

*Your comments about our staff:* Thank you for making the process so free of stress!

*Would you refer us to others?* Yes. I have already recommended your services to other close friends and so have my two sisters.

*Additional comments:* Nate Ray was very professional and my whole family trusts the help he has provided each of us. It has been a very good experience.

*Joey Rexroth, Son of Phyllis A. Rexroth*

*Your comments about our staff:* They went out of their way to help with whatever was needed and had everything ready as promised. Thank you so much!

*Would you refer us to others?* Yes. Going to other services at other places, no others compare to your service! Your people take the stress off a stressful time. Nate and Jodi are just great to deal with.

*Michael F. Strine, Widower of Jessica L. Strine*

*Your comments about our staff:* Both Nate and Matt, as well as support staff, were extremely sympathetic to our needs and professional. The care taken to ensure a comforting service for Doris was very evident to the entire family. The kindness extended was much appreciated.

*Name Withheld by Request*

*Your comments about our staff:* They all were great. I couldn't have asked for more.

*Would you refer us to others?* Yes. Because of the great service. You did everything I wanted. Thank you very much. Nate was wonderful to us (the family).

*Maryann McCauslin, Widow of Ronald E. McCauslin*

*Your comments about our staff:* The person who came to pick my father up after his death was very kind and respectful. She explained everything thoroughly. Nate was extremely helpful as he was with both our mother and sister's funeral.

*Would you refer us to others?* Yes. Very thoughtful and organized service and preparations. At a difficult time, Nate made the funeral one thing that we did not have to stress about.

*Holly A. Haverstick, Daughter of James W. Haverstick*

*Your comments about our staff:* The staff were "superb". We had excellent service—couldn't ask for better. Thanks Nate.

*Would you refer us to others?* Yes. Your staff and service was first class and you should be very proud of that. You will be highly recommended. Thank you again.

*Roger Copenhaver, Son of Jerry W. Copenhaver*

*Your comments about our staff:* Nate was above and beyond great. He is a wonderful example of both professional character and personal compassion. These things make all the difference during a difficult time.

*The most important reason for selecting us:* Reputation. My Father requested we contact you.

*Additional comments:* Ernie, My family has known you for decades. My mother's grandfather lived across the alley way from your first funeral home in West York. My father was retired from the PA State Police and requested we use your services. Several of his retired co-workers had come to work for you. He always thought very highly of you and your business. All of that aside, I had never dealt with anything like this before and at such a difficult time, this seemed like such a daunting task to face. I'm writing all of this to you to let you know what a wonderful

job you do! Nate was fantastic! He treated us like family. He is a true gem. I can only hope that everyone can have such a peaceful experience and please know that everyone we have told of our experience with you will hear our praise. I understand why my father requested you to handle his arrangements. May God continue to bless you and the work you do.

*Name Withheld by Request*

*Your comments about our staff:* Nate, Betty and Louella were all very helpful and courteous as we dealt with the unexpected loss of our mother.

*Name Withheld by Request*

*Your comments about our staff:* Nate Ray was great. Everything was perfect. Just what Phyllis would have wanted.

*Would you refer us to others?* Yes. Nate Ray helped with other family members. We feel like he is a relative. He did a great job. Keep him around as long as possible.

*Charles A. Peters, Widower of Phyllis A. Peters*

*Would you refer us to others?* Yes. Nate has been great throughout this entire process.

*David Zeiders, Son of Robert H. Zeiders*

*Would you refer us to others?* Yes. Nate was extremely professional, patient and understanding during the time of funeral arrangements and during the funeral. Close attention was given to all arrangements and requests that we had. We appreciate all that he did to make this difficult time a little easier.

*Mr. Gregory Kopp, Son of Sarah A. Kopp*

*Your comments about our staff:* Nate and Nelson were extremely professional when they arrived to remove Mom from her home. They were very attentive to the sensitivity of removing her from her room, asking if anyone wanted to pay last respects and if anyone did not want to be present during the removal. They also kept her face exposed as they removed her from the house. For us, that was comforting not to see her “zipped up”. I was touched when I went into her room after they left and saw they made her bed. I can tell you from other experiences, these last mentioned tasks do not happen with other facilities.

Betty Frey did a great job with Mom’s service. Everyone was impressed with the personalization of the details, like the Martin’s potato chips and the hearts. I had many folks state they wished that would have been available at their loved ones service. People thought these details were due to me being affiliated with the company, and I told them that this was quite a normal “thing” for us.

Todd as well did an awesome job! He was very attentive to our needs and was totally professional. He had Mom dressed and cosmetized for me to do her hair, which I was not expecting. Her mouth had a slight droop which he worked on and made her look great. He did a great job of guiding us along without being pushy or rushed.

As an employee of the firm for many years, I could not have been more proud of the manner in which Mom was handled. I was also touched to see you, Ernie, sitting at Mom’s service and coming to the cemetery. Many of my friends and family noticed and your presence spoke volumes to you as a person and employer. You also gave me the strength to get through the reading of my piece for Mom.

*Barbara J. Eline, Daughter of Joan R. Hoskin*

*Your comments about our staff:* Nate was extremely helpful. Guided us through a very difficult time.

*Would you refer us to others?* Yes. Absolutely, because we loved Nate’s personality and he couldn’t have given us more help.

*Robin McCallister, Mother of Chad M. McCallister*

*Your comments about our staff:* Nate was wonderful in our time of such an unexpected need. He was very accommodative and attentive. We appreciated his honesty.

*Would you refer us to others?* Yes. At such a heart wrenching and sad time for your family to endure, it is wonderful to know you can depend on the staff at Heffner's to get you through it.

*Vicki L. Morningstar, Sister of Rodney W. Strasbaugh*

*Your comments about our staff:* Nate was wonderful! He was there for us and attended to all of our needs. That certainly meant the world to us.

*Would you refer us to others?* Yes. Very happy with Heffners.

*Name Withheld by Request*

*Your comments about our staff:* Nate and Scott were great. Professional and compassionate.

*Additional comments:* My Grandmother had prearranged her services with Heffner. My Mother's side of the family has always used Etzweiler's. When my Father passed, that's who we used. After the service with Heffner, my Mother said she wants us to use Heffner for her services. Besides the staff making everything as easy as possible, the Red Lion location was very nice. It was conveniently located, there was plenty of parking, Thanks for everything.

*Mark Strine, Grandson of Dorothy M. King*

*Your comments about our staff:* Nate and Scott were very helpful with arrangements and other details.

*Jill Moodie-Pellegrino, daughter of Marilyn J. Moodie*

*Would you refer us to others?* Yes. Nate and your staff at Red Lion were wonderful. I got sick so my family was more work (had to deal with several of them instead of one person), so sorry about that, but your staff were great. Thank you so much for everything.

*Mary E. Grim, Daughter of John E. Shanbarger, Sr.*

*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:* All of your staff was and is always very professional. Funeral Director Nate Ray is by far the best with doing his job. He always was there when needed, even if to just listen. Our family has dealt with your staff sadly too often over the years, but will always come to you for future needs. Thank you.

*Would you refer us to others?* Yes. Your staff go above and beyond with just doing their jobs. They not only made this tragedy of the loss of my daughter less stressful with making arrangements, they made us all feel like family. Thank you for all you do.

*Mr. Jessie L. Kline, Jr., father of Jesse Lynn Kline*

*Your comments about our staff:* Nate has been so helpful through this difficult time. We very much appreciate his care and communications.

*Name Withheld by Request*

*Would you refer us to others?* Yes. The service our family received from the staff at Heffner's was professional, personal, courteous and respectful.

*Additional comments:* Our family was totally pleased with the thoughtful and compassionate way that Kealey Smartnick and Nathan Ray treated us during our time of sadness upon the death of our loved one. They were helpful in so many ways and were respectful at all times. They assisted us both prior to the actual funeral service, during the service and burial, and after the funeral. They incorporated personalized details into the service that did not go unnoticed. We appreciated the fact that they obtained for us the casket that we requested, as it was one that was designed by my husband while he was employed as a designer for York Caskets. The entire staff at Heffner's treated us with dignity and assisted us with many details. We as a family are very appreciative to Kealey and Nate for all their help at a time when we needed it. We could not have asked for a better staff to help us through this difficult time than that provided by the personnel at Heffner's. Our sincere thanks to all of you.

*Name Withheld by Request*

*Your comments about our staff:* Both Todd and Nate were very professional.

*Additional comments:* The setting was professional and clean. Nate did an excellent job working with my wife and I.

*Name Withheld by Request*

*Your comments about our staff:* Excellent, highly professional, sympathetic.

*Additional comments:* Nate Ray was our FD. He was caring and compassionate. He was helpful, kind and personable, as well as professional. Everything was beautiful. Thank you so much!

*Carolyn Kocman, Daughter of Jane G. McKee*

*Your comments about our staff:* Nate was extremely helpful and compassionate. He made himself available 24/7 during our time of need.

*Would you refer us to others?* Yes. Several family members commented on how beautiful the facility was and how wonderful the employees were.

*Jody L. Tucker, Daughter of Glenn D. Meyer*

*Your comments about our staff:* Nate is a good guy.

*Would you refer us to others?* Yes. No problems with any part of the service. That means a lot in a time like this.

*William K. Miller, Widower of Mary A. Miller*

The following was posted on Facebook:

Thank you so much to Nate and Kealey and everyone else at Heffner. You went above and beyond what I would have ever expected. The service and speech for my father was perfect. I am so happy with everything you have done for him and my family. You've made something extremely difficult, a little easier. You can tell you really care about what you do. Thank you so, so much from all of us.

*Mandy McLaughlin, Daughter of David J. McLaughlin*

*Your comments about our staff:* Nate has been wonderful and absolutely all of the above.

*Joanne Buda, Widow of John Buda*

*Your comments about our staff:* All your staff was amazing and Nate was just wonderful!

*Theresa A. Kniery, Daughter of Patricia M. Caulfield*

*Additional comments:* Thank you is such a small phrase to express our feelings. Thank you for your thoughtfulness, kind words, and caring actions. Really appreciated Nate. He was so helpful. Sincerely,

*Marlene M. Kerr, Widow of William R. Kerr*

*Your comments about our staff:* All was perfect. As special as it could be. Thank you to Kealey who did the memorial service at the cemetery. She did a great job!

*Would you refer us to others?* Yes. Nate was wonderful. Close, easy and convenient, my dad made a great choice by pre-arranging everything for our family.

*Bonnie Snyder, Daughter of Joseph C. Rexroth*

*Your comments about our staff:* All very professional!

*Additional comments:* I just wanted to be sure to acknowledge Nathan Ray. He was our family's personal representative from your staff. He was perfect in every way for helping us through this emotional time with the loss of our mother. Thank you so much!!

*Gail S. Bentzel, Daughter-in-Law of Gladys E. Bentzel*

*Would you refer us to others?* Yes. Nate Ray was wonderful through all of this and helped with so much.

*Susan Ambrose, Widow of Randy L. Ambrose*

*Your comments about our staff:* Nate and all of your staff working at your home on Kenneth Road were wonderful, guiding us through this very difficult time, answering all of our questions. Our sons wanted to have the music and songs that Len enjoyed. Nate made everything that we wanted for Len happen, including our favorite pictures. The memorial tribute was exactly what we wanted for him. Mr. Heffner, I hope that you are as proud and happy with your wonderful caring staff as our family is. Thank you so much.

*Would you refer us to others?* Yes. When you have the best people compassionately guiding you through one of your worst days, you pass that along to others!

*Deborah P. Kopera, Widow of Leonard B. Kopera*

*Your comments about our staff:* You were all so wonderful. Nate was excellent!

*Would you refer us to others?* Yes. Definitely!

*Melissa L. Howard, Widow of James P. Howard, Jr.*

*Your comments about our staff:* I have known John Katora for many years as a fellow Lions Club member and friend. He was very helpful when my wife and I pre-arranged our services. I found Nate Ray to be quite similar to John in his professional duties and was very pleased with all aspects of the service that he provided.

*Would you refer us to others?* Yes, with the emphasis on pre-arrangements.

*Paul L. Henry, Widower of Marjorie L. Henry*

*Your comments about our staff:* I worked primarily with Nate. He was wonderful. He knew exactly what to do in every circumstance, and he was prepared for the unexpected. I can't say enough good things about him.

*Would you refer us to others?* Yes. I would not hesitate to recommend your services to friends and family.

*K. Gayle Stinson, Widow of James W. Crowl*

*Your comments about our staff:* Nate was very helpful...taking time to explain everything thoroughly, giving me some guidance in dealing with the procedures for dealing with banks and the Register of Wills. This was very helpful and appreciated. He also took care of details with the out-of-state cemetery...everything went smoothly.

*Eugene Zimmerman, Son of Karl H. Zimmerman*

*Your comments about our staff:* Wonderful people. Nathan couldn't have been any nicer. He made everything we wanted happen. Lisa was a sweetie pie too. Great job.

*Would you refer us to others?* Yes. I will tell everyone.

*Ms. Caroleen Miller, Daughter of Mary M. Knoke*

*Your comments about our staff:* I'm a veteran. This was my Dad's wishes and your service went very well! Also, Nathan J. Ray is an asset and a good man.

*Would you refer us to others?* Yes, 100%.

*Do we have your permission to use your name and share your comments with others?* Yes, 100 %.

*Gregory E. Kopp, Son of Max L. Kopp, Sr.*

*Your comments about our staff:* Nathan was easy to talk with and I felt he had some counseling skills.

*Would you refer us to others?* Yes, I was satisfied with all aspects of your services.

*Name Withheld by Request*

*Your comments about our staff:* Your staff was wonderful, especially Nathan. He actually went to Walmart for racing material for flowers. My husband was a car guy all his life and your company and family and friends filled his dying wish to have a white casket and have von dutch pinstriping put on. I have gotten lots of good comments on the service in which I included your company and staff as being wonderful. Sincerely and God Bless.

*Would you refer us to others?* Yes. Very much so!

*Kelly S. Jones, Widow of Rodney L. Jones*

*Your comments about our staff:* The staff was not only prepared, competent, kind and attentive, they went above and beyond. They anticipated our needs and responded immediately.

*Would you refer us to others?* Yes. Your staff made the most difficult time of my life worry free. Though they seemed invisible, every detail was handled.

*Additional comments:* From the moment Nate appeared at our home, he was a quiet, strong anchor to hold onto. His calm demeanor balanced his decisive manner. He asked questions carefully and anticipated times where discussions would be difficult. He managed to handle each member of our emotional family with ease. We all think he is wonderful. I personally am grateful to have had him guiding us through two services, transport, and all the arrangements. Please thank him sincerely!

*Veronica Fogelman, Widow of Fredrick D. Fogelman, Jr.*

*Your comments about our staff:* Thank you for all that you did! Everyone was so kind and gave advice that I never would have thought of. Nate went above and beyond during this whole process. We are very grateful!

*Would you refer us to others?* Yes. I was very impressed with the extra steps your home takes in caring for our loved one. My father will some day be cared for by you and I would have it no other way!

*Wenona Troyer, Daughter of Shirley S. Carbaugh*

*Your comments about our staff:* Nate, Matt and office staff at Gotham Place are excellent!

*Name Withheld by Request*

*Your comments about our staff:* I dealt with Nathan. Courteous, very helpful. Was at the church when we arrived and had everything placed and kept asking if he could do anything else for us.

*Would you refer us to others?* Yes. Very comforting. Listened to what we wanted. Flowers were beautifully arranged around the urn. Helped us set up guitar, jacket and picture. Loved your sign in book. Beautiful, nicest we ever saw.

*Ethel Brenneman, Widow of Stephen J. Brenneman*

*Your comments about our staff:* I met with Nate who was very courteous and caring. He made me feel comfortable.

*Would you refer us to others?* Yes. Nate was very compassionate and professional at the same time. Most important to me was his complete honesty on all stages during my distress.

*Jeanne C. Burke, daughter of Nevin S. Lehman*

*Your comments about our staff:* Your staff was wonderful. Please let Nathan know. We appreciate everything he did for us. He was very nice and helpful.

*Connie A. Mixon, Daughter of Virginia M. Yessler*

*Your comments about our staff:* Todd Eckert and a female (sorry, I don't remember her name), were very compassionate when they arrived at the nursing home after Mom passed. Nate could not have been more warm and attentive, addressing all of our and also Mom's pre-arranged requests.

*Would you refer us to others?* Yes. We were so pleased with the level of professionalism of all the staff. Thank you for making a difficult time more bearable.

*Stacy S. Myers, Daughter of Patricia K. Strayer*

*Your comments about our staff:* Nate was very professional, kind, and helpful.

*Would you refer us to others?* Yes. Everyone was very helpful and kind. Made a difficult time easier.

*Lori A. Zane, Daughter of Beulah M. Strayer*

*Your comments about our staff:* Nate was very kind and caring and always there! Thank him again for all of us!

*Janice E.K. Baughman, Widow of William R. Baughman*

*Your comments about our staff:* During this difficult time, it was so nice to have staff (Nate) be so attentive to our needs and wishes. Everything went off beautifully and I was very happy with the whole experience.

*Deborah A. Sweitzer, Daughter of Charmaine L. Myers*

*Your comments about our staff:* Nate was very professional and did an excellent job with everything. My wife would have also approved of everything. Thank you.

*Would you refer us to others?* Yes. I attended a previous funeral at your facility and was impressed with the entire service.

*Mr. Herb Geiger, Widower of Claire M. Geiger*

*Your comments about our staff:* Nathan Ray was professional and great to work with.

*Name Withheld by Request*

*Your comments about our staff:* Above and beyond! Staff was great. Nate was the best!

*Mrs. Pauline M. Wolf, Widow of Lance L. Wolf*

*Your comments about our staff:* Wonderful!! Betty pre-arranged the service—Excellent!! Nate and Kasie—Excellent!—Arranged service and met our needs.

*Sandra Tilton, Daughter of Charlotte A. Kochenour*

*Your comments about our staff:* Nate was very helpful! He even answered my questions regarding the Gift of Life Program.

*Name Withheld by Request*

*Your comments about our staff:* The staff was phenomenal throughout the entire process.

*Would you refer us to others?* Yes. Would highly recommend to anyone based on how helpful, courteous and nice Nate was to work with.

*Derek J. Geisinger, Son of Michelle E. Geisinger*

*Would you refer us to others?* Yes. Your funeral home does the best job anywhere!

*Additional comments:* Nate Ray was so professional, considerate and helpful and I was glad he was assigned to us! Thank you again.

*Sally J. Howard, Long time York resident now living in Florida, and Widow of James K. Howard*

*Your comments about our staff:* Highly recommend to anyone. Nate made us feel very welcome, and addressed all of our concerns.

*Tara M. Buchmyer, Mother of Kasin L. Buchmyer*

*Your comments about our staff:* Nathan was excellent. He handled all problems expertly.

*Mrs. Ellen Paley, Daughter of Samuel Slutsky*

*Your comments about our staff:* Nate was very helpful with suggestions and explanations.

*Would you refer us to others?* Yes.

*Mrs. Ruth M. Lehr, Widow of Kenneth R. Lehr*

*Your comments about our staff:* Nate is great; very professional, very thorough.

*Mrs. Barbara V. Murphy, Niece of Wilmer B. Fridinger*

*Your comments about our staff:* Nathan was so helpful through all of this. He was kind and caring and I knew I was in good hands. I appreciate everything he did for me and my family. Linda was also very caring and easy to talk to the day of the service.

*Would you refer us to others?* Yes. Everyone is so kind. My mother grew up in Lewisberry and I have always loved the town. I felt comfortable when I was at the funeral home. Thank you to all of your staff.

*Donna L. Miller, Daughter of Evelyn L. Wueschinski*

*Your comments about our staff:* Nate, Louella, Kasie and the entire staff at Heffner's made the experience of planning and executing my father's services as easy and pain free as possible. I was especially impressed at the attentiveness that Nate showed my family throughout the entire process.

*Would you refer us to others?* Yes. The facility was clean, staff was professional and the whole process was as pleasant as it could have possibly been given the unfortunate circumstances.

*Ms. Kristen Eddins, daughter of Dr. William R. Eddins, Jr.*

*Your comments about our staff:* The staff is amazing. They gave my family a service that is reserved for kings and princesses.

*Would you refer us to others?* Yes. You are the best funeral service of the nation.

*Additional comments:* I have no words to describe the higher class service you guys provided to us. The entire community who was present at the funeral agreed that you guys are the best in the nation. They testified that they never saw or experienced anything like the quality of service you provided. JOB WELL DONE! "Nate is the Best." He listened to us and did everything to make us feel comfortable. I am 2000% satisfied with your service, especially Nate, my man, who I worked close to the entire process. "Kudos to you Guys."

*Mr. Chedais Jacques, Widower of Chaphley Ornevil Jacques*

*Your comments about our staff:* Very welcoming.

*Would you refer us to others?* Yes. Nate was a pleasure to work with when we lost our mother. He did an amazing job and always got right back to me. Thank you Nate.

*Stacey Trimmer, Daughter of Cindy L. Portner*

*Your comments about our staff:* Nate was wonderful to us. Even though this was a difficult time in our lives, I enjoyed working with him on my mother's arrangements. He was kind, attentive, and did whatever he could to make things easier on us. This was our first time making funeral arrangements so we had many questions and he answered them all in a way that made us feel like no question was a dumb question. He is a very easy person to talk to and definitely went the extra mile when it came to customer service. We would definitely recommend Nate and Heffner's to our family and friends. Thank you again for everything!

*Heather Galla, Daughter of Susan A. Thompson*

*Your comments about our staff:* Nate was wonderful! He was very patient and understanding. He didn't rush us to make decisions or make us feel like our time with him was over because he had other things to do. He answered all our questions and handled all our needs very efficiently. When he said he would phone us, he always called right on time. He actually treated us as if we were the only family he was dealing with. When we came in to pick up the urn, he had everything ready and went over everything again with us. Once again, his time was all ours. This was our

first time dealing with a funeral home but we feel Nate went out of his way to make it as easy on us as it could be. Thanks again Nate for being so wonderful and easy to work with.

*Would you refer us to others?* Yes. I believe that the way we were treated is the way you treat all your clients, so we will definitely refer others to you.

*Mrs. Linda A. Ritchey, Widow of Roy F. Ritchey*

*Your comments about our staff:* Nate was excellent to work with.

*Would you refer us to others?* Yes. Beautiful place, very nice people working there, and did the best for my mother and I.

*Christine L. Aldinger, Daughter of Gene E. Miller*

*Your comments about our staff:* Both Nate and Todd were wonderful to work with. True professionals!

*Name withheld by Request*

*Your comments about our staff:* Nathan and his staff did a wonderful job preparing my father's service. We had many good comments about your services.

*Name Withheld by Request*

*Your comments about our staff:* My mother and I worked with Nate who we found to be extremely professional and compassionate. We had previously planned my aunt's funeral, but in reviewing the previous plans, he was very helpful in finalizing last minute details. At the church and cemetery, Nate and all other Olewiler & Heffner gentlemen did an exceptional job of accommodating us and tried their very best to make us comfortable and ease our sorrow. Nate is to be commended and we recognize him to be an asset to your company.

*Pamala C. Grove, Niece of Kathryn J. Zimmerman*

*Your comments about our staff:* Nathan and staff were the utmost professionals. Every "I" dotted, every "T" crossed. All details arranged with the deepest respect and warmth.

*Additional comments:* Complete sincerity, sympathy and respect was afforded by Nathan and staff every step of the way. Thank you.

*Mrs. Caroline A. Schmuck, Widow of Keith G. Schmuck*

*Your comments about our staff:* Nate could not have been more compassionate during a very difficult time.

*Would you refer us to others?* Absolutely yes!

*Stephanie Meyer, Daughter of Robert H. Smith*

*Would you refer us to others?* Yes!!! I have had Nate take care of my younger brother's funeral in 2006, my uncle's in 2008, father's in 2011, and most recently my mother's in October 2015. I seriously do not know how I would have gotten through it without him. Nate is the best of the best when it comes to the quality of customer service and care he provides to families during the worst time in their lives. He has a very calming way about him that helps put others at ease. He is very good with dealing with difficult situations. It could have gone really bad, but Nate is wonderful with talking to people and helping them somehow get through it all.

Nate—Thank you so much! I hope you know that you are a blessing to everyone that you help. It takes a very special person to do what you do. It is obvious that this is your calling and that you have a passion for your work. I

hope Heffner's know how lucky they are to have such a talented, caring and professional employee! Take care!  
Thank you for being there through my toughest of times.

*Sharon Mason, Daughter of Rita M. Roseberry*

*Your comments about our staff:* Your staff was wonderful! Nate Ray was excellent and very thoughtful, kind and very helpful with everything. Would recommend him to anyone.

*Mrs. Betty Jane Leiphart, Widow of Robert M. Leiphart*

*Your comments about our staff:* The staff was very comforting and caring during Craig's passing. Everyone answered our questions and explained in detail anything we asked.

*Additional comments:* Dear Mr. Heffner, I just want to say thank you to Nate and all the staff during the passing of my husband, W. Craig Adams. Many people told me how beautiful the service was, and the compassion Nate and staff showed to our family. Every question and concern we had was answered during this difficult time.

During the passing of my mother in 2012, Dorothy Knisley, the same concerns and comfort were shown to us.  
Sincerely,

*Theresa Adams and Family, Widow and Family of W. Craig Adams*

*Your comments about our staff:* Nate and Matt were professional and caring. They exceeded all expectations. Everything done as requested and then some. Outstanding service. Always attentive to our needs.

*Mrs. Corean L. Dell, Widow of James R. Dell*

*Your comments about our staff:* Excellent job. Once again, very good job. Carl was very happy—wants his to be the same.

*Would you refer us to others?* Yes. You always do a good job. You run a pretty cool operation. Glad you're in this area. Scott and Nate are very good with people. Thank you.

*Jessie Kline, Sr., Power of Attorney for Martha M. Hiner*

*Your comments about our staff:* Fast and courteous. Nate helped at a very hard time. I don't know what you could do to improve. Thanks.

*John H. Ettinger, Brother of Dawn M. Ettinger*

*Your comments about our staff:* Nate was very professional and helpful.

*Would you refer us to others?* Yes. You are the only funeral home, in our area, that I would recommend. XXXX is too too dreary, parking is terrible, and the hill is too much for older folks. YYYY is semi dreary and the decedent's bodies are always laid out with their neck, chin area all squished in a weird way!! Your establishment is cheery, easy parking, easy entrance, and the decedent looks "normal."

*Name Withheld by Request*

*Your comments about our staff:* Nate Ray did an excellent job of listening to us even if we did not fully understand. He took his time to re-explain certain things.

*Michael L. Smith, Widower of Patricia A. Smith*

*Your comments about our staff:* Nathan Ray was great. His attention to detail is amazing.

*Would you refer us to others?* Yes, I already have.

*Rodney Kline, Son of Nelda J. Kline*

*Your comments about our staff:* Nate, Todd and supporters were outstanding. They made a difficult process very easy.

*Would you refer us to others?* Yes. Absolutely! See above.

*Ronald E. Fitzkee, Sr. Widower of Janice A. Fitzkee*

*Your comments about our staff:* Mr. Ray (Nate) and others of your staff were courteous, professional, caring, and kind beyond measure. I and my family were very impressed with the handling of my mother's service. Thank you.

*Additional comments:* The manner in which Nate coordinated with Sawyer George here in Corpus Christi, Texas and then followed through with finalizing arrangements in York, PA is greatly appreciated. Nate's management of and attention to the details of my mother's final arrangements freed me and my family to share our time in the celebration of her life and the part of her being which remains with us. With sincere appreciation,

*John E. Orendorff, son of Kathryn A. Lewis*

*Your comments about our staff:* John and Nate were wonderful, kind, caring and helpful.

*Additional comments:* You all are awesome! God Bless!

*Ms. Cheryl Bennett, Grandmother of Eden X. and Elias E. Lee Wright*

*Your comments about our staff:* My wife and I are very thankful for the kindness that Nate showed us in our time of loss. We felt very comfortable expressing ourselves to him and he in turn showed us the utmost respect.

*Would you refer us to others?* Yes. The professionalism and courtesy we experienced was a true blessing. It made the difficult journey that I had to take much easier. So yes, I would definitely refer you to anyone.

*Donald Markle, Son of Doris M. Henry*

*Your comments about our staff:* The staff couldn't have done a better job! My family was very pleased with the service we received.

*Would you refer us to others?* Yes. Absolutely we would refer you! Our experience was priceless! We couldn't have been taken care of any better. We are so glad we chose you.

*Additional comments:* Nate did such a great job during this very difficult time for us! I can't say enough about how wonderful he handled the care of my father. My family and I were very pleased. We would recommend you to anyone and would use your funeral home again. Thanks.

*Jamie Kasper, Daughter of Harold G. Cramer*

*Your comments about our staff:* Outstanding!! Nate was more than helpful and sensitive to our needs.

*Would you refer us to others?* Yes. I cannot conceive of a more professional or comfortable approach to a difficult situation.

*C. Michael Stackhouse, Son of Charles A. Stackhouse, Jr.*

*Your comments about our staff:* All persons dealt with at Red Lion facility were outstanding—particularly Nathan.

*D. Michael Craley, Esquire, Attorney for Charles E. Stouch*

*Your comments about our staff:* Nate and Matt were wonderful.

*Name Withheld by Request*

*Your comments about our staff:* I was extremely satisfied with Nate. In a time where me and my family were preoccupied emotionally, Nate didn't miss a beat. He was very kind without being intrusive and went beyond the call of duty in attention to detail. I was very impressed with the entire staff and courteously handled!

*Daniel L. Chronister, Son of Margaret E. Chronister*

*Your comments about our staff:* Nate is a true asset to you!

*John S. Brant, Jr., Widower of Ruth A. Brant*

*Your comments about our staff:* Nate Ray was excellent with explaining all the details of the service and all aspects of our meetings. Again, his presentation of my mother was just so good—just as he did my father 5 years ago.

*Additional comments:* All the staff were excellent—very comforting at a sad time. The staff were friendly and compassionate. Please thank all of them from me and my family.

*Bonnie L. Doelp, daughter of Mary R. Lauer*

*Your comments about our staff:* Nate was very thorough and very helpful with the process. Accommodated our needs on short notice.

*Would you refer us to others?* Yes. Excellent facilities. Friendly and have local personnel.

*Mark E. Harlacker, Son of Robert W. Harlacker*

*Your comments about our staff:* Losing my husband was an awful experience beyond words—to have to arrange a funeral was something I thought I couldn't bear. From the moment my sons and I met with Nate, I felt so at ease. He made a very difficult time a little less painful. I cannot say enough good things about the staff.

*Mrs. Doris J. Naylor, Widow of Steven A. Naylor*

*Your comments about our staff:* Nathan Ray was professional and helpful in a very upsetting time for me. Also, Louella Stough was very professional and caring in her interactions with me. I appreciated both of their assistance.

*Name Withheld by Request*

*Your comments about our staff:* Nate was very helpful in everything! Very personal and business oriented.

*Please check the most important reason for selecting us:* Chalmers selected Heffner's in his obit that he had prepared.

*Would you refer us to others?* Yes. Chalmers had his obit written and stated how he wanted his medals and ribbons at the ends of his casket which is exactly what he wanted and Heffner's did a fabulous job. He was very proud to serve in the Navy, and was a "Tin Can Sailor".

*Norma Brown, Daughter of Chalmers W. Bahn*

*Your comments about our staff:* Very helpful. Nate was a pleasure to work with.

*Karen Morgan, Daughter of Dean E. Kinkel*

*Your comments about our staff:* The Best! Very kind, Nate and Betty, they listened to all the stories the boys and I had to say about Buck. Even the office staff are so very good with their jobs. We (the whole family) were very pleased. Buck would not have wanted to go anywhere else.

*Additional comments:* We the family thank all of you, Sincerely,

*Joyce Horne, Wife of Nevin W. Horne, Jr.*

*Your comments about our staff:* Nate was very pleasant and did an outstanding job. Couldn't ask for anything better.

*Brian E. Sharp, Fiance of Lorie A. Baer*

*Your comments about our staff:* We were treated kindly and professionally—my family and I were very impressed with Nate. He is a definite asset. When I called and spoke to anyone who answered the phone, they were very courteous and helpful.

*Name Withheld by Request*

*Your comments about our staff:* Nate was our representative and he was excellent, very sincere. We truly appreciate his concern and helpfulness. Nate, thank you again.

*Melody E. Hess, Daughter of Shirley N. Shoff*

*Your comments about our staff:* My relatives expressed how attentive and respectful your staff were to them. Thank you.

*Would you refer us to others?* Yes. Excellent service by professionals who are also genuine with their warmth and caring ways. Thank you all.

*Additional comments:* Special thanks to Matt. You were wonderful to my brother and I. We had to experience the worst experience of our lives and you made it easy for us to organize. Thanks to Nate who answered all our questions. Also, Louella and Tina, thank you ladies. I know that details can be a pain and you two were great with all of it. All your staff were wonderful. My parents are probably very happy with all the arrangements. You gave them both dignity and we thank you.

*Maria Thivierge and Family, Daughter and Family of Francesca Cioffi*

*Your comments about our staff:* You could not have had a better staff. Matt Morris is a true professional. Betty must have come to the earth with the ultimate purpose of being a celebrant. Our pre-death meeting with Nate sold us on Heffner's and we are so happy it did. Your staff is wonderful!!

*Most important reason for selecting us:* Your parking lot.

*Would you refer us to others?* Yes. As I have never had the need to plan a funeral of a loved one, I was clueless about the process. What I have learned is that the funeral home and its staff are extremely important in helping a family in a very stressful time. We (our family) cannot say enough about how pleased we were with your service. We picked you because of your parking lot. That is funny now because that is very low on the list of the things I would consider in selecting a funeral home now that I am experienced. Your staff was fabulous. Nate, Matt and Betty made the entire experience as pleasant as possible. Attention was paid to every detail, even ones we hadn't

thought of. We would highly recommend Heffner's and won't be listing your parking lot as the best thing to say about you (although your parking lot is the best in York County!) Thanks again for everything!

*Alice Kretz and family, Widow and family of Terry C. Kretz, Sr.*

*Your comments about our staff:* Everyone was very courteous and helpful. Todd and Nate were wonderful to work with.

*Would you refer us to others?* Yes. Because you do a SUPER JOB!!

*Sara L. Hannigan, Widow of Harlan J. Hannigan*

*Your comments about our staff:* Nate was the epitome of a professional but at the same time on my level. He was very kind and considerate, did everything excellently, and went out of his way to do more than required. I could not thank him enough.

*The most important reason for selecting us:* Paul had his arrangements made so selection was not up to me, but he made a wonderful choice.

*Would you refer us to others?* Yes definitely. I think your Red Lion place is beautiful and an excellent place for viewing and funerals. From employees to parking, everything was well ordered.

*Mrs. Norma L. Prewitt, Sister of Paul L. Wilson*

*Your comments about our staff:* He was so compassionate. Nate gave us so many options, giving us insight like the obituary in the paper, to the private viewing. Just walked us through with all options.

*Would you refer us to others?* Yes. Such a beautiful place with peaceful serenity. More setting like a church than a funeral home. I thought I was in church instead of a funeral.

*Additional comments:* Under the circumstances of our son Zachary, Nate touched our heart. He has been an inspiration to us. He took two hours and listened to what we had to say about Zachary and our family. I have been to many, many funerals but never met someone as Nate. I have been telling friends and family how wonderful he is. He deserves to be recognized as a man of compassion, love, and laughter. He worked within the budget and yet became a beautiful service for our son. May God bless him and Nate to be the one to show us the way, truly blessed. Sincerely,

*Mrs. Debbie Baublitz, Mother of Zachary R. Fuller*

*Your comments about our staff:* Nate and everyone was exceptional! Thank you.

*Barbara Murphy, Niece of Irene M. Fridinger*

*Your comments about our staff:* Your staff is excellent! Very courteous and professional. Loved working with Nate.

*Clay S. Reider, Son of Gloria D. Reider*

*Your comments about our staff:* The staff was very professional and helpful in our family's time of grief. I'd like to say a special thank you to Nate for all he did for us.

*Would you refer us to others?* Yes. We have used your services on more than one occasion and have been treated with nothing but respect and dignity.

*David A. Copenheaver, Grandson of Catherine Shaffer*

*Your comments about our staff:* Appreciate Nathan Ray's personable, helpful attention to detail. Office staff was courteous and able to quickly get answers to our questions and requests.

*George N. Fletcher, Son of Grace M. Fletcher*

*Your comments about our staff:* Staff was very good at their jobs.

*Would you refer us to others?* Yes. When you find something that works and works well, you tell others.

*Additional comments:* To Nathan (Nate) Ray, Thank you. You did a great job of walking us through everything.

*Venable, Jr., Widower of Melissa A. Venable*

*Your comments about our staff:* Nate was exceptional dealing with us, and many family and friends commented favorably on your staff.

*Additional comments:* We originally called another funeral home in York, the go-to for other family members in the past. We could not accept the uncertainty of what they were going to or not going to do as far as arrangements. We called you and you told us what you would do and to let it in your hands and you did a great job (my son was out of town at the time of his death so it wasn't the normal arrangements.) Thank you for being there.

*Jane M. Parkin, Mother of Jason J. Parkin*

*Your comments about our staff:* We could not have had a better person than Nathan. He is a very caring and gentle man. Nathan made all the arrangements and worked with my whole family. Everything was perfect.

*Mrs. Mary W. Sharp, Widow of David L. Sharp, Jr.*

*Your comments about our staff:* We lost Mom and Dad in the last year – tough year. Nate was compassionate and totally professional. He listened carefully to our thoughts and needs and followed thru on every detail. He was a pleasure to work with and an outstanding representative of your business.

Todd Eckert handled my Father's arrangements in August 2013 (Ref Frederick Bridge 8/1/13). We were referred to Todd. This was the first time we went thru this process and weren't sure what to expect. Todd was amazing, devoting full time and attention to our wishes and needs. He followed thru on every detail and was a true professional in this business -- patient, compassionate, understanding. He is the reason we came back to Heffner's when Mom passed away in July. Thank you for everything.

*Mr. Eric A. Bridge, Son of Marilyn J. Bridge and Frederick J. Bridge*

*Your comments about our staff:* Nate was the perfect person for us to be paired with. Professional, personable, detail oriented and compassionate. Couldn't have asked for anything more.

*Would you refer us to others?* Yes. Best in the business.

*Lisa R. Mason, Widow of Jack E. Mason, III*

*Your comments about our staff:* Nate has been a god-send in helping me through this difficult time. My sincere gratitude and thanks to him and also to Kathy.

*Would you refer us to others?* Yes. Professionalism, courtesy and dignity.

*Linda J. Loughran, Widow of Michael J. Loughran*

*Your comments about our staff:* Nate was informative and understanding.

*Kristine L. Kent, Daughter of Ann M. Protheroe*

*Your comments about our staff:* Nate went above and beyond being helpful!

*Mr. and Mrs. Eric Sterner, Brother and Sister-in-Law of Corey L. Lauer*

*Your comments about our staff:* Nathan Ray—extremely courteous, respectful. He made all out-of-town arrangements for us and was always available for questions and service. I would highly recommend to friends and family. Thank you.

*Pamela G. Shervin, Daughter of Evelyn V. Romano*

*Your comments about our staff:* Used Nate when mother passed away a few years ago. He is excellent all around and that is one reason I did not shop another home but came directly to your firm again.

*Clarence D. Stagemyer, Brother of Sydney M. Stagemyer*

*Your comments about our staff:* We worked with Nathan and he was very courteous and helpful. He guided us through the entire process and was always available.

*Would you refer us to others?* Yes. My husband and I intend to make our final arrangements in the near future. We would like for Nathan to walk us through the process at that time.

*Name Withheld by Request*

*Your comments about our staff:* Nathan was great.

*Rodney Clements, Son of Fairy Clements*

*Your comments about our staff:* The staff at Heffner Funeral Services was outstanding. The professionalism and sensitivity shown far outweighed anything that we expected. The sincere compassion by Nate (our funeral director) will never be forgotten. We appreciate all that was done for the family during this difficult time. Thank you.

*Would you refer us to others?* Yes. Everything was handled with ease and care. Something that can really be appreciated at a stressful time.

*Harry A. Craighead, Sr., Widower of Dorothy M. Craighead*

*Your comments about our staff:* Nate was very thoughtful and professional. I was very satisfied working with him.

*Name Withheld by Request*

*Your comments about our staff:* Nate helped us and did a fantastic job.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Everyone that we came in contact with at Heffner's was more than helpful and compassionate. Although my mother had made pre-arrangements, we were very satisfied with the professional service of everyone. Nate was extremely helpful and patient during a very stressful time for my sister and I. Many thanks to everyone involved.

*Brian Hyser, Son of Yvonne M. Hyser*

*Your comments about our staff:* The only staff we really saw was Nate and he was excellent. He went out of his way to record songs for us on a CD for Chris' music. He was also very prompt in returning phone calls.

*Would you refer us to others?* Yes. In your time of need, you need people that are caring and understanding, and at Heffner's that is exactly what we got.

*Gwen Gemmill, Best Friend and Companion of Chris E. Miller*

*Your comments about our staff:* Very courteous, very helpful, and very knowledgeable. Thank you Nate!

*Would you refer us to others?* Yes. Your staff made things easy at a difficult time!

*Gary Flickinger, Son of Annabel C. Kloker*

*Your comments about our staff:* I would give higher than a 4 if I could. Everything was absolutely perfect!

*Would you refer us to others?* Yes. Nate is wonderful! He became like a wise older brother as he walked us through everything. He answers questions before we think to ask them. Thank you.

*Name Withheld by Request*

*Your comments about our staff:* Your staff, especially Matt Morris and Todd Eckert, along with Nate, are outstanding. Unfortunately, I have met with them three times in the last seven months. They were wonderful, warm and helpful.

*Elayne Grim, Niece of Margaret D. Carlson*

*Your comments about our staff:* Nate was beyond excellent. From start to finish, I didn't worry about anything. The experience was beyond sad, the service was impeccable. Kudos to the men with him—you hardly knew they were there.

*William R. Sullivan, Son of James R. Sullivan*

*Your comments about our staff:* Nate took care of everything and he did a great job.

*Would you refer us to others?* Yes. The service was really nice. We were pleased with how nice everything went.

*Mrs. Doris Wecker, Widow of Gordon B. Wecker*

*Your comments about our staff:* Professional, personable and caring. Things I remember—a hand offered as I exited our car at the cemetery, Nate Ray quietly guiding us through the service—he was always nearby to help when needed, but never intrusive.

*Would you refer us to others?* Yes. A friend commented that our family put the FUN in funeral—the wonderful Heffner staff helped make a sad day, a day to remember the wonderful spirit and life of my father, rather than concentrate on our loss.

*Additional comments:* I've attended too many services where the staff looks, dresses and acts as though they are actors in a bad movie. The neat, tailored appearance of the Heffner staff was a refreshing change. Even though the roads were wet and slushy, the procession vehicles were amazingly bright and clean. I can think of nothing to be improved upon. Sincerely,

*Linda K. Phiel, Daughter of David S. Kime, Jr.*

*Your comments about our staff:* Nate was very thoughtful and sincere.

*Phyllis D. Kilburn, Niece of Evelyn R. Irwin*

*Your comments about our staff:* It was a pleasure working with Nate. Everyone we met was very pleasant, friendly and professional. The family was especially happy with the way Mother was prepared for the viewing. It was good to see her looking like Mom again.

*David W. Fuhrman, Son of June A Fuhrman*

*Your comments about our staff:* Matt Morris was so thoughtful and helpful as we planned the service and gave us all the time we needed. I did not feel rushed in any way. He gave us options and let us take our time to decide. Nate was right there the morning of the service and took care of everything we asked for.

*Would you refer us to others?* Yes. Your caring and professional service was appreciated by the whole family. I will tell others your facilities are first rate.

*Sandra L. Medland, Widow of William L. Medland*

*Your comments about our staff:* Concerned, solicitous, but not pushy. Decorous but not stuffy or distant; personable.

*Would you refer us to others?* Yes. It was our Mother's wish to have her final arrangements handled by Heffner's. We were satisfied with our Father's arrangements in 1999, so we did not hesitate to comply with Mom's request. Nate, our contact, was helpful with all the details, explained everything clearly, and made what could have been a difficult situation easier for us to handle.

*Roberta E. Rishel, Daughter of Dorothy J. Rearich*

*Your comments about our staff:* Nate was excellent and went above and beyond what we expected. He was so helpful and was willing to do extra. All of the other staff members were pleasant and helpful. Nate was so unhurried and willing to chat as we made the arrangements. We never felt pressured.

*Would you refer us to others?* Yes. The facilities are beautiful and clean. The staff was willing to do everything to accommodate our needs and wishes. The services go beyond what we were expecting.

*Name Withheld by Request*

*Your comments about our staff:* Everybody on your staff are wonderful. I had dealt with Nate previously and we absolutely loved him and his service. Matt fulfilled everything we needed and I was pleased to find that he was just as great as Nate. You have a wonderful staff there. Thanks.

*Name Withheld by Request*

*Your comments about our staff:* My Father and I were assisted by Nate Ray. He was wonderful. He answered all our questions and gave us additional information I would not have known to ask. Again, Nate was wonderful and it made the process much easier. Thank you.

*Would you refer us to others?* Yes. Nate Ray was wonderful. I would recommend others to your organization.

*Anne E. Solter, Daughter of Lillian B. Solter*

*Your comments about our staff:* Nate was very professional and handled the entire affair with dignity and grace.

*Name Withheld by Request*

*Your comments about our staff:* Nathan Ray did an outstanding job in taking care of all our needs.

*Name Withheld by Request*

*Your comments about our staff:* Nate did excellent service.

*Delvin G. Miller, son of Hilda G. Nessly*

*Your comments about our staff:* All staff members were courteous and helpful. All my questions were answered promptly.

*Would you refer us to others?:* We had a very positive experience with Nate when my Father died in September; therefore, we requested that he be in charge of Mother's funeral too. Once again, we were very pleased. Nate is very professional. He knows when to take charge and when to remain in the background. He has a very quiet, relaxed manner. He honored our wishes, but he also made suggestions when he thought there was a better way to do something. We really appreciated that.

*Nancy Anthony, daughter of Ruth H. Wolfgang*

*Your comments about our staff:* This is the third funeral in a little over a year. Nate continued to hold the bar high and exceeded expectations! I got several comments on how well "I" did making the arrangements. I am here to tell you, that Nate and staff deserve all the credit. Thank you!!

*Would you refer us to others?:* Heffner staff has been a huge part to making a traumatic event a little easier. This has been the third funeral in a year. While not something I would elect to do again, you helped to make that easier. Heffner's organization continues to demonstrate they have quality staff and processes. While I don't "look forward" to needing you again, when I do it will be my first call. Thank you again.

*John C. Place, son of John L. Place*

*Your comments about our staff:* To Nathan Ray, Thanks for everything. You really helped us get through this difficult time.

*John H. Ettinger, son of June M. Ettinger*

*Your comments about our staff:* From the very beginning (walking in the door) until the very end, left my family and myself more than satisfied and pleased, and Nate was the icing on the cake. 😊 Thank you ALL.

*Deborah Orr, niece of Lafair A. Horton*

*Your comments about our staff:* It was a pleasure to work with Nate. He let my brother and me make the decisions and only gave his opinion when we asked for it. He was very professional and had a very quiet, pleasant manner. He responded promptly to my phone calls.

*Would you refer us to others?:* This is the first time that I had the responsibility of making funeral arrangements. The experience was an extremely positive one. When I had questions, Nate or another staff member responded promptly. I'm very pleased with the Memory Book. It was laid out beautifully. I especially appreciated the noteworthy achievements and the pictures that were chosen to illustrate each part as well as the poetry that was included.

*Nancy Anthony, daughter of Millard H. Wolfgang, Jr.*

*Your comments about our staff:* Excellent! Excellent! - Very thoughtful and caring. One step ahead with everything! We can't say enough good things about Nate.

*Would you refer us to others?:* Yes, relatives and friends were impressed with your level of service.

*Sharon Loy, Widow of David H. Loy*

*Your comments about our staff:* Nate was very helpful and courteous and helped me very much. He is a very sweet and considerate employee. Don't ever get rid of him; make him a partner. He really knows his stuff.

*Would you refer us to others?:* The respect and courtesousness I received when my husband died unexpectedly was unexpected. It was like he (Nate) was a part of the family.

*Name Withheld by Request*

*Your comments about our staff:* Nate Ray is excellent. He was very down to earth with us and made us feel very comfortable considering the circumstances. This was our first experience and he handled it perfectly. He is an asset to your service.

*Mary Martin, daughter of Betty G. Schober*

*Your comments about our staff:* They were outstanding from the office staff, to Betty and Nate, as well as John and assistants.

*Would you refer us to others?:* If you want your final arrangements to be done by professionals, then Heffner Funeral Chapel would be the ones to handle them.

*John Mingora, Widower of Charlean Mingora*

*Your comments about our staff:* I cannot say enough about how wonderful Nathan Ray is!! This is my third experience with Nathan. In 2006, my 26-year old brother, died suddenly, and Nate was there for us; in 2008, my close uncle died, and Nate was there, and finally in 2011, my Father suddenly passed away and thank God, Nate was there!!!

*Would you refer us to others?:* Yes, Always do! I referred my cousins to you and asked for Nate. I cannot imagine going through another funeral without him! Nathan definitely needs to be recognized for his calm, caring, and professional manner in which he presents himself.

*Additional comments:* I want to thank Nate for everything he has done for me and my family. My Father looked so sharp in his Marine blues! I still cannot believe that he was able to get him in it! I do not know (or want to know) how Nate got my Father to look so good! This was the first time I could ever truly say that someone looked good, and like their self at their funeral. Nate: If my Dad was here he would say "thank you" and salute you! I must say that you are wonderful at what you do. I do not know how anyone could do your job! Thank God there are people like you doing it. You are surely doing your calling. You deserve a huge raise as far as I am concerned! They could never pay you enough for what you do for people that are going through such grief & loss. God bless you, and thank you so much for making one of my most horrible times turn out to be so beautiful and meaningful.

*Sharon Mason, daughter of Barry Roseberry, Sr.*

*Your comments about our staff:* Nathan gave us peace of mind and took care of our every need at a time we needed guidance most.

*Would you refer us to others?:* Yes, I would, because at such a difficult time, Heffner's took care of us, and helped us in a caring and compassionate manner. They made sure everything was done, as it should be.

*Wendi Macneal, Widow of George H. Macneal III*

*Would you refer us to others?:* Nate answered all my questions or concerns. He returned my calls promptly. He was very helpful I my time of need with the preparation of all the arrangements.

*Tammy Murphy for Clarence R. Crawford*

*Your comments about our staff:* Very professional and well organized. No issues. Nate was very friendly and helpful

*Name Withheld by Request*

*Your comments about our staff:* We worked with Nate, and he was exceptional! He was so kind and so very compassionate, not only to those of us making the decisions, but also to those who attended the visitation and service. Quite a few people mentioned their observations to me.

*Would you refer us to others?:* Absolutely! Every need was known and addressed before we expressed our thoughts. There was not a single detail left hanging, and the thoughtful care for our emotions was superb! This is the 1<sup>st</sup> funeral in which I have been involved with the planning, and I can't imagine any other approach as being considered. Thank you, Nate! Nate made a very stressful situation one of calm and comfort. Our entire family is profoundly grateful!

*Deb Golden, daughter of Donald M. Knipple*

*Your comments about our staff:* Very nice to work with.

*Would you refer us to others?:* Nathan Ray was wonderful to work with!; Very helpful and understanding. Beautiful place.

*Harriet Arnold, very good friend of William F. Mueller*

*Your comments about our staff:* Everyone went out of their way to make sure we were understanding everything, and making us as comfortable as possible.

*Would you refer us to others?:* My father-in-law worked at Heffner's before his death. He spoke very highly of everyone. His opinion weighed heavily with us.

*Additional comments:* Thanks to John Katora for spending an evening with us for prearranging Uncle Tom's funeral. Nate and the intern were very gracious to the family. They prepared the identification viewing for us at a moment's notice. Thank you all,

*Robie and Donna Rawhouser, family of Lee T. Amsbaugh*

*Your comments about our staff:* Everyone I spoke to at Heffner's was kind, thoughtful, and helpful. Nate made my family and myself feel comfortable with all the decisions we made. He made a difficult time as easy as possible for us.

*Would you refer us to others?:* 1) I am so very thankful that we had made so many decisions ahead of time.  
2) I am grateful for the way Nate cared for my family.

*Carol Sizemore, Widow of William R. Sizemore*

*Your comments about our staff:* Always impressed with your facility and we think Nate is the greatest!

*Ginger King, Mother of Jeffrey C. King*

*Your comments about our staff:* I just want you to know what an asset you have with Nate. He really has the kindness and compassion that a job like this requires. Thank you so much.

*Frances M. Drawbaugh, sister of Jeffrey F. Sharp*

*Your comments about our staff:* Your staff was very kind, and helpful and was there to serve, and to ease you through your sorrow. Nate was a wonderful person to talk with and was there for you.

*Would you refer us to others?:* The thoughtfulness of your staff was beyond what is expected. Knowing the kindness and the sympathy shown to us, we would recommend your services.

*Doris Meisenhelter, Widow of Phares D. Meisenhelter*

*Your comments about our staff:* Nate and your staff were excellent.

*Joel E. Sponsler, Widower of Doris E. Sponsler*

*Your comments about our staff:* Nate Ray was extremely polite, professional and helpful.

*Would you refer us to others?:* Yes, because of staff and facility.

*Robert Zarfoss, son of Pauline E. Zarfoss*

*Your comments about our staff:* We worked mostly with Nate, and he did an outstanding job; most courteous, to convey her appreciation in Nate's manner, since I was filling out the survey.

*Would you refer us to others?:* Yes, we also were impressed with Nate's preparation of my Father. Mother was so glad she did view Dad. She had requested a closed casket, but when I wanted to view, Nate said I could before the service, so Mom wanted to go back with me – When I spoke with her the next day – her comment was – “I'm so glad I decided to view Dad – he looked so good – peaceful – a more pleasant memory than that in the E.D”. Nate made a very sad situation more bearable to address.

*Bonnie L. Doelp, daughter of Norman R. Lauer*

*Your comments about our staff:* Nate was very helpful and made a very difficult time much easier. He was very accommodating and my husband's service was done just as I requested. I was just joking about hanging my husband's prized deer in the chapel, but Nate said we could do anything we wanted. People were amazed at what we were allowed to do and it just made the service more personal and special for our families. Chris's service was very uplifting and was truly a celebration for his gifts and of his life and for that I am truly grateful for Nate's help and support.

*Robin Lakata, Widow of Christopher Lakata*

*Your comments about our staff:* Nate was the person taking care of all my needs. He was very helpful in every way. I really appreciated all that he did for me. Thank you Nate.

*Would you refer us to others?:* I would refer you to others because everybody was so helpful to me because I had no clue as to what to do.

*Darlene Eisenhower, daughter of Charles W. Dell*

*Your comments about our staff:* Nate and staff were very professional and courteous. Everyone was very helpful. We would highly recommend you to others.

*Jane Graham, Widow of Terry E. Graham*

*Your comments about our staff:* Nate did a wonderful job and was extremely personable and professional.

*Fred Bingaman, stepson of Floyd E. Nestler*

*Your comments about our staff:* Nate and your staff provided an excellent service for my wife. I couldn't have been more pleased.

*Additional comments:* I was pleased with additional effort. Thank you.

*Name Withheld by Request*

*Your comments about our staff:* All of your staff was very professional and helpful in every way. Especially Nate (Nathan Ray). He is an exceptional young man who helped us through a very difficult time.

*Would you refer us to others?:* Myself and others in the family have remembered that your service is outstanding and goes above what others have experienced.

*Lorraine Polk-Miller, Widow of Gerald R. Miller*

*Your comments about our staff:* We have worked with Nate Ray before and he was again extremely compassionate and helpful during these difficult times. He anticipated many of our needs before we even knew that we had them.

His sensitivity made Mom's passing more endurable. The office ladies and the assistants at the funeral were excellent as well.

*Would you refer us to others?:* I would recommend you for the same reasons listed above.

*Kim Shoemaker, daughter of Ruth Brockley*

*Your comments about our staff:* Nate was very good.

*Vonnie K. Davis, daughter of Agnes L. Davis*

*Your comments about our staff:* Nate was instrumental in making my Father's funeral go very smoothly and without any complications. I was taken care of along with my family members.

*Janice Wiley, daughter of Robert E. Starner*

*Your comments about our staff:* Everyone was wonderful, especially Nate and helper (Corky) knew your founder personally.

*Would you refer us to others?:* Beautiful surroundings and clean.

*Annabelle Brenneman, Widow of Dale M. Brenneman*

*Your comments about our staff:* Nate was terrific. Very supportive and kind.

*Name Withheld by Request*

*Your comments about our staff:* Our experience far exceeded our expectations. Nate handled every detail for us and was extremely attentive to our family's every need. We didn't have to worry about anything knowing that Nate was in charge. All the staff we dealt with were fantastic. Our entire family thanks you for all your excellent service to us during a difficult time.

*Reason for selecting us:* Appearance of your facility, beautiful, modern, tranquil.

*Would you refer us to others?:* Absolutely! Our family was so impressed with how smoothly my Mother's funeral was handled. Your facilities are excellent – beautiful, modern and every tranquil with the fireplace, bird aviary, and large foyer. The staff is beyond compare in providing excellent service in a professional manner. We feel Heffner's is the best in York. Thank you,

*Rosemary Sieffert*

*Your comments about our staff:* Nathan and staff were wonderful. They eased our concerns and wishes and made the process much more bearable.

*Would you refer us to others?:* You have handled a number of services for us (unfortunately), and they have all been very good.

*Additional comments:* Nathan, Thanks again! Your style and demeanor were exactly what we needed! Thanks. Jamie, Kim, Stacie and families.

*Jamie Ellis, son of Candace J. Ellis*

*Your comments about our staff:* Very professional, yet very personable.

*Would you refer us to others?:* I walked in with out a clue of what to do and was directed step by step. At such a time, everything was explained, choices given, offered a comforting feeling. Made the experience as easy as possible. Again, Nate, thank you so much.

*Martha Hogan, Widow of Michael J. Hogan, Jr.*

*Your comments about our staff:* Excellent, professional staff, especially Nate. He was so kind and compassionate. Everything was handled smoothly and flawless. Guests attending the funeral commented on the beautiful chapel and the attentive staff.

*Would you refer us to others?:* Definitely! I have never seen a funeral home that takes such good care of your loved one and also provides wonderful support for the family, even after the services. This was such a stressful time for the entire family, but your staff took great care of everyone.

*Suzanne Dillie, Widow of Curtis Dillie*

*Your comments about our staff:* Nate did an excellent job arranging wife's burial in another state. Funeral Director was very pleased with your preparations and coordination of services.

*Ed Salsbury, Widower of Deborah Salsbury*

*Your comments about our staff:* Everyone that I had contact with was very helpful. Nate was very helpful and answered all our calls and questions.

*Would you refer us to others?:* The service was great.

*Dora R. Stover, Widow of Henry Stover*

*Your comments about our staff:* Have nothing but wonderful things to say about Nate. He was helpful, sensitive and very understanding!! 100%

*Would you refer us to others?:* I would, and have, told everyone I know what a wonderful service you've provided for myself and family!

*Kristie Rineer, mother of Baby Rineer*

*Your comments about our staff:* We were very pleased with Nate. He could not have been more kind or patient and everything went very smoothly. He was very helpful at guiding us through a difficult time, without putting on any pressure. I would feel comfortable highly recommending him.

*Terry Koontz, daughter of Yvonne Ness*

*Your comments about our staff:* Job well done

*Additional comments:* Please extend my thanks to Nate. Most of the services were arranged via e-mail, telephone, long distance, which makes things somewhat more challenging. He made the affair as easy as possible and it was appreciated. Thanks, Elsie

*Elsie Schaszberger, daughter of Anna Schaszberger*

*Your comments about our staff:* Nate was outstanding!

*David Alvey, son of Eleanor A. Alvey*

*Your comments about our staff:* We were well pleased with your staff and their continence during this very difficult time. Nate Ray did an excellent job and I will recommend him to anyone that asks me for a reference. I appreciated him so much. He was very thoughtful and helpful in every area.

*Additional comments:* Hats off to Nate. Thanks, we love him!

*Shirley Ott, mother of Timothy P. Ott*

*Your comments about our staff:* Very pleased with Nate's handling of everything from initial consultation to cemetery service. Went out of his way to fulfill my and my sister's requests. Had no problem with special photo requests.

*Would you refer us to others?:* Yes, very much so. Thanks again for your fine company and dedicated employees.

*Clarence (Deak) Stagemyer, son of Margaret Stagemyer*

*Would you refer us to others?:* We were treated like your own family and I can never thank you enough for the wonderful way you made Bruce look. Thank you from my heart. Nate was wonderful to my family.

*Connie Weirich, Widow of Bruce A. Weirich*

*Your comments about our staff:* Nathan Ray was exceptional in the way he carried out his duties and went above and beyond what we expected. Not only was he courteous, but very professional and made this difficult time much easier for our entire family.

*Kim Smith, sister of Charlaine Hoffheins*

*Your comments about our staff:* The staff at Heffner's is outstanding. The privilege to work with Nate during this time was truly a blessing to us.

*Would you refer us to others?:* I was so impressed with your services and staff that I would recommend you to anyone and would ask them to request Nate.

*Additional comments:* Thank you to all employees of Heffner's for making all of our desires for Cheree's service happen. It was truly a pleasure to work with people who made this most difficult of times much easier to bear. Any request we made was received with an outstanding "Yes". Thank you again for a great job. Your kindness and thoughtfulness will be remembered for a lifetime.

*Kandi S. Ness, for Cheree Fahringer*

*Your comments about our staff:* Everyone was so kind and accommodating. The recommendation of Pastor Starr was perfect. The ceremony could not have been nicer. Nate was wonderful with the funeral preparations and the entire process. Thank you to all.

*Joan Hassell, Widow of Norman H. Hassell*

*Your comments about our staff:* We had made some preliminary arrangements with Nathan Ray who was very helpful and answered many questions we had. Nathan was out of town the weekend my wife passed away and Todd Eckert handled the final arrangements. Todd did an outstanding job for us. Excellent job; Thanks to all.

*Robert Dale Shively, Widower of Nancy G. Shively*

*Additional comments:* I dealt with Nate throughout my difficult experience and he was gentle and kind and did all he could to make things go easier for me. Thank you, Nate, so very much.

*Doris H. Ritter, daughter of Helen Stebbins*

*Additional Comments:* The night they came for Vern at our home, I felt very confident, knowing he was in good hands. Thanks to Nate and John, very professional, caring and compassionate.

John and all those who worked the funeral and committal service did an excellent job. Equal credit goes to the office staff.

I received a lot of positive feedback, which made me feel proud, that I am part of the Heffner family.

*Ardie, Widow of Vernon L. Gentzler*

*Your comments about our staff:* Nathan Ray, was very helpful & always willing to do whatever we needed. I will be in future contact because of my ill brother. Thank you, for everything.

*Would you refer us to others?:* Everything was explained in detail. Made the transition easier.

*Tina Batzel, daughter of Thresa Kline*

*Your comments about our staff:* They were the BEST, especially Nate. He was the finest young man I had every met.

*Would you refer us to others?:* If ever you need a funeral chapel, just call Heffner's, they help you with everything, they make it so easy, just call Nate, he knows his job. Thanks, Nate for being so kind and helpful to me.

*Norma J. Pritts, Widow of Charles Pritts*

*Your comments about our staff:* My Father's passing took us all by surprise. It was something we knew would happen someday...just not yet. My Mom especially was not prepared for the morning of March 21, 2007. Thank you Nate for your compassion and your patience as my Mom had some very difficult decisions to make in the midst of the extreme loss and pain she was experiencing from the death of my Dad, her husband of 53 years.

*Would you refer us to others:* My Mom still talks about how well Nate took care of things. He even thought to have the men there from the V.A. to present Mom with a flag. Thank you Nate, for honoring Mom & Dad in this way!

*Joannie Smith, daughter of Harold & Doris Smith*

*Your comments about our staff:* Nate was very professional, very calming & very helpful. He was so kind.

*Elisia Cassell, granddaughter of Victoria Q. Baublitz*

*Your comments about our staff:* Nathan Ray, touched our hearts deeply. He was so sincere & helpful in so many ways. He added that extra personal touch that comforted us all. Nate, you are such a wonderful person, who will live in my heart forever.

*Bonnie Eckenrode, Widow of John Eckenrode, Sr.*

*Your comments about our staff:* Very professional and also personable.

*Additional comments:* The day of my Mother's funeral, 2/14/07, there was a terrible snowstorm. The staff worked with us to see that everything was completed that day. We were very pleased with Nate. He was very pleasant to work with and very accessible. I am glad my parents had everything prearranged and with your company.

*Carolyn Sourbier, daughter of Grace Sourbier*

*Your comments about our staff:* The staff was kind, caring and patient. They carried out every request I made to my complete satisfaction. Nathan and Kim helped minimize my grief at a difficult time.

*Would you refer us to others?* You provide a complete and satisfactory service.

*Additional comments:* I utilized your service when my Mother passed away in 2004 and currently for my husband. Just knowing all aspects of the arrangements will be professionally handled is a great comfort. Thank you.

*Pat Fischer, Widow of Louis F. Fischer*

*Your comments about our staff:* Nate was very professional in all ways. He served our family in a courteous and sympathetic manner.

*Additional comments:* Thank you for everything!

*Mary Jane McLaughlin for Harry J. McLaughlin*

*Your comments about our staff:* A special Thanks to all, especially Nate. He made me feel comfortable discussing the fact that my wife did not want a large expensive funeral and respected that.

*Kim Louis Happl, Widower of Geraldine G. Happl*

*Your comments about our staff:* Nate Ray was very accommodating to our family in every way. Very low key, but you knew he was there. Friendly and reassuring, Thank you Nate.

*Additional comments:* Your staff at the viewing was very polite, doing a good job, and friendly. Sincerely

*Matt Plowman, son of Iris L. Henry*

*Your comments about our staff:* Excellent – made everything easy – sure helped a lot with our stress level. Nate has a calming effect – which works well with stressful situations.

*Connie Dennis, Widow of Robert L. Dennis*

*Your comments about our staff:* Nate was excellent in his professionalism, guidance, and help in every capacity. Highly recommended!

*Pamela Chubb, daughter of Alma Shore*

*Your comments about our staff:* Nate did an excellent Job. DWD

*David Hassler, Widower of Dorothy Hassler*

*Your comments about our staff:* Everybody was so nice to our family. Erika was really great. Every time I had to stop at the office, she would come out and give me a hug; that made me feel good. Nate was very nice also. We worked with him for my Dad's funeral. He came and talked to us at my Mom's funeral. That really meant a lot to know he remembered us. Again, everybody was so great.

*Carol Bupp, daughter of Dorthy Crumling*

*Your comments about our staff:* Nate Ray did an extremely professional, helpful and respectful job managing my father's funeral. I really appreciated everything he did and his attention to our wishes.

*John W. Sherwood, son of Thomas Sherwood*

*Your comments about our staff:* Nate was very professional & helpful to us. We very much appreciated him picking up my Aunt's brother & his wife who didn't have a way to come to the funeral home.

*Betty L. Stambaugh, niece of Margaret R. Jones*

*Your comments about our staff:* Nate Ray was personable, professional and compassionate. He was very helpful during this difficult time.

*Sharon Smith, daughter of Irene F. Senft*

*Your comments about our staff:* I was very impressed that two gentlemen came in the very early hours of the morning dressed in suits, very professional and comforting, and covered my father's body with a flag when they took him out. It made a difficult moment, much easier to bear. (Thank you.)

*Would you refer us to others?:* Yes, Heffner's did my mother's service in 2004, and we were pleased also. For Dad's funeral, we had Nate, and I have to say when I first saw him – he looked so young; I was a little apprehensive. He was, however; very knowledgeable and professional; and did a very good job.

*Susan Warner, daughter of Lloyd Graff*

*Your comments about our staff:* Nate was very professional, but we all knew it was more than just his job. He was very kind, courteous and caring. He took care of our every need.

*Would you refer us to others?:* Yes, I would. It was a terrible time for our family, but our experience at Heffner's was very positive. Nothing with funeral added any more negative in our life during that time.

*Additional comments:* Nate was everything you would want during a death in the family. I know it is his job, but we never felt like that as he took care of us. If all of your people are like Nate, you will have a great staff. Kim and Barb were always kind and helpful whenever I called. It was like I was never a bother; that was truly appreciated. Thanks, Brad Hankey Death is not a pleasant experience, but dealing with you all was.

*Brad Hankey, brother of Kelly Aldinger for Ryan L. Rohrbaugh*

*Your comments about our staff:* I found everyone to be courteous and professional.

*Additional Comments:* This was my second experience with Heffner Funeral Chapel in just under fourteen months. Todd handled my mother's services in February 2005, and suggested pre-arrangement for my father who was not in good health. After moving my Father to New Jersey to be near me, and after life settled down a little, I contacted Todd. He helped me with the pre-arrangement for my Father by phone & mail

When my Father died this April, it was a great relief to know everything was taken care of. This time Nate coordinated and kept in contact with me. Nate also was very courteous and professional and managed everything very well. It was a great comfort to know I could depend on your staff. Sincerely,

*Janet Wagner, daughter of John F. Seim*

*Would you refer us to others?:* Nate was so helpful, I'm not sure what I would have done without his help! Thank You! (NATE)

*Kymerly Culbertson, Widow of J. William Culbertson*

*Your comments about our staff:* Nate, our thanks to you and all of our hard work. It was very greatly appreciated. Our flexibility and respect for our unique situation made a hard situation go so much smoother. Thank you for everything.

*Robert S. Bashura, son of Jennie Bashura*

*Your comments about our staff:* First-rate, outstanding-what more can be said? The staff's attention to detail & our needs at such a difficult time was tremendous. I would certainly recommend your services.

There are no words that can truly express our "thanks" to your staff. All of the staff that we had contact with – Nate, the parking attendants, the office staff and the attendants at the viewing and church service were both compassionate and attentive to our needs at such a difficult time. Nate Ray was kind, caring and responsive to our desires. He is an exemplary person and as such, should be acknowledged for his personal and professional manner at which he presented himself. He never failed to handle any detail with less than 110%.

In closing, let me once again say "thank-you" to your superb staff for making such a difficult time easier. God Bless.

*Kimberly A. Boyle & family for Robert E. Boyle*

*Your comments about our staff:* Outstanding service from Nathan and Erika. All others in charge of procession and internment duties were excellent. Thank you.

*Janet Berkheimer, sister of Sara Bailey*

*Your comments about our staff:* I was extremely pleased with the services and attention to detail provided. Nate Ray was competent and professional and displayed extreme sensitivity when coordinating arrangements with another elderly family member.

*Would you refer us to others?:* All arrangements were handled in a professional and timely manner,. The arrangements were pre-arranged – there was no prssure to “sell or upgrade products/service previously selected.

*Nancy D. Duran, niece/POA of William Dougherty*

*Your comments about our staff:* Erika & Nate were very helpful & professional. In fact, everyone we came in contact with was respectful & caring.

*Darla Liddle, granddaughter of Ida A. Ellwein*

*Your comments about our staff:* Nate was attentive and fantastic and very helpful – even with small details.

*Would you refer us to others?:* Helpful in every way.

*Allen Livingston, son of Ellen Livingston*

*Your comments about our staff:* From the first call, ,which was Thursday, before my husband’s death on Sat. 10/15/05 to talk about arrangements to the gentleman who came to the house for his body, everyone courteous and professional. Nate Ray who came to my home to make arrangements, to the funeral service, absolutely wonderful, professional, friendly, easy to talk to, besides other things, he even made a bouquet of flowers from the arrangement at the funeral for us to take to N.C. for the burial service, which we did. Thank you Nate for all you did. You make it perfect and relaxed to talk to.

My husband and I attended a funeral service there about 2 years ago. Upon leaving he told me when he dies there is where he wanted to have the service.

It’s very beautiful, which under not very easy circumstances, makes it easier and lifts your spirits, besides the professional attitude of all the staff. The chapel is like a church setting, as I heard several comments, which made it very pleasant surroundings.

Reputation for Heffners is well known for it’s excellence in this area.

I remember a statement you made “there is no right or wrong in handling a funeral, it’s what the family desires, and you would do your part to make it happen”, and you did. Thank you so very much.

*Faye Moore, Widow of William F. Moore*

*Your comments about our staff:* Your staff were excellent and very caring. They were very well groomed and thoughtful. Nate was so kind when they came to take him. I will never forget him. A very nice young man.

*Would you refer us to others:* Everybody was so kind and went out of their way for the family. The service was very nice and the packet that was given to me in the white leather case was outstanding. I wouldn’t have anybody else. I tell my friends that Heffner’s are very kind and have the nicest people working for them. They were all superb. Everything was handled with the greatest of class. I am very happy with everything. Sincerely,

*Mrs. Doris Senft, Widow of Kenneth Senft*

*Your comments about our staff:* I can't say enough about how excellent your help and service was at this difficult time of our lives. Nate Ray did his job well above expectations. I appreciate all the things you did for me and my family.

*Would you refer us to others:* Due to your excellent service and caring I would have no reservations referring you to anybody. Great Job. I would just like to say Thank you very much for all you did for my Dad, me, my family and everybody involved, either at the funeral or in caring for him before his passing. If I had to do any of this over again, I wouldn't change a thing. Thank you very much, Sincerely,

*Russell L. Snyder & Andrew F. Snyder's family*

*Your comments about our staff:* Polite, courteous, attentive, informative, pleasant,...really did a "wonderful" job with the picture used for the prayer cards, thank you cards, & obituary. Excellent job with the keepsake book.

*Would you refer us to others:* Excellent services for John Felix under "Ray" as Director. Excellent services for Wanda Felix under "Matt" as Director.

*Jenny Reyes, sister of Wanda Felix*

*Your comments about our staff:* Your Funeral Director – Nathan Ray – did a great job. His service was outstanding, he did a great job, his assistance help was great.

*Would you refer us to others?:* Your method of handling private viewing is very outstanding, my family was very much pleased.. Thank you kindly,

*F. Nestler, Widower of Mary Nestler*

It was extremely helpful to have Mr. Ray assist me through this unfortunate time. He is a great asset to your business. Thank him again for me, D.F. Munchel.

*Donald Munchel for William Hertz*

Nathan Ray handled it very professionally. They were prearranged years ago.

*Jean L. Dodrer Widow of Kenneth Dodrer*

Nathan and your fellow employees! We were treated very personable and your niceness was exceptional! Thanks again,

*Gini Culbertson, Widow of Robert Culbertson, Jr.*

Nate was very thorough, considerate, professional, and provided excellent service to us, and Ernie, Thank you for being there to greet me after my final visit with my father. Pam

Excellent compassion, consideration shown for the needs of the family.

*Pamela Chubb daughter of Harold L. Shore*

I worked with Nathan Ray and would recommend him highly. He was very helpful and sympathetic. A beautiful facility and wonderful staff.

*Susan Emig, daughter of Joseph Evers*

Nate was my only contact and he was above excellent.

*Karen Wagner for Kennard Sussman*

Your staff was wonderful to everyone, both at the viewing, funeral and burial. Especially Nathan Ray, he took care of everything.

I would refer you to others because everything was perfect.

*Kathryn L. Newcomer, Widow of James E. Newcomer*

We worked with Nathan – he was a fantastic funeral director! All bases were covered and we were made to feel like the only people he was working with. All staff at the service were very professional and courteous.

*Anne Harnish, daughter of Dr. Robert L. Kerns*

Nate, We would like to say a huge “Thank you” for making the loss of our Mom a little easier. You did an “awesome” job with everything! The bagpiper was a great idea. You really have a special quality about you, and you’re very well versed in what you do. We all appreciate you very much. Many blessings to you &

*Lori, Abbi. Ann, Chris & Cathy (Dorothy Prescott’s family)*

Nate was super. He went the extra mile and more to be helpful. As was Ardie, who is a very special person. There were others whose names I can’t remember.

*Mary E. Wantz for Clarence E. Wantz*

Your staff was very caring when they came to pick up Roy at the home. I would recommend you to others. You did a marvelous job. Everyone was so kind. I had a lot of good comments on the beautiful service. I think you have the best staff that I ever saw at a funeral. Your people are so very kind and thoughtful as to the feeling of people that are going thru a sad time. I really appreciate everything you have done for me and my family. I think Nate should be commended for his services. Thanks.

*Doris M. Henry, Widow of Roy Henry*

They were very professional, helpful, courteous. They helped make suggestions that were very helpful to the family. Nate was very honest and up front. He made himself available to us to call or ask questions anytime. He served in a capacity that was exemplary.

Your facilities were very clean and warm feeling. The size to handle a lot of people. From the door greeters to the care takers, everyone did a professional job. They were very compassionate and understanding of our grief. Your staff did an outstanding job. Many people commented on your staff and the services you offered. Nate took care of everything. He took a lot of the burden off of us.

I’d recommend you to anyone. We plan on having our arrangements done there.

Nate worked hard with the Florida authorities to get Mother & Dad back home. He went over and above what other directors would have done. He kept us informed with what was going on. He did an excellent job making their bodies presentable enough to have a viewing. Family and friends needed closure. He tried to prepare us for the worse, but did his best to help us in everything. He took the time to distribute a lot of the extra flowers to nursing homes and hospitals.

Thank you for hiring such an excellent staff! We received friends and family for almost 6 hours (even though it was only supposed to be 3) and your staff was very gracious and courteous to us. Thank you! The little extra things were very nice too-the book, the laminated obituaries, the service folders, the thank you cards, you mailing those cards for us, etc. We got a lot of good comments on all those things! People were impressed and so were we.

*Tom Zirkle, son of Floyd & Naomi Zirkle*

Your staff was most professional & caring in all respects. Mr. Nathan Ray, in particular, was outstanding. He allowed us time to grieve, to commiserate and prodded us when we needed prodding – all with care and compassion. Well Done.

*Charles Stackhouse, Widower of Merry Stackhouse*

Nathan was a great help and comfort to us in this difficult time. He was all of the above and more. I was very confused and in tremendous grief and Heffner's made it very dignified and the pre-arrangement and the funeral director Nathan made it a little easier. I would definitely refer Heffner's to others.

*Rozella M. Eisenhower, Widow of Chauncey*

I felt at ease knowing everything was taken care of. Nate was very informative about everything. We did not need to do anything except what he asked us to do. Thank you for putting the Crone family at ease. God Bless.

*Trevadell M. Landis for Wilmer A. Crone*

Nathan and the staff were very understanding & courteous. Everything that was requested Nathan honored. He went above and beyond his duties.

*Justina K. Heffner, Widow of Donald*

Nathan Ray was so helpful in our time of sorrow. He listened and answered my questions. Very thoughtful to my mother & my family.

*Faye Rinker, daughter of Robert Spangler*

Nate went above and beyond the call of duty. No one has been as helpful or as sweet as you have been. My Mother was deeply impressed by you and that is not easy to do. With sincerest gratitude,

*Stephanie Watson & family of Philip Watson*

Nathan was a god sent to us in our time of sorrow, we will always be thankful for his understanding and compassion.

*John Evitts, Widower of Charlean Evitts*

Nate did an EXCELLENT job.

*Norman R. Rogers, son of Dorothy Rogers*

We were very comfortable with Nate. He always returned our calls promptly & was very helpful. The service that was provided was very comforting to our family.

*Terry Koontz & Yvonne Ness, daughter and Widow of Austin Ness*

The entire staff that interacted with me was very helpful and presented themselves in a professional manner. Nate was especially helpful and very professional in handling my entire funeral experience. He was flexible and added a personal touch during a difficult time.

*Steve Beichler, Widower of Suzanne Beichler*

Everyone was so helpful and nice. Nate was exceptional. Thank you all.

*Linda Harper, Widow of Robert Harper*

Nathan Ray gave the family a relaxing and supportative event. We are well pleased with his work and support.

*Harry Shermeyer, Jr., brother of Carl Shermeyer*

Nate conducted himself in a very professional manner, any additional arrangements that had to be made were done as quickly as possible with as little burden to me as possible. I already shared this with Nate, but he did an excellent job. I would recommend him to anyone.

*Steven P. Wilson*

Nate and Todd were both caring, compassionate professionals. Please let them both know that even in the midst of such emotional upheaval, a kind touch, a warm hug and a genuine smile of comfort are appreciated! Several of my relatives and close friends have said that Dave's service is "exactly what I'd like to have when it's my time". That's high praise, indeed.

*Kathi S. Rogers, Widow of David Rogers*

Nathan was very professional & helpful. Also made us feel comfortable at an uncomfortable time in our lives. – professional & helpful staff - beautiful building & atmosphere.

*Carla Werner, Widow of Ray Werner*

*Would you refer us to others?* Yes. The staff always went above and beyond what was asked. Nate came in on his day off to help us with a CD we were having trouble getting to play. Everyone was sincerely interested in attending to every detail. "You have changed my mind about my final arrangements." Thank you.

*Suzanne Thompson, Daughter of Fern R. Hamberger*

*Your comments about our staff:* Everyone was very accommodating. I especially appreciate Nate's help during this difficult time.

*Gregory L. Coeyman, Brother of Jody L. Coeyman*

*Your comments about our staff:* Nathan was amazing. He was so caring to our needs.

*Lisa A. Fetrow, Daughter of Isabelle M. Musser*

*Your comments about our staff:* You went above and beyond the call of duty. Betty, Nate and the receptionist in Red Lion were all amazing and continue to help us in any way possible.

*The most important reason for selecting us:* My Dad always said to go to Heffner when he passed away.

*Debra A. Church, Daughter of James E. Uffelmann*

*Your comments about our staff:* The office staff was very kind and did a beautiful job. Also, Nate Ray was amazing with his kindness and attentiveness to our every need. He was very personable. His service was outstanding and over the top!

*Would you refer us to others?* Yes. The funeral home is beautiful and calming. Everyone was friendly and very accommodating to our family needs.

*Patricia A. Stern, Widow of Thomas E. Stern*

*Your comments about our staff:* The funeral director, Nate, could not have been any nicer. Very helpful! Everyone is professional and helpful. Great team.

*Would you refer us to others?* Yes. Definitely!

*Mrs. Linda Olphin, Niece of Pauline M. Gohn*

*Your comments about our staff:* All of the staff that we worked with were very nice. We especially appreciated Nathan Ray's cooperation and effort. He was able to accommodate us for the date we requested and we were very pleased with everything he did for us. Thank you so much.

*Name Withheld by Request*

*Your comments about our staff:* Nate made us so comfortable and was so understanding. I'm a firm believer that there is always something good in every bad thing if you only look. Well, we didn't have to look much since such a sad time was handled so well by the staff that we felt good in that sad time. Thank you.

*Would you refer us to others?* Yes. I've been to many services at your place in Red Lion and have always thought it to be a very good place—calming, caring, etc. When I came in to pay for Ronald's funeral, the lady was so very nice. It was like talking to a family member. Everyone was great down to the sweet man that was enduring the awful cold to park our cars.

Courteous \*  
Sympathetic \*  
Comfortable \*  
Spotless \*  
Warmth \*  
Dignity \*  
Respect \*

Excellent in every aspect.

*Mrs. Michele D. Sechrist, Widow of Ronald E. Sechrist*

*Your comments about our staff:* I would especially like to thank Nate Ray for his wonderful service to us. He did an excellent job and made this difficult time easier.

*Ms. Beverly Flinchbaugh, Daughter of Frederick S. Flinchbaugh*

*Your comments about our staff:* Nate did an excellent job. He made my sad loss a lot easier. Thank you Nate and Heffner's.

*Peggy S. Snyder, Niece of Velma E. Myers*

*Your comments about our staff:* Very helpful and warm staff from planning to finalizing. I have been to other funeral homes and your facility and staff are at the top. Nate was always very pleasant and warm.

*Would you refer us to others?* Yes. Very pleasant, relaxing atmosphere, clean and comfortable.

*Nancy Bahn, Daughter of Dorrine L. Smith*

*Your comments about our staff:* Could not have asked for better service. In every respect, Nate Ray handled our needs to the utmost.

*Anita A. Butcher, Widow of Jonathan L. Butcher, Jr.*

*Your comments about our staff:* Nathan did everything for us in his kind, friendly, efficiently professional way and helped beyond funeral arrangements. The whole family thanks him!

*Would you refer us to others?* Yes. Both places are lovely, the staff great in every way.

*Janet L. Sipe, Mother of Elaine K. Slick*

*Your comments about our staff:* !!!Excellent!!! Nate and his staff made our family feel very comfortable considering the circumstances.

*Would you refer us to others?* Yes. Definitely. Nate and the entire staff were excellent.

*Mr. John A. Markey, Son of Evelyn M. Markey*

*Your comments about our staff:* Nate, Louella and Megan were wonderful.

*Joanne E. McDermott, Daughter of Daisy G. Rexroth*

*Your comments about our staff:* Nate Ray was absolutely exceptional, showed genuine care and concern for our family. We worked with Nate a few years ago and will continue to recommend him highly.

*Would you refer us to others?:* Yes. We have already referred your services to others. Everyone on staff was courteous, helpful and kind.

*Ellen J. Gibb, Widow of William M. Gibb*

*Your comments about our staff:* With warm appreciation I would like to extend my thanks for the wonderful service. Every one of the staff is excellent – Nate Ray is very personable and he goes the extra mile with his clients. I appreciate all the advice and support given at this difficult time. Every one of the staff is very professional, extremely knowledgeable, great personality, shows compassion, educates clients, and displays strong communication skills. Thanks again for everyones helpfulness.

*Name Withheld by Request*

*Your comments about our staff:* I dealt with Nate at your Red Lion location. He made what was a very difficult time much easier. He was great to deal with. The service went smoothly and was a wonderful tribute. My sincere thanks to Nate

*Name Withheld by Request*

*Your comments about our staff:* Nate was sincere, always professional and tactful. He didn't rush us at our pre-memorial service meeting and he gave excellent suggestions to prepare Dad's obituary. He went out of his way to help the day of the service.

*Would you refer us to others?:* Yes, Olewiler and Hefner expertly assisted with making the arrangements for Dad's memorial service and handled many other important details associated with the loss of a family member.

*Additional Comments:* We appreciated and did not expect other, what we considered to be "extras" Based on our experience, we believe Olewiler and Hefner to be at the forefront of providing the very best funeral and crematory services. Thank you all,

*The Shaull family, for J. Robert Shaull*

*Your comments about our staff:* Our experience from the beginning with John Katora helping with the preplanning for Mom, to the day of Mom's service with Nathan Ray, was very good. Nathan and the staff involved were very helpful in planning and coordinating the second service for Mom in Milwaukee, Wisconsin, all went well and the Chapel in Milwaukee praised the work done in York. Thank you all!

*Additional comments:* Thank you all for your efforts! Megan, thank you for the preparing of the C.D. It will be a great keepsake for generations to come. We used it for the second service as well in Milwaukee. The whole staff was truly a blessing.

*Henry L. Guenther and Peggy L Guenther*

*Your comments about our staff:* Nate and your whole staff treated our whole family with warmth and respect, and they were very caring with our five-year old granddaughter, who loved her Papaw dearly. Your staff was so kind to her. Thanks so much.

*Rosalie A. Grim, Widow of Dale L. Grim*

*Your comments about our staff:* Nathan Ray was very helpful. He was professional, courteous, friendly and knowledgeable.

*Would you refer us to others?:* Yes, your funeral home is very attractive. Your staff is very professional. You were able to anticipate and meet our every need.

*Sandra Knaub, daughter of Ruth I. Unger*

*Your comments about our staff:* All staff was absolutely outstanding – everyone we had contact with was wonderful.

*Would you refer us to others?:* Yes; professional staff – ample parking – beautiful building.

*Additional comments:* I will never be able to say enough on how great Nate was – there was nothing else he could have possibly done any better. I will recommend him to everyone! It was a pleasure to have him help us though his time.

*Mr. & Mrs. William Thompson, the parents of Justin D. Thompson*

*Your comments about our staff:* Nate was very accommodating and polite and took very good care of our family needs. I would highly recommend him!

*Georgianne Boswell, daughter-in-law of Geraldine N. Boswell*

*Your comments about our staff:* Nate was terrific. Efficient, laid back, considerate, and friendly.

*Would you refer us to others?:* Facility and staff were both excellent.

*Name Withheld by Request*

*Your comments about our staff:* Outstanding.

*Additional comments:* Nate Ray was very personable, and at the same time, professional. He was a great help.

*Name Withheld by Request*

*Your comments about our staff:* Nathan did a good job. The office staff was very helpful as well.

*Nancy Zeigler, daughter of Miriam H. Young*

*Your comments about our staff:* Nate is a wonderful person.

*Would you refer us to others?:* The staff is so nice and the location is great.

*Betty Rehmeyer, daughter of Robert E. Miller*

*Your comments about our staff:* Both Nate and Todd were very helpful, both in pre-planning and the funeral.

*Would you refer us to others?:* Everyone went out of their way to help us get through everything at this difficult time.

*Delores Chronister, daughter of Bertha I. Collins*

*Your comments about our staff:* We found Nate to be very helpful and professional. There is nothing that we were not satisfied with and nothing we would have changed.

*Beth Barbato, daughter of Donald G. McCabe*

*Your comments about our staff:* Your staff went above and beyond to make sure everything was as we had wanted. Nate was very caring and compassionate throughout the whole process, and for that, I am very appreciative.

*Sharon Craley, Widow of Kevin L. Craley*

*Your comments about our staff:* Nothing could ever prepare a parent for the loss of ones child. Nate gently guided us through this process with his kindness, compassionate understanding, and professional manner.

*Barbara Silkknitter, Mother of Corey D. Stough*

*Your comments about our staff:* Your staff was very professional and thoughtful when they arrived to pick up the body, and Nate was very pleasant to work with and made all efforts to accommodate family members from out of town, to view the body, and meet our needs! Thanks very much!

*The Boswells for Howard W. Boswell Sr.*

*Would you refer us to others?:* Very respectful, patient, and caring. Mr. Ray is a wonderful part of your organization. I cannot thank him – as well as all supporting staff – for the kindness extended toward myself and family. My husband was treated with dignity and respect – thank you so very much from the bottom of my heart.

*Additional comments:* No matter how aware you are that your loved one is ill, you are never really prepared for that long goodbye. In my case, David seemingly had come through so much that, to be honest, I was just not prepared emotionally at all. I called you first, even though I have lived in Red Lion for 28 years and am aware of the other funeral homes here in the borough. Why, you might ask. In our little lives, every second Wednesday of the month we would go the USPS to mail our mortgage payment as we had counted down to two years to months left, when David died. One time you were burying a police officer who had died of cancer and it was a beautiful motorcade. Then, not long after that, a gentleman who came almost daily to the Senior Center – where I volunteered – passed away. I wanted to pay my respects and Dave was with me so he came in. It was so nicely done. Not kidding even a little bit; and Mr. Ray and the staff answered all my questions and will probably continue to as they arise. We certainly weren't your biggest customers this year, but I certainly felt like I was the most important. I trusted you to care for the man I have loved so deeply over almost 40 years and you did not let me down. With sincere appreciation,

*Elizabeth Williams, Widow of David Williams*

*Your comments about our staff:* Nate was my guardian angel throughout the process. We started this journey over two years ago, and it was Nate's patience, kindness, and stepping out of the box to assist me. I am filled with much gratitude towards him.

*Would you refer us to others?:* It would be an honor for me to be a reference for your service.

*Additional comments:* Nate, you were my guiding light when I was stumbling through the darkness. Mother would have been proud of us because, together, we fulfilled every one of her wishes. God Bless You and Best Regard.

*Judy A. Mundis Stephen, daughter of Lenora Mundis*

*Your comments about our staff:* Staff very professional and caring. Nathan was very accommodating and helpful.

*Would you refer us to others?:* I was pleased with the services you provided. I was really thankful that we had preplanned and prepaid. It was so nice not to have to face those decisions at the time of my husband's death.

*Joyce Horning, Widow of Stanley L. Horning*

*Your comments about our staff:* Nate was very courteous and helpful. He made my Dad feel as comfortable as he could in this hard time. Thank you.

*Joyce Daryman, daughter of Carolyn D. Smith*

*Your comments about our staff:* Wonderful is all I can say! We dealt mostly with Nathan Ray and I can't say enough about him.

*Additional comments:* Nate came to our house the very next morning after my son's death. At first I thought he was very young. But in the end, I learned that age means nothing in your business! Nate was kind and knowledgeable. Even though I thanked him over and over, and he insisted it was "just his job", I realized that it takes very unique people to do your jobs. Thank you all for doing your "jobs".

*Vicki L. Bode*

*Your comments about our staff:* Nate and everyone I dealt with were very professional.

*Jeffrey Hersey, son of Dean Hersey*

*Your comments about our staff:* Nathan was wonderful; a very caring and compassionate person. He was a delight to work with. An overall really nice guy!

*Carroll Good, Widow of W. Allen Good*

*Your comments about our staff:* Nate was very helpful and a pleasure to work with – I have known Todd Eckert for many years and was confident that our service would be of superior quality. All staff members that we worked with were professional and helpful.

*Jennifer L. Anderson, daughter of Miriam L. Anderson*

*Your comments about our staff:* Nathan Ray is A+ to our family.

*Name Withheld by Request*

*Your comments about our staff:* Nathan Ray and the office staff were very kind, helpful and comforting during this most difficult time.

*Donna J. Leiphart, Widow of Craig Leiphart*

*Your comments about our staff:* I felt as though I was among very close family. They were sympathetic and caring in tending to my every need/concern. (I wanted to take Nate home with me.) And my feelings were just as high for Sandy & Louella. You should be extremely proud of your staff.

*Would you refer us to others?* My step children (4 of them) have already expressed their desire for your establishment to handle their final arrangements, as well as me!

*Joan Loucks, Widow of James Loucks*

*Your comments about our staff:* Matt was great and so were the ladies in the office. The pictures were great and everyone was very helpful. Nate did a good job also for the service on Friday – he kept things moving smoothly.

*Would you refer us to others?* My Grandmother's service and my Husband's uncles service were held at the Red Lion office. Everyone is very nice, helpful and very accommodating to help tailor a service to the individual.

*Roxanne Snelbaker, daughter of Emory Swartz Sr.*

*Would you refer us to others?:* Absolutely. Nate was truly wonderful! Things went smoothly and nothing was too much trouble for him.

*Nancy Taylor, Widow of W. Eugene Taylor*

*Your comments about our staff:* Can't say enough about their help – outstanding! First experience with a death so close to them.

*Most important reason for selecting us:* I was there for two previous services and was impressed.

*Would you refer us to others?* Nate was very considerate, very helpful and understanding.

*Marlene Morton, Widow of James T. Morton Jr.*

*Your comments about our staff:* Nathan was very helpful, courteous and very professional. He was great. In fact, everyone was just wonderful. Also your recommendation to use Pastor Starr was excellent. He did a wonderful job.

*Would you refer us to others?* In my mind, Heffner's is the best. Many good comments were expressed about the beautiful services; both my Mother's and my Brothers.

*Judy M. Willis, daughter of Arlene Schrom*

*Your comments about our staff:* We worked with Nathan Ray throughout the time at Olewiler and Heffner. He couldn't have done better if he tried. I liked him very much as did both our daughters. He helped us get through our time of need. He was a very big part of the whole service before and after. I can't say enough about him. He is one in a million.

*Would you refer us to others?:* I would have to tell anyone in need of these services to come to you. Everyone did a great job and that made it much easier. They were very helpful. It meant a lot in our time of sorrow.

*Helen M. Rineholt, Widow of William A. Rineholt*

*Your comments about our staff:* Nathan was outstanding. During a time when our emotions were all over, he was understanding and compassionate.

*Daughter-in-law and son of Alan H. Sechrist*

*Your comments about our staff:* Nate worked with me and he was unbelievable. The nicest, gentelest person I have ever met. They don't get any better than Nate.

*Would you refer us to others?:* Absolutely! Where I live in Florida, I had to do this with my husband eight months ago – was not a very pleasant or comforting experience at all. I told my co-workers I wish you all were down here.

*Norman Pennington, daughter of Dorothy Saylor*

*Your comments about our staff:* Nate went above and beyond. Very understanding and helpful from beginning to end. Excellent!!!

*Kevin McGarry, POA for Margaret Boyd*

*Your comments about our staff:* Everyone was polite, courteous, and sympathetic during this difficult time. When I came back to finalize everything, Sandy (secretary) and I had a very comforting talk, which I needed.

*Would you refer us to others?:* The whole planning process was done with much respect and dignity. My Mother looked so nice; my compliments to your hairdresser and make-up person. Everything was done professionally and I thank you very much.

*Additional comments:* Nathan Ray, my funeral director was very helpful, polite and treated us with much kindness. Not only talking at the home, he called me several times to see if I had any questions or concerns. I appreciated all the "caring" he showed. Again, I am thankful and appreciate everything that was done for us during this time of need. Sincerely,

*Karen Johnson*

*Your comments about our staff:* We were very pleased with the services provided, especially with Nathan Ray, and with the gentlemen that came to pick up the body. They were very professional in doing a difficult job. Thank you for that kind consideration.

*Randy Craley, son of Ruth M. Craley*

*Your comments about our staff:* Nate is the best!!

*Would you refer us to others?:* Outstanding service, etc. went very well; I wish I lived in Red Lion.

*Robert B. Norris, Executor and best friend of Robert E. Snyder*

*Your comments about our staff:* Nate was wonderful. All the staff was kind and very sensitive to my family and our situation.

*Would you refer us to others?:* I could not have asked for a more courteous staff. Attention was paid to every detail, many I had not even thought of. Thank you.

*Deborah Dickmyer, granddaughter of Esther A. Beaverson*

*Your comments about our staff:* Nate did an excellent job in all the arrangements. I appreciated his sincere thoughtfulness through such a tragic time in my life.

*Linda Thomas, mother to Marc Weathersbee*

*Your comments about our staff:* Nate was extraordinarily professional, compassionate and patient. Thank you.

*Name Withheld by Request*

*Your comments about our staff:* Nate was very helpful & professional.

*Larry Ward, son of Maurice Ward*

*Your comments about our staff:* Your staff did a excellent job. My family felt very comforted. Nate did a very good job with everything. We would like to thank you so very much.

*Mark K. Nace, son of Wilbur L. Nace*

*Your comments about our staff:* We could not have asked for a better person than Nate. He was fantastic! In fact, around April, I am planning to pre-arrange for myself & I don't know whether this is part of Nate's job, but I request to have him take care of this for me.

*Joan L. Wise, Widow of Glenn L. Wise, Jr.*

*Your comments about our staff:* Everyone was great to us. Even though we did not have to pick everything out for Mother, it still was very hard and Nate, who was our funeral director, was great. He was there for our family anytime. We want to thank you for everything.

*Norma Boyd, daughter of S. Mardine Rineholt*

*Your comments about our staff:* Nate Ray & Louella Stough were great people to deal with. They were very understanding & always there for you. Keep up the great work. Deb

*Deborah H. Boyce Widow of Gerald O. Boyce*

*Your comments about our staff:* Each and every one of the staff at Heffner's was very professional and at the same time made our entire family feel like we were their family. The service was absolutely wonderful under very trying circumstances.

*Would you refer us to others?* Yes, most definitely! I have already, and will continue to do so, highly recommend your services.

*Additional comments:* Ernie, You can be very proud of your staff and facility!! The staff would always foresee any need we might have, and take care of it immediately. We were absolutely more than happy with all involved, and especially to Nate. He was most thoughtful and compassionate.

*Gwen King, Widow of Tom King*

*Your comments about our staff:* Nate, acted very professional, and helped without being pushy.

*Shirley Bray, Widow of Donald L. Bray*

*Your comments about our staff:* Nate was really excellent with my Mother. It was nice the other man "Butch" was originally from my parent's hometown because that made my Mom more comfortable.

*Would you refer us to others?:* My Father had selected everything for his funeral, and it was just as he had planned. We really appreciated the tape you made of our celebration of his life service. That was a pleasant surprise.

*Sandra McElwain, daughter of Emil a. Kabat*

*Your comments about our staff:* Can't think of anything else they could have done. In fact, Nate covered things we hadn't considered.

*Sue E. Nace, Widow of Samuel N. Nace*

*Your comments about our staff:* Nate was wonderful to work with – he was very patient & kind. He was informative & accommodating.

*Would you refer us to others?:* We know Ernie personally & would recommend you to all of our family & friends.

*Raquel Jeanmenne for Michelle Wagner*

*Your comments about our staff:* Everyone was very helpful and courteous.

*Would you refer us to others:* It's a pretty place & everything was handled in a professional & helpful way & I felt comfortable with the staff at this time in one's life. I felt at ease. Nate was very helpful & easy to talk to.

*Donna Orwick, Widow of Byrd Orwick*

*Your comments about our staff:* Nate was very courteous, professional, sympathetic and helpful in meeting our needs in this stressful time.

*Sandra Smeltzer, daughter of Emily Smeltzer*

*Your comments about our staff:* Nate did a super job and handled all our needs. Thanks.

*Robert E. Miller, son of Elizabeth M. Miller*

*Your comments about our staff:* Nathan Ray & staff are assets to your business. Very courteous and sensitive to our needs.

*Would you refer us to others:* Positively.

*Jean Shenk, Widow of Earl K. Shenk*

*Your comments about our staff:* Nate & his staff: Very professional, warm, understanding & treated us as he would his own family. The reason we continue to use Olewiler & Heffner at our time of need.

*Dick Grove, son of Doris E. Grove*

*Your comments about our staff:* Nate was very compassionate & nice to us.

*Karen Leiphart, daughter of Cathreine A. Waughtel*

*Your comments about our staff:* Excellent job. Nathan Ray did an amazing job. We appreciate his professionalism and kindness.

*Russell Warning, father of Chloe Warning-Wheeland*

*Your comments about our staff:* Nathan Ray is an asset to your company. He made a difficult time in our lives, very comfortable, and was very accommodating in all of our wishes. Thanks Nate! The entire staff went out of their way to make us feel special. Thank you!!

*Would you refer us to others?:* We were well pleased with everything.

*Joan Mittel, Widow of Dale Mittel*

Having to plan a funeral for your loved one is one of the hardest things you can do. Nate was especially kind and compassionate to us. He was very professional and I thought our service was especially nice for my mother. Everyone was so nice to us at Heffner. I would recommend your funeral home to others. Sincerely,

*Sharon Schultz, daughter of Mrs. Leola Brenneman*

Nathan Ray was outstanding and a pleasure to work with.

*Name Withheld by Request*

Everyone was so nice at such a bad time for us. Your staff was just great. We had Nate and he was wonderful. I can't thank him enough.

*Would you refer us to others:* Yes, because I loved everything about the funeral. You did everything we wanted and more. Your staff are wonderful. We had the funeral at the fire hall where Walter spent a lot of his time, 35 years or more. He would have loved it.

But then I guess he saw it all. Thank you so much; it was really nice. Thanks again.

*Mrs. Walter Winemiller, Widow of Walter Winemiller*

Mr. Nathan Ray was very helpful.

*Martin T. Fischer, son of Phyllis C. Fischer*

Nate Ray does a wonderful job. His calm manner and respect for others help us in our time of grief & sorrow. Sandy called to offer her help with the insurance forms. The wonderful ladies in the office were very professional and patient.

*Mrs. Janis L. Donley, Widow of James R. Donley*

I cannot begin to tell you what a wonderful staff of people they are. From beginning to end they all went over and above all expectations. I and my family cannot thank them enough for all they did for us. We felt like they too were part of our family. This was a first time experience for us and they all made it so easy. Thank you!!!

The overall appearance of the building. The professionalism & personal attention – we could go on and on. No complaints here. You have achieved everything you wanted “serve with a courteous, sympathetic staff in comfortable spotless facilities and treating people with warmth, dignity & respect”

Todd & Louella were two of the people we talked and met with most. You’ve got 2 awesome people there!!! Keep up the great work!

We thank you for making this very difficult time a bit easier. I forgot to mention Nate. He too was there from beginning to end assisting us and our needs. Thank you Nate. But again – the whole staff was just awesome!

*Tara Stanard, daughter of Thomas Paules*

Nathan, We want to take the time to thank you for your help with the planning of the funeral arrangements for Samuel Silar. Arrangements had to be made with short notice. Your assistance and professionalism was greatly appreciated. All went well. Thanks again. Sincerely,

*Carl & Carol Belcher*

Sandy, Nathan and John were very courteous and compassionate to our needs and feelings guiding us through the process. We planned with Sandy and Nathan mostly. They became to us like dear friends. Sandy, Nathan, John and the men in the parking area provided excellent service. It was an excellent team effort. We feel you can be very proud of all of them.

*Frank & Margaret Madden, son-in-law and daughter of Louise G. Reichard*

Staff was very good in all their services especially Nathan J. Ray a man with a heart.

*Mr. Laverne E. Hostetter, son of Gertrude Hostetter*

Nate did a great job! I would ask for him, if needed. Your facilities are great. You must have done too much thought to make them not look like a funeral home.

*Michael Dipper, son of Shirley F. Shenberger*

All your staff were extremely helpful in all aspects of conducting the funeral. The family was extremely appreciative. Nathan was exceptional help to me and our family. A special thanks.

You have a very professional organization and team in place. You made the family look good and minimized the amount of involvement we had in planning and executing the funeral arrangements.

*Gary L. Kline, son of Charles P. Kline*

Nathan, did an outstanding job. This is a very difficult time & he was a real Pro. I really appreciated his professional manner.

*Rex E. Rudy, son of Ruth G. Rudy*

Nathan was a joy to be around and to handle the arrangements for my mother’s funeral service. There was a problem locating one of her pastors and he was very dedicated in getting a reply about their service at the funeral. I appreciate his extraordinary efforts.

The Mortuary in Red Lion is a very beautiful place to hold a service for a loved one. The staff is excellent!

*Gwen Hildebrand, daughter of Eleanor L. Grove*

Nate Ray did a wonderful job. He was so kind & considerate to our every need & was so helpful in answering our questions. He made a sad time so much easier in always. Everyone who helped him will were compassionate & respectful and we say thank you to all. We would of course refer you to anyone who asked. Our whole family in PA expressed how nice they thought your funeral home had done for us.

*Jim & Shirley Smith, son of James R. Smith Jr.*

Nathan Ray took us step by step, on all the arrangements and handling of Viola's funeral. He called me several times, to see if I had any questions. The ladies in the office were also helpful. Any questions I had they helped me, & I called several times. As I was on the way to make the funeral arrangements, I was thinking of all the things I had to do, order flowers, call the cemetery, etc. When I got there, & talked to Nathan, he did all that for me. This lightened my burden & could focus on my family's grief.

*Theresa Adams, niece of Viola Slaseman*

The staff was wonderful. Nathan was polite and so compassionate.

*Sylvia B. Heffner, daughter of Harvey Warner*

Nate, was really great. The service was excellent, and he was made up to look so natural (my Father). I would recommend your services to anyone. Thank you so much!

*William E. Young, Jr., son of Wm. Young, Sr.*

Everyone on your staff was exceptionally courteous & considerate to our family during all of our dealings with you from phone calls, to making the arrangements, to the funeral. Nathan was especially understanding & helpful. Your entire staff left us with a feeling that you truly cared & shared in our loss with us. Your caring meant a lot to all of us. We especially like the new life story folders that you put out & received many favorable comments from friends and family.

*Viola Boyd, Widow of Donald E. Boyd Sr.*

Nathan was tremendously helpful and understanding through my difficult time. He went the extra mile for me and my family and gave my mother a wonderful send off and peaceful setting.

*Andrew Gray, Jr. son of Stephanie Gray*

Our family felt that Nate went above & beyond with every aspect of the funeral. He was extremely courteous & friendly & made the entire process & day as comfortable & easy as it could be. He did a wonderful job. Thanks so much Nate!

*Teresa Laurie, daughter of Barry L. Garman*

*Your comments about our staff:* Nate and Betty Frey were excellent help for me and my family.

*Would you refer us to others?:* All I can say is Nate and Betty are the greatest. Betty will be back to see me and I will make pre-arrangements for myself when that time comes. Thank you.

*Elizabeth Slick, Widow of Leroy J. Slick*

*Your comments about our staff:* I think your staff did a great job. Nate couldn't have done more if he tried. Thank you.

*Dorothy Taylor, Mother of Randall Anderson*

*Your comments about our staff:* Nathan was a comfort to us all and helpful with the planning of Mom's funeral arrangements.

*Would you refer us to others?:* It was a blessing to find affordable cremation services.

*Mildred Crow, daughter-in-law of Bertha A. Crowe*

*Your comments about our staff:* Nate was exceptional.

*Would you refer us to others?:* Nate was polite, friendly and professional.

*Carol A. Simpson, Widow of Donald C. Simpson, Jr.*

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

*Would you refer us to others?:* Felt like attending family members.

*Additional comments:* I was very pleased with the staff and services. Jim Winter was wonderful helping me up and down the final resting place, as I knew he would. I've known him for some time, and also Mr. Beaver before his passing. Again, I wish to thank your staff for everything they did. The communication between staff and family's funeral director was wonderful-Nathan Ray.

*Bonnie Brubaker for Charles Brubaker*

*Additional Comments:* On the behalf of my entire family, I cannot express just how helpful our entire staff was during this difficult time. Nate was exceptional at his job, and it takes a very special person to do what he did. We were all pleasantly surprised, by all the extra things included in the package. The beautiful book, flower seeds, bookmarks and then paying for postage on the thank you cards. Both Nate and Jim made us feel as though they knew our Mom. Dad and I talk daily about just how beautifully healthy Mom looked in the casket and that is how we will remember her. We are not in a rush to use your services again, but my entire family talks about coming back to you. We tell everyone how helpful and inexpensive you were. I also liked how everything was under one price. The flowers, death certificates, casket, DVD, etc. Thank you all for making our Mom feel so special!

*Joy Shenk, daughter, and Willard Arter, Widower of Janet R. Arter*

*Your comments about our staff:* All our questions were handled by Nathan J. Ray; and all requests honored.

*Would you refer us to others?:* Yes, Excellent and professional service.

*Ken Myers, brother of Sharon R. Myers*

*Additional Comments:* I have used your services twice in the last six months. Both times the services were professional and exceptional. Your representative that we dealt with was Nathan Ray. He was very helpful and caring during this time. Thanks again,

*Ken Myers, son of Ferne R. Walker*

*Your comments about our staff:* Everyone was very professional. Nate was a blessing!

*Barbara Schrum, Daughter of Carolyn Crowl*

*Your comments about our staff:* Nate was very patient and accommodating to our needs.

*Pamela J. Topper, Aunt of Amanda G. Forgas*

*Your comments about our staff:* We were so lucky to have Nate handle all of the services. We cannot say how grateful we were for him. He does such a great job with everything he does. Thanks to all your staff – they were all great in our time of need.

*Would you refer us to others?* Yes. Nate explained everything and did all he said he would and more. Thank you.

*C.W. Shifflett, Jr., Son of Clarence W. Shifflett, Sr.*

*Your comments about our staff:* Nate was wonderful. He handled our services very professionally and tried to accommodate us the best he could. Thank you to everyone that helped at my aunt's service!

*Mrs. Jennifer R. Rhoads, Niece of Mabel A. Sheaffer*