F. Lightner*

*Your comments about our staff:* Wonderful staff. They did an awesome job. Jessica and Scott handled everything perfectly.

*Would you refer us to others?* Yes, we would definitely recommend you to other people. We were very happy with your services and the people who performed them. Thank you for making a hard time in our lives much easier and nicer.

*Elaine Fass, Daughter-in-Law of Daniel P. Fass*

*Would you refer us to others?* Your representative Jess was a pleasant and understanding person, and very understanding.

*Mr. William S. Eyster, Widower of Janet E. Eyster*

*Would you refer us to others?* Yes. Your staff, especially Jessica Smith, were wonderful to deal with. They took a not so pleasant experience/circumstance and made things much easier for us to deal with.

*Jayme Smith, Daughter of Louise L. Kitsch, Belcamp*

*Your comments about our staff:* Jessica was great, as was everyone else.

*Would you refer us to others?* Yes. The family was pleased how Earl looked.

*Mrs. Theda A. Schildt, Widow of Earl E. Schildt*

*Your comments about our staff:* Great job by Jessica Smith.

*Would you refer us to others?* Yes. Everything was perfect and the staff was great.

*Randy G. Grove, Son of Zelda V. Grove*

*Your comments about our staff:* Matt and Jessica were wonderful in every way!

*Mrs. Edna L. Pikulin, Sister of Kenneth L. Phipps*

*Your comments about our staff:* Matt Morris and Jessica Smith are real professionals. They could not have done a better job. Our son Rich, his wife Carla, and I, all said you could not have done a better job.

*Would you refer us to others?* Yes. Absolutely, without question. As my son says, "Mom would be very pleased."

*Additional comments:* The service was simple and elegant, just what we wanted. Everything worked out to our liking. We would recommend your funeral home to anyone who asks.

*Palmer H. Arnold, Widower of Helen M. Arnold*

*Would you refer us to others?* Yes. I would definitely recommend you to others. Jessica made us at ease upon first meeting and through this difficult phase of losing a loved one. She treated us kindly and with compassion. Never once did we feel uncomfortable and all our needs were met. Reverend Starr was an amazing preacher. His words comforted us and his beautiful voice singing Amazing Grace surprised and soothed us. Thank you so much.

*Brian Newman, Son of Betty E. Newman*

*Would you refer us to others?* Yes. The home is beautiful, the arrangements were handled in a dignified manner, the FD Jessica, anticipated every need and handled it excellently. Our family was pleased too.

*Mrs. Vita Morton, Sister-in-Law of Treacy A. Morton*

*Your comments about our staff:* Jessica is a very professional person. I hope all of your employees represent your company in the manner that she does. Thank you.

*Charles J. Richcreek, Son of Nancy M. Richcreek*

*Your comments about our staff:* Jessica was exceptional. She answered every question we had and was very respectful in such a difficult time.

*Would you refer us to others?* Yes. Timely, caring, efficient and courteous service.

*Nicole L. Thomas, Granddaughter of Victoria E. Slanker*

*Your comments about our staff:* Jessica was so friendly and patient with me and my daughters as we made our decisions. Betty Frey was able to convey the things that made Raymond unique to us. They were very accepting of our ideas for the celebration of Raymond's life, including the music we wanted to play. The marvelous slide show and all the little surprises in the guest book.

*Mrs. Carol M. Hoffman, Widow of Raymond S. Hoffman*

*Your comments about our staff:* Jessica was wonderful! She helped everything to go smoothly. We are very grateful.

*Mrs. Katharine S. Bressler, Daughter of Jean F. Bressler*

*Your comments about our staff:* We commend Jessica for her help in her guidance through all the hardship. She went beyond her job. Thank you Jessica.

*Mrs. Mary L. Hart, Widow of Richard R. Hart, Sr.*

*Your comments about our staff:* Jessica Smith was so helpful and is a huge asset to your funeral home.

*Name Withheld by Request*

*Your comments about our staff:* Jessica was a great help doing extra in accommodating other members of the family.

*Mrs. Joyce Wherley, Daughter of Mildred B. Shelley*

*Your comments about our staff:* All of the staff we dealt with were knowledgeable and sensitive to the situation. From the pick-up to the final delivery of Sherry's remains, all was handled in a professional and caring manner. I especially would like to acknowledge Jessica Smith. She was great to work with in all aspects of the process. Her energy and personal attention helped as we made decisions, was there to answer questions about paperwork, and just seemed a friend when we needed one. As a representative of Heffner's, she was outstanding.

*Would you refer us to others?* Yes. Your staff was extremely helpful, both in the preparations and arrangements, and also in completing the paperwork for all the processes. My wife cut your ad out of the D & C several months before her death. "This is what I want" she told me and your staff made it happen with consideration, care, and completeness. The staff, and especially Jessica Smith, made a stressful situation much less so.

*Roy E. Snoke, Widower of Sherry L. Snoke*

*Additional comments:* Jess did a great job for all the difficult parts of this funeral. She was on top of everything and I really appreciated everything she did. Ernie, thank you for your thoughtfulness and your help during this hard time. Megan and Kathy were wonderful.

*Betty M. Frey, Sister of John Olewiler, Jr.*

*Your comments about our staff:* Funeral director, Jessica Smith, was considerate and warm, as well as efficient and professional. The office staff was also kind and helpful.

*Name Withheld by Request*

*Your comments about our staff:* Everyone was very kind and professional.

*Would you refer us to others?* Yes. Your funeral chapel is so beautiful and clean. You care about family.

*Additional comments:* I felt very comfortable with your staff taking care of my husband. He looked wonderful, they did a fantastic job. Jessica Smith really helped me through the rough times. She was so understanding about my feelings. I am really glad she was in charge of taking care of everything. Sincerely,

*Brenda E. Leonard, Widow of Matthew J. Leonard*

*Your comments about our staff:* Jessica was helpful, informative, kind and compassionate.

*Carol Ziegler, Daughter of Wilford B. Fourhman*

*Your comments about our staff:* Very professional and accommodating, attentive and just very nice!

*Would you refer us to others?* Yes. I've received so many wonderful comments from those that attended the service about your staff's professionalism and the prologue given by Jessica.

*Additional comments:* I did not realize the magnitude of your presence on the day of the celebration. Please thank everyone that was there. Everyone was so accommodating and helpful. Everything went so smoothly.

*Melinda L. Ritter-Hickman, Widow of Richard A. Hickman*

*Your comments about our staff:* Staff was compassionate, professional at all times. Concerned they met our wants and needs. Also, available and flexible. When viewing took over an hour longer than planned, it was handled with professionalism and dignity. The service Jessica put together for us was superb. I thought she actually knew my wife. Thank you for making a difficult time bearable and dignified.

*Additional comments:* Scott and Jessica were superb to work with. I would highly recommend them to anyone needing assistance with a funeral. Your facility at Kenneth Road is the finest in the York area as far as I'm concerned. Many people (@ 300) who attended the viewing and service, commented on the facility, presentation, service and especially the staff at Heffner's. Thanks again.

*Thomas G. Eyster, Widower of Marlene S. Eyster*

*Your comments about our staff:* Jessica was excellent.

*Name Withheld by Request*

*Your comments about our staff:* Jessica was very caring and compassionate, a pleasure and comfort to work with—very accommodating with Mrs. Doll.

*Name Withheld by Request*

*Your comments about our staff:* The staff was very courteous and attentive to our needs the day of the funeral, even relocating and digging the hole behind the tombstone, per our wishes. That's where their final resting spot should be. Behind their own tombstone, not where the cemetery had the hole dug. Thank you!

*Additional comments:* Jessica was wonderful to help us with everything and very attentive to our many changes. Very professional and a great person to help us through this grieving time.

*Dale E. Musser, Son of Gordon J. Musser*

*Your comments about our staff:* Matt and Jess were very professional and took us easily through the process at a very emotional time.

*Bonnie Stine, Daughter of George C. Stine*

*Your comments about our staff:* We really appreciated the services and help that Scott and Jessica provided. They were very attentive to our thoughts and wishes. Even the smallest details were noted and accommodated. So we were very pleased and appreciated all the services provided.

*Would you refer us to others?* Yes. Very professional, top notch, attentive and accommodating.

*Name Withheld by Request*