

**NFDA**NATIONAL  
FUNERAL  
DIRECTORS  
ASSOCIATION

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**Contact:** Jessica Koth, NFDA, 262-814-1536, [JKoth@NFDA.org](mailto:JKoth@NFDA.org)

## **NFDA Endorses CACi to Provide Ethical, Compassion-Centered Accounts Receivable Support for Funeral Homes**

Brookfield, Wis. –The National Funeral Directors Association (NFDA) has announced a new [Endorsed Provider partnership with Consumer Adjustment Company Inc. \(CACi\)](#), expanding the Association’s portfolio of vetted solutions designed to support funeral homes in both compassionate care and sustainable business operations. CACi brings more than five decades of experience in accounts receivable management – including extensive knowledge of funeral service – with a focus on balancing effective recovery practices with ethical standards, regulatory compliance and sensitivity to grieving families.



*“Service, Results, Excellence.”*

Through NFDA’s Endorsed Provider Program, members gain access to products and services that have been carefully evaluated for quality, relevance and alignment with the unique needs of funeral service.

Managing outstanding accounts can be one of the most challenging aspects of funeral service operations. Funeral professionals are often tasked with navigating financial conversations long after services have concluded, while remaining mindful of families’ emotional vulnerability. CACi’s supports funeral homes in collecting unpaid accounts by emphasizing respectful communication, clear documentation and reputation-conscious practices.

Exclusive benefits available to NFDA members through this endorsement include:

- Preferred pricing and rates negotiated exclusively for NFDA members.
- Educational programming developed in collaboration with NFDA, including webinars and training focused on best practices in accounts receivable management, compliance and empathetic consumer communication.
- Complimentary document review of responsible party agreements and authorizations to help funeral homes strengthen documentation, ensure appropriate consent and support lawful and effective recovery efforts.
- Ongoing educational updates with practical guidance that members can incorporate into their internal account management and communication processes.

“Funeral service is a profession where compassion must guide every interaction, including those that occur well after services are completed,” said Roger Weiss, president and CEO of CACi. “We recognize that families are often in a vulnerable state when discussing final arrangements and related obligations, and it is essential that these conversations are handled with respect and empathy. At the same time, we understand how important responsible account recovery is to the health and sustainability of funeral homes. Our goal is to support our clients by balancing ethical, compassionate consumer engagement with the recovery of validly owed debts, while also protecting the positive public image of the funeral homes we serve.”

“NFDA’s Endorsed Provider Program is designed to connect members with partners who understand both the operational realities and the ethical responsibilities of funeral service,” said Morgan Schlender,

Endorsed Partnership Manager. “CACi’s experience in highly regulated environments, combined with its emphasis on dignity, compliance and reputation protection, aligns well with the values our members uphold every day.”

By partnering with CACi, NFDA members gain access to resources intended to improve cash flow, reduce administrative burden and support long-term business sustainability, allowing funeral directors and their staff to remain focused on serving families and communities with care and professionalism.

Additional information about CACi and enrollment details are available at [NFDA.org/EndorsedProviders](https://www.nfda.org/EndorsedProviders) or by calling 262-789-1880.

### **About the National Funeral Directors Association**

NFDA is the world’s leading and largest funeral service association, serving 20,000 individual members who represent nearly 11,000 funeral homes in the United States and 49 countries around the world. NFDA is the trusted leader, beacon for ethics and the strongest advocate for the profession. NFDA is the association of choice because it offers funeral professionals comprehensive educational resources, tools to manage successful businesses, guidance to become pillars in their communities and the expertise to foster future generations of funeral professionals. NFDA is headquartered in Brookfield, Wis., and has an office in Washington, D.C. For more information, visit [NFDA.org](https://www.nfda.org).

### **About CACi**

Founded in 1967 and headquartered in St. Ann, Missouri, Consumer Adjustment Company, Inc. (CACi) is a respected leader in ethical accounts receivable management and debt collections. Specializing in first-party early intervention and third-party collections, litigation support, and debt purchasing, CACi delivers superior results while prioritizing dignity, respect, and positive experiences for clients and consumers alike. Visit [CACiOnline.net](https://www.caci-online.net) for more information.

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