**Section 1249.150 Signage and Consumer Brochure**

a) Every licensed cemetery authority and cemetery authority maintaining a partial exemption must conspicuously post the sign required by Section 20-30 of the Act and provided by the Division (contains the Division's consumer hotline number, information on how to file a complaint, and any other information the Division deems appropriate). The sign shall be posted in color in each office where the cemetery authority conducts business with consumers and in each office where the cemetery authority makes contact with the public. If transactions with consumers or contact with the public occurs in a residence or office that is used primarily for business unrelated to the death care industry, the sign must be in clear view of the cemetery consumer or member of the public when that individual is present. The sign will be available to download on the Division's website. If the cemetery authority does not maintain an office, then it is not required to post the sign.

b) Every licensed cemetery authority and cemetery authority maintaining a partial exemption must make available for potential consumers and visitors of the cemetery the consumer brochure provided by the Division that contains the Division's consumer hotline number, information on how to file a complaint, and any other information the Division deems appropriate. The brochure will be available to download on the Division's website. If the cemetery authority does not maintain an office, then it is not required to have the brochure available.