

*Your comments about our staff:* My first contact was by Matt at 1:30 am. He was very compassionate and courteous at such an emotional time. Second, Scott handled everything the next day with kindness. Scott made everything at ease through the process. From beginning to end, Scott did an amazing job along with all the staff at Heffner behind the scenes. My aunt was laid to rest beautifully.

*Would you refer us to others?* Yes. Heffner at Red Lion is #1 in recommendation for anybody in need of their services. Since my experience, I have spoken to others that had the same warmth, courteousness and professional service. Thank you!!

*Additional comments:* Mr. Heffner, I want to personally thank you for a wonderful staff that you have at your Red Lion location. Scott was fabulous to deal with in helping me through this time. Your staff "behind" the scenes made my Aunt Sara as beautiful as she was in real life. From beginning to end, your staff made my experience at ease and peaceful. Thank you for your wonderful staff.

*Rose Ward, Niece of Sara L. Snyder*

*Your comments about our staff:* Staff was kind and respectful. Scott Ball was attentive to our requests and a pleasure to deal with at a very difficult time.

*Mrs. Nancy Blevins, Daughter of William T. Haddad*

*Your comments about our staff:* Scott Ball was very professional, kind, considerate and patient. The other gentlemen at the graveside service were also professional and respectful.

*Would you refer us to others?* Yes. I've attended several services you folks handled. They have all been handled in a professional, exemplary manner.

*Beth A. Patton, Daughter of Olene E. Smith*

*Your comments about our staff:* Scott and Betty's service was outstanding.

*Would you refer us to others?* Yes. The service and people of Olewiler & Heffner of Red Lion went above and beyond for us. Thank you all!

*Michael W. Lohss, Son of Miriam L. Lohss*

*Your comments about our staff:* All staff members were extremely helpful and compassionate from my very first phone call to get information, until everything was finalized.

*Would you refer us to others?* Yes. I've been telling many friends and family members what a positive experience we had with Heffner.

In January of 2018, when it became apparent that my mother was at the end of life, I made a call to Heffner to get information. I was an emotional wreck at that time, and I was immediately comforted by the receptionist there, and then also by Todd, who gave me the information I needed.

Two days after I made that call, my mother passed while in hospice care. I asked them to contact Heffner, and shortly thereafter, Scott Ball contacted me and guided and supported me and my family through the entire process. He was very helpful, patient, compassionate and comforting. He helped make a very difficult situation a lot easier to handle. We also were very pleased with the extra touches.

We were extremely pleased with Heffner Funeral Chapel & Crematory from start to finish, and would definitely recommend your services. Thank you to everyone who assisted us during this very difficult time.

*Mrs. April Peffer, Daughter of Betty J. Martz*

*Your comments about our staff:* Very helpful and professional. Both Mr. Ball and office staff.

*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:* Scott was fantastic, as were all your staff. Thank you very much!

*Would you refer us to others?* Yes. Your service to the family was unparalleled. Sincere thanks.

*John S. Lenhart, Son of Nancy E. Shuman*

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

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

*Your comments about our staff:* Scott was very helpful and pleasant to work with.

*Georgianne Boswell, Daughter of Shirley Ann Holtzinger*

*Your comments about our staff:* Scott was so helpful. So kind. And made this experience much easier.

*Billie Conway, Widow of Thomas E. Conway*

*Your comments about our staff:* Scott Ball helped us put together a very meaningful service.

*Mrs. JoAnne Anderson, Widow of Kent N. Anderson*

*Your comments about our staff:* All the staff I dealt with were courteous and compassionate. Always available to answer my questions and concerns. They all went the extra mile.

*Would you refer us to others?* Yes. Your facility was large enough to meet our needs. Provided very comfortable seating in your lobby while people had to wait in line, and spacious area for people to view the photographs, etc.

*Additional comments:* Your facility is very spacious, clean and comfortable. Scott Ball was wonderful to work with in helping us through this most difficult time in our lives. He absolutely treated us with warmth, dignity and respect. Thank you for making an unexpected, sudden situation a little easier.

*Cynthia Druck, Widow of Edward C. Druck*

*Your comments about our staff:* Scott Ball was a pleasure to work with and found solutions to all our requests and needs.

*Would you refer us to others?* Yes. Nice staff, pleasant and worked with our timing needs. Well kept facility.

*Edward Neuman, Jr., Son of Jean R. Neuman*

*Your comments about our staff:* From the time you came to my home to get my husband's body, until you delivered all the flowers, photos, etc. after his service, my family and I were treated with so much respect and kindness. Scott couldn't have been any more helpful. I would recommend your services to everyone I know that would need them. I can't thank you all enough. God Bless! Thanks again.

*Would you refer us to others?* Yes. Absolutely. Amazing staff.

*Sarah Barley, Widow of Nevin C. Barley, Jr.*

*Your comments about our staff:* Scott was professional, courteous, and helpful.

*Name Withheld by Request*

*Your comments about our staff:* Scott was very courteous and professional. He was able to anticipate the arrangements I would like.

*Mrs. Winifred E. Degennaro, Widow of Raymond Degennaro*

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

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

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

*Your comments about our staff:* Scott Ball and your staff is excellent as always. Thanks so much.

*Beth Smyser and Dale E. Warfel, II, Son and Daughter-in-Law of Dale E. Warfel, Sr.*

*Your comments about our staff:* Scott and the celebrant did a terrific job. We were very pleased!

*Peg McWhirter, Daughter of Margaret M. Whipp*

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

*Would you refer us to others?* Yes. Mr. Ball was so helpful and one of my many anxieties, since we were out of the area at the time of my husband's death, was transporting him back to York. Mr. Ball assured it would be done in a timely and respectful manner and he did.

*Name Withheld by Request*

*Your comments about our staff:* Scott Ball was amazing. He is very professional, knowledgeable, personable and caring. Every member of your staff that helped us did so in a very professional and friendly manner.

*Would you refer us to others?* Yes. Excellent treatment received.

*Mrs. Jana Dykeman, Daughter-in-Law of John R. Dykeman*

*Your comments about our staff:* Scott was very professional and answered all of our questions promptly, no matter what time of day we contacted him. My family was impressed with Scott! Louella was so kind and helpful to me since I had never experienced this before now.

*Susan Miller, Daughter of Dean L. Warner*

*Your comments about our staff:* Scott Ball was excellent! He was very professional! We asked for him because he helped us when our mother passed away in 2009.

*Michelle K. Winter, daughter of William R. Winter*

*Your comments about our staff:* They were wonderful. Scott was the greatest.

*Name Withheld by Request*

*Your comments about our staff:* Scott was the person we worked with. He did a great job with all the arrangements that were made and also what we added. Every person I had contact with at your home was very professional and attentive to our needs through this difficult time. Thank you.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Scott was great to deal with. He was very professional and compassionate. He listened to our questions and answered them one at a time. He explained the cremation process and was very knowledgeable.

*Kelly A. O'Bryan, Daughter of Susan E. O'Bryan*

*Your comments about our staff:* Kasie did a beautiful tribute to John. Scott was always available with any questions any of our family had. He handled everything from beginning until all was settled.

*Would you refer us to others?* Yes. The chapel was very sacred and comforting; staff, especially Kasie and Scott, were extremely helpful and were with me and family until services were over.

*Additional comments:* I cannot say enough; staff and services were great by everyone.

*Name Withheld by Request*

*Your comments about our staff:* Scott was fantastic.

*Would you refer us to others?* Yes. I was very pleased and impressed. Everyone was wonderful.

*Ms. Joyce E. Kreiger, Companion of Leslie H. Page, Jr.*

*Your comments about our staff:* Scott was very professional and anxious to answer all of our questions and concerns. He went above and beyond in all phases of the process. Betty (our celebrant) is a great listener and incorporated so many of our thoughts in my dad's graveside service.

*Would you refer us to others?* Yes. At such a time as a family member's death, it is important to have the expertise of the Heffner staff. They are a class act! They think of everything, and make the whole process more easily done. I can't say enough positive things about the Heffner staff.

*Joyce Hibshman, Daughter of Robert C. Plymire*

*Your comments about our staff:* Your staff was very professional and helpful. Scott was a great help and answered all our questions and concerns.

*Would you refer us to others?* Yes. The staff was very knowledgeable and helpful. They were considerate and professional. I felt they were concerned about meeting our needs.

*Bernadette M. Tuscano, Friend of Alice M. Lockhart*

*Your comments about our staff:* Everyone was very professional and courteous in my time of need, mainly Mr. Scott. Everything I expected plus more. Thank you.

*Would you refer us to others?* Yes. With the experience I had, I certainly would!

*Thomas L. Ruppert, Widower of Linda L. Ruppert*

*Your comments about our staff:* Scott was very courteous and respectful to work with. Everything was handled in a professional manner. Thanks for helping us through our time of need.

*Brenda and Robert Long, Niece and husband of Louise E. Rapp*

*Your comments about our staff:* Scott was wonderful! Very kind and thoughtful. Thank you Scott.

*Would you refer us to others?* Yes. I didn't have anything to worry about and everything was taken care of for me.

*Alice L. Shenk, Widow of Philip M. Shenk, Jr.*

*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:* Scott Ball was beyond perfect in accommodating us and our concerns and needs.

*Would you refer us to others?* Yes. Without reservation. Your administrative staff – excellent! Your facility – quite pristine. Not one stone was left unturned. Thank you for a beautiful farewell set up for my son.

*Mrs. Kimberly S. Woolley, Mother of Seth W. Webb*

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

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

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

*Your comments about our staff:* Scott is wonderful and made things very easy for me for both my parents' passing. I can't thank him enough for his kindness and direction.

*Vicki L. Bennet, Daughter of LeRoy P. Wingert*

*Your comments about our staff:* Scott was very professional and helpful with our needs.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Scott Ball, the girls in the office, Melinda, EVERYONE was very patient, professional, courteous and accommodating. The property and facility were well maintained. We were extended the utmost hospitality in every way.

*Additional comments:* Scott Ball was very helpful and did an excellent job. He was thorough and very nice to work with. Louella and ColleeAnn did a superb job on our oh so treasured memorial brochure. Please give Louella our appreciation again for staying a little after closing time as we were en route with the photo for the newspaper. The obituary would have gone in the paper without the photo if not for Louella going above and beyond for us.

*Rachel Mundis, Daughter of Anna Mundis*

*Your comments about our staff:* Scott was the greatest.

*Mrs. Jennifer B. Cox, Widow of Charles S. Cox, Jr.*

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

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

*Danielle Accorsi, Daughter of Elaine L. Dacheux*

*Your comments about our staff:* Scott did a great job. Thanks to everyone for your professionalism.

*Name Withheld by Request*

*Your comments about our staff:* Your entire staff was wonderful. They were gentle, caring and supportive every step of the way. This experience could have easily been overwhelming, but Scott Ball put us at ease and guided us through each step. During the viewing and the church service there was always someone right there anticipating our needs.

*Would you refer us to others?* Yes. We received many compliments on your lovely facility and attentive staff...from those who greeted us at the door, to those assisting with parking. Everyone was a wonderful blend of caring and professionalism.

*Additional comments:* Our dad, Donald Biggs, died in November, then Mom on March 31. Both of their deaths were unexpected. We were especially shocked that Mom died so soon after Dad. We live two hours from York and really had no idea what to expect. Fortunately, Dad pre-planned his funeral, leading us to Heffner's. Todd guided us through Dad's funeral and was so great we felt like he was a part of our family. We arrived back at Heffner's five short months later and it was like coming home. This time we worked with Scott who was equally wonderful. We feel blessed to have worked with your team during such a challenging time in our lives. We will always be grateful for the care you provided and will keep you in our thoughts and prayers. Sincerely,

*David and Kathie Biggs, Son and Daughter-in-Law of Mary L. Biggs*

*Your comments about our staff:* I know John Katora. He is a very compassionate man. I know my father was in good hands. Scott was wonderful too. Thank you both for everything.

*Would you refer us to others?* Yes. I have attended several funerals at this location and everyone is very nice, compassionate, and it is a very nice facility.

*Stacey Rudisill, Daughter of Dennis L. Gemmill*

*Your comments about our staff:* Scott Ball was extremely compassionate and professional.

*Name Withheld by Request*

*Your comments about our staff:* Scott's knowledge and attitude was exactly what I needed at that time.

*Would you refer us to others?* Yes. At a bad time for me, your services were flawless.

*George Eurich, Widower of Dolores R. Eurich*

*Your comments about our staff:* Our family praises your staff for all the help that you provided in the planning of our mother's funeral. Scott was so helpful and compassionate during such a difficult time.

*Suzette Heiges, Daughter of Joyce M. Young*

*Your comments about our staff:* Scott Ball was very attentive to our needs.

*Name Withheld by Request*

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

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

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

*Your comments about our staff:* Mr. Scott Ball was very professional and kind.

*Would you refer us to others?* Absolutely. Everyone was very kind and empathetic towards us. The valet parking was greatly appreciated, especially with the snowy day. The funeral home atmosphere was just beautiful. We loved the birds.

*Wendy M. Harbaugh, Sister of Brian J. Yohe*

*Your comments about our staff:* Everything was wonderful. Scott has always been helpful and courteous (2 prior services). His manner allows you to feel comfortable and know that everything is being taken care of.

*Diane S. Markey, Sister of Ronald E. Klineyoung*

*Your comments about our staff:* Both Todd and Scott were very professional, attentive, and easy to work with.

*Would you refer us to others?* Yes. Very professional, with a personal touch.

*Amy M. Strouse, Widow of Michael E. Strouse*

*Would you refer us to others:* Yes. Scott was so accommodating, friendly, and sensitive to our needs and what we were going through. His patience in explaining customs and options was so helpful. All the staff were wonderful! We thank you so much!

*The Family of Donald H. Nath*

*Your comments about our staff:* Scott was very professional and I will recommend him to others that may need his help. I want to thank Scott and the staff for all their help.

*Edward C. Sneeringer, Son of Fanny F. Sneeringer*

*Your comments about our staff:* Scott handled my mother's service nearly 4 years ago and made my father and myself very comfortable at a difficult time. He was very compassionate and professional. My father decided directly after that, that Heffner's, and in particular Scott, was who he wanted to handle his final arrangements. He even stopped in just to chat with Scott on several occasions. His service was very moving and I know that he would have been very pleased.

*Jodi A. Kohl, Daughter of Charles W. McKinney*

*Your comments about our staff:* Todd, Scott, Megan and everyone else on your staff could not have possibly done a better job making a difficult situation practically as smooth as possible.

*Would you refer us to others?* Yes. We are new to the area and you came highly recommended to us by employees of Windsor Post Office. They, your staff, always put our needs and wants first. I wanted to thank everyone from the bottom of my heart for allowing my dad to leave this world the way he lived it—with dignity and respect. Thank you.

*Robert Laimo, Son of Pasquale M. Laimo*

*Your comments about our staff:* Your staff was extremely fast at picking up my mom from the hospital. They were all very professional, but yet personal at the same time. When making the arrangements, Scott gave us time alone to discuss things that we needed to make a decision upon.

*Would you refer us to others?* Yes. Everything went well and as I stated above—the staff was great to us.

*Vada Sharwarko, Daughter of Vada D. Slaseman*

*Your comments about our staff:* Scott was so generous and to be honest, we wondered if it would be a little less service this time as last time (July 2012 for Thelma). We had a few extras and this time we simply picked up remains. Scott even went out of his way to help us organize a Military Honor Guard. We were trying and getting nowhere and he had help for us in minutes. Even for an out-of-town service, he's a real asset to your staff!

*Larry Carbaugh, Nephew of Robert A. Carbaugh*

*Your comments about our staff:* Scott was very helpful, very kind. He's very good at his job!

*Sharon A. Tapp, Daughter of Kathleen Wise*

*Your comments about our staff:* Special recognition to Scott Ball. How thoughtful. What a dignified image of honor and comfort for our family. You are fortunate to have Mr. Ball in your organization.

*Name Withheld by Request*

*Your comments about our staff:* I don't know what we would have done without the help of Scott Ball. He is very sincere, thoughtful and very caring. He helped our family out tremendously. He made us feel like he really cared. Thank you so much for all your help.

*Would you refer us to others?* Yes. The planning of a funeral is very hard on a family. Heffner's made us feel like they were planning for a member of their family. We did nothing. Heffner's took a burden off our shoulders in time of need. Thank you so much.

*Mrs. Judy Anderson, Sister of Brian D. Spahr*

*Your comments about our staff:* Scott Ball was wonderful. He made our experience very easy without any stress. We were very comfortable knowing that everything was taken care of. The secretaries were always very helpful as well. The day of the funeral went very smoothly. Scott and staff were very attentive to our every need. Thank you for making the honoring of our Father very memorable. Sincerely,

*The Family of Paul R. Miller*

*Your comments about our staff:* The staff at Heffner is wonderful. Everyone was friendly and professional. Scott and Megan, and others too I'm sure, were both very helpful and efficient in making sure that everything was done above and beyond our wishes for Darin's services. Overall, I was extremely pleased with the respect shown to both the departed and the family in all that you do at Heffner.

*Mrs. Christine Fusselman, Widow of Darin P. Fusselman*

*Your comments about our staff:* Betty Frey was very helpful with the pre-need arrangements. Scott and Todd were very attentive and responded quickly with any questions. In the days leading to my Aunt's passing, I spoke with Louella. She is excellent at making sure everything is in place.

*Would you refer us to others?* Yes. The family farewell was just what several members of the family needed for closure. I had all positive comments. Thank you for making a very tense time flow smoothly.

*Ruth Joynes, Niece of Joann Jennings*

*Your comments about our staff:* Betty Frey and Scott Ball were the best (Excellent!) and I would recommend your services without hesitation. Thank you.

*Would you refer us to others?* Yes. I will let everyone know that you are the best option and I will plan all of our family's needs through your organization. Thanks again!

*Paul T. Jones, Son of Beatrice M. Jones*

*Your comments about our staff:* Scott Ball—Extremely patient with us and our many questions!!! In such a grief stricken state of mind, Scott Ball handled everything with such sincere patience and kindness. We will never forget how nice he was to us, especially my Daughter who had so many questions. We truly appreciated his help to our family.

*Mrs. Alice A. Ciarcia, Widow of Joseph F. Ciarcia, Sr.*

*Your comments about our staff:* Scott was very patient with me until I finally made all my decisions.

*Mrs. Tanya Ruppert, Widow of Vernon C. Ruppert, Jr.*

*Your comments about our staff:* Scott was very kind and understanding.

*Would you refer us to others?* Yes. The staff did their upmost job, meaning they were showing the sympathy but also were listening to what you can do make your decisions a little less difficult for your family.

*Mrs. Pamela Gulyas, Daughter of Philip L. Bragg*

*Your comments about our staff:* Totally professional in every way. Scott Ball treated me and the service for my Mom with great respect and care in every way! I appreciate Scott Ball making the memorial service very respectful for my Mom and I feel comforted knowing my Mom had the Best and Caring Service. Thank you.

*Would you refer us to others?* Yes. For the care and concern and respect shown to me and family during this time, placing our Dear Mother to rest. We all felt at home and were comforted having our Mom's service there at Heffner Home. Only the Best would do for our Dearest Mom. The facility was immaculately clean and so peaceful and the highest comfort in every way. We were treated like family and my Mom would have been so happy to have her service at Heffner's.

*Susan Fraser, Daughter of Alberta C. Watters*

*Your comments about our staff:* We worked with Scott and he conducted himself very professionally. He was very sympathetic and thoughtful.

*Would you refer us to others?* Yes. I feel you have achieved your goal, we were served with courteous, sympathetic staff, spotless facilities, and warmth, dignity and respect. Thank you.

*Russell E. Fuhrman, Nephew of Vernetta Fuhrman*

*Your comments about our staff:* Scott was professional and personable without overdoing his condolences. The office staff was helpful and answered/explained the necessary paperwork.

*Would you refer us to others?* Yes. Professional staff, beautiful facility.

*Cheryl O'Brien, Sister of Katherine J. Ruvolis*

*Your comments about our staff:* Scott did an amazing job handling the service. Not knowing how many people were going to come, he didn't make us feel rushed.

*Rebecca Arnold, Mother of Ryan W. Arnold*

*Would you refer us to others?* Yes. We would recommend Scott to handle it. He did a beautiful job with all of Ryan's things. My family was very impressed with your whole team. When they came for Ryan in the middle of the night, they were kind and patient with us. They allowed us to have our moments of outspoken grief without making us feel strange or self conscious. My Husband and I didn't want a traditional funeral for Ryan because he was just a little boy and Scott let us do exactly what we wanted in order to achieve the perfect service for him. Scott was also very kind with reminding us of other things he needed and when, so that we could express just how much we loved our little boy. My Grandma who is 77, said she has never seen a more professional and kind funeral home. If I were you, I would take that as a compliment because she has had plenty of experience. So please extend our appreciation to Scott. He was awesome. Thanks.

*The Arnolds, Family of Ryan W. Arnold*

*Your comments about our staff:* Mom's funeral was preplanned. Scott Ball was very thoughtful and made myself and two of my sisters feel at ease during this time of sorrow. He is a very personable type of person. He made sure everything was handled properly.

*Name Withheld by Request*

*Your comments about our staff:* Scott did a good job!

*John Rockleman, Widower of Margaret R. Rockelman*

*Your comments about our staff:* Scott was professional and responsive at all times.

*Name Withheld by Request*

*Your comments about our staff:* Scott and your team did an amazing job in handling a very difficult time, for me, and my family. Bruce was very ill and his body was impacted by that illness. Your team's effort to restore some of that made my last times with Bruce bearable. Those are the memories I will carry with me always!

*Name Withheld by Request*

*Your comments about our staff:* All your staff is awesome!! They treated us with respect! Mr. Scott Ball and Mrs. Betty Frey are the best!!

*Would you refer us to others?:* Yes, your staff did a wonderful job!! Everything was beautiful!! Thank you for your great service!!

*Betsy Santiago, daughter of Nelly Malave Jiminez*

*Your comments about our staff:* Scott Ball was very kind, courteous, and respectful, while handling our Mother's arrangements. Myself, and the rest of my family, greatly appreciate everything that your staff and establishment were willing to do, and did, to help us lay our Mother to rest. Thank you all so much!!

*Suzanna L. Eisenhour, daughter of Juliana Theobald-Reily*

*Your comments about our staff:* Arrangements for the funeral were made long-distance, and Matt was extremely helpful in making the process go smoothly. Matt, Scott and John were all both caring and professional, as was the rest of your staff at the funeral. They are all a credit to your fine organization.

*Would you refer us to others?:* Yes, I was totally satisfied with the help, care, and professionalism of all your staff.

*Dave Stetler, son of Daniel Stetler, Jr.*

*Your comments about our staff:* Scott and George were outstanding. Scott was always thinking of my needs, before we thought of the. His genuine concern for his job made our family day excellent without problems. Scott's integrity and self-discipline are of the highest caliber.

*Would you refer us to others?:* Yes, your professional competence is equal to great professional standards, that make a sad day to a great process.

*Nelson G. Henry, Widower of Olga Henry*

*Your comments about our staff:* Scott was wonderful through the entire process from our first meeting until he carried him out to my van to come home. The front office ladies were kind and comforting as well. The cleanliness of your facility is most impressive.

*C. Joyce Hemler, Widow of Terry L. Hemler*

*Your comments about our staff:* Those we came in contact with; Scott, Kim, and Betty, were all very helpful and efficient.

*Would you refer us to others?:* Yes, everything was handled very well and we were completely satisfied.

*Pauline L. Jamison, Widow of John E. Jamison*

*Your comments about our staff:* Scott was very professional. He helped make a very difficult time easier. He made me feel like he really cared about my Mom and helped me provide a service that my Mom would have been extremely proud of.

*Would you refer us to others?:* Absolutely. I would especially recommend Scott.

*Tracy Lloyd, daughter of Joy M. Thompson*

*Your comments about our staff:* Mr. Scott Ball was very courteous and professional dealing with a family that has a strange sense of humor. We would recommend him and your facility to all we know.

*Kathleen Church, Widow of Rex Church*

*Your comments about our staff:* We met with Scott Ball and is/was excellent. He handled everything very professionally; Scott was very personable.

*Barbara Sheaffer, Widow of Michael J. Sheaffer*

*Your comments about our staff:* Scott Ball allowed the entire family to feel comfortable with his kindness and courtesy. We definitely would recommend him to anyone.

*Robert Krout, father of Brian R. Krout*

*Your comments about our staff:* Scott was very helpful and kind, and respectful of our needs and requests.

*Would you refer us to others?:* My Mother had her items pre-arranged and I would suggest that to everyone; and how nice and respectful everyone was to my family.

*Betty Mitchell, daughter of Grace J. Stough*

*Your comments about our staff:* Scott Ball was absolutely wonderful! My Mother's cremation was in September and my Father's was in December. I was devastated, but Scott was so understanding and so kind. He made it easier for me to face the things I had to. Thank you.

*Sharon Gochenauer, daughter of John P. Smith*

*Your comments about our staff:* Scott went beyond the normal expectations to help us expedite the services.

*Name Withheld by Request*

*Your comments about our staff:* Scott was an outstanding, caring person all through the entire procedure. Thanks.

*Ruth Benedick for Martin A. Benedick*

*Your comments about our staff:* They are very professional. Scott made a very difficult situation so much easier to get through. He didn't forget anything. Every detail was perfect. Joyce would have been very touched by the service.

*Would you refer us to others?:* Because it was a very positive experience. – the way it was handled.

*Charles W. McKinney, Widower of Joyce E. McKinney*

*Your comments about our staff:* Scott Ball was very easy to deal with.

*Donna Baker, daughter of Mildred R. Myers*

*Your comments about our staff:* I can't say enough good things about Scott Ball. He was just wonderful in handling all of our needs and wants.

*Would you refer us to others?:* Yes, very nice facility. Staff was great. Everyone was very accommodating to our needs.

*Additional Comments:* Unfortunately, this has been the first time in my life that I have had to deal with a funeral home for the death of a loved one. As we all know this is not something that anybody wishes to do. I would like to thank everybody at Heffner Funeral Home for providing me and my family, with excellent service. My Father has also pre-arranged his funeral to be at this facility, and I know that when the time comes, that my family and I will be provided again with excellent care. Sincerely,

*Michelle Downie and family for Elsie P. Winter*

*Your comments about our staff:* Scott Ball exceeded our expectations. We appreciated his compassionate, professional attitude. All questions and requests were answered to our complete satisfaction.

*Carolyn L. Evans, daughter of John R. Harrington*

*Your comments about our staff:* Scott was very professional, as well as courteous and kind. He worked well in transition. Please thank him.

*Would you refer us to others?:* Every experience with Heffner's was sad but Very Good!

*Donald E. Abreght, son of Nellie V. Abreght*

*Your comments about our staff:* Your staff made a very difficult situation, much more bearable. Scott Ball certainly went out of his way to help us and answer our many questions. I would say he went way above my expectations. You certainly have a lovely facility too.

*Charlene Krout, niece of Golda M. Diehl*

*Would you refer us to others?* Yes. We will use no other facility. This is the third service we planned and all went well. Other family members had similar experiences with services they planned.

*Additional comments:* Scott Ball did an outstanding job. He was compassionate and considerate of all family members during every interaction. He listened to our concerns and made appropriate recommendations. We were very pleased with the informal viewing and the memorial service.

*Cindy E. Bacon and Pamela Eckert, Daughter and Daughter-in-Law of Edward C. Eckert*

*Your comments about our staff:* Scott was very patient and helpful.

*Cathy Attig, Daughter of Walter E. Ness*

*Your comments about our staff:* Scott was outstanding. He was so helpful every step of the way. He was so easy to talk to and respected all of our wishes! Thank you Scott!

*Susan C. Druck, Daughter of Preston E. Neff*

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

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

*Name Withheld by Request*

*The most important reason for selecting us:* I made the decision to go with Heffner. I felt comfortable with this since I was also familiar with your company and I felt you would handle my wife with respect and follow our requests since we had just updated our plans just three years ago.

*Would you refer us to others?* Yes. Scott Ball did a great job guiding our family as we dealt with this sudden loss. My wife and I shared our wants after we died but not to the small details to make it all happen. My one main concern was my grandchildren and great grandchildren and how they could better understand that grandmom has gone to Heaven. The kids brought hand colored pictures, flowers, and even sheet music of songs they loved to lay with grandmom. A blessing for all that were there that day. Thanks also to Betty Frey—she was and still is part of my family and some of her thoughts and suggestions help me make important decisions to do the best for my wife.

*Richard G. Sterner, Widower of Judy C. Sterner*

*Your comments about our staff:* Loved. Scott. I cannot say how much appreciated having him help us through this process. He also handled our Grandson's funeral with a deft hand. Thank you Scott.

*Would you refer us to others?* Yes. Because of our experience during a very awful time. Scott was everything we needed him to be. Jed Smith our Grandson.

*Linda Buckley, Daughter of Alyce D. Martin*

*Your comments about our staff:* Well done! Scott very graciously accommodated our request to meet (on very short notice) Thanksgiving Day morning to make the funeral arrangements (to meet our schedules!)

*Marlin Marks, Son of Marguerite I. Marks*

*Your comments about our staff:* I don't think you could have done anymore for us; everything went like clockwork. We had a lot of comments from Family and Friends, all good. You get a big A plus.

*Please check the most important reason for selecting us:* Was there to a few funerals and was very impressed and I told my Husband this is where we are going.

*Would you refer us to others?* Yes. Scott was the one we talked to when we entered the Home and he was with us all the way and he did a terrific job. He made us all feel very comfortable while making the arrangements and all through the whole funeral and after. Everyone was very impressed I just can't say enough about the whole thing.

*Jacqueline M. Knaub, Widow of Earl E. Knaub*

*Your comments about our staff:* Scott made this difficult time for me and my family less painful by his gentle and caring manner. He lifted the burden off our shoulders and calmed my fears about planning a funeral.

*Would you refer us to others?* Yes. I knew I had put him into wonderful, caring hands. I will carry that image with me the rest of my life.

*Beverly Schuder, Widow of Howard W. Schuder, III*

*Your comments about our staff:* Both Scott and Todd went way above their duties--Thanks for including Jan Seitz.

*Edward K. Norris, Nephew of Cecelia Crawford*

*Your comments about our staff:* Scott was very patient with us. It was four of us trying to agree on some things so it took some time. Never rushed us on a very important decision for all of us.

*Would you refer us to others?:* Yes, plenty of room for people to attend and parking adequate. We just provided the information to you guys, and you took care of the rest, to make sure things were complete and ran smoothly. There was no guesswork in this process. You guys/Scott adapted to all the things I requested respectfully!!!

*Kyle McLaughlin, son of Diane R. McLaughlin*

*Your comments about our staff:* Scott was fantastic! Very caring; he listened to our needs and provided us exactly what we were looking for. I also truly appreciated that upon our arrival, he came right out and met us. He knew who we were just by my husband calling and making the appointment.

*Would you refer us to others?:* Yes, your staff was very professional and I appreciate that they didn't try to over-sell services and products we did not need.

*Dean and Tiffany Graham, parents of Callie C. Graham*

*Your comments about our staff:* Scott was outstanding! He could not have done anything else to help us. Very kind and very professional!!

*Susan Smith, sister of Linda A. Kline*

*Your comments about our staff:* Scott Ball was very attentive to my needs. He was always patient and helpful.

*Name Withheld by Request*

*Your comments about our staff:* Your staff is top notch. I was very pleased with everything that was done. My Mother's brothers and sisters and my family were very comforted with the way my Mom looked. She looked so peaceful after many months of illnesses. Your staff was very understanding and helpful in every way. Scott was very attentive to my family through the very trying days.

*Would you refer us to others?:* I would refer your facility to anyone. This was my second time to need your services. My Dad passed away almost ten years ago; at the time, Matt Morris was our director. We appreciated Matt and his handling of our services. This time for Mom, everything was done again very professionally. Scott was very good with handling her services. Thank you for everything.

*JoAnn A. Bupp, daughter of Fern A. Saylor*

*Your comments about our staff:* Scott very helpful.

*Floyd R. Davis, son of Arnieta J. Strohl*

*Your comments about our staff:* Very understanding. Good listeners; Very professional. Clearly explained all requirements and options. Scott was available whenever needed. He is excellent.

*John Keenum, brother of Kristine Sackett*

*Your comments about our staff:* Scott Ball was very caring and compassionate, as well as very professional, in handling the arrangements for my Mother-in-law's funeral arrangements. We were very pleased with everything he did!

*Chris Miller, daughter-in-law of Miriam M. Miller*

*Your comments about our staff:* Great!

*Would you refer us to others?:* Scott did a wonderful job.

*Evelyn Trimmer, grandmother of Thomas D. Trautfelter*

*Your comments about our staff:* Scott Ball impressed us with his demeanor and professionalism.

*Most important reason for selecting us:* Charmaine Seitz picked your Red Lion location prior to her death.

*Barbara Seitz, daughter-in-law of Charmaine Y. Seitz*

*Your comments about our staff:* Scott was incredible. He is a huge asset to your company and we were very lucky to have him help us through this very trying time.

*Would you refer us to others?:* I will tell EVERYONE to go to you and always ask for Scott.

*Additional Comments:* I cannot say enough about how wonderful Mr. Scott Ball was to my family. Losing our Jed is the hardest thing we have ever, or will ever, go through and Scott was a great comfort. We knew he would take care of what needed to be taken care of. He is a very big asset to your company.

*Kristin Buckley, Mother of Jedediah Smith*

*Your comments about our staff:* Your staff and Scott were so very helpful and explained everything wonderfully.

*Would you refer us to others?:* Yes, we had no problems this time or other times we used your services at the Red Lion location.

*Debra Grove, daughter-in-law of Emery W. Grove Sr.*

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

*Additional comments:* Scott did a wonderful job making sure everything went smoothly so that we could honor our Dad. We really appreciated Todd's willingness to come out to our Dad's home so that we could make arrangements in his final days.

*Tina Fox, daughter of Clair L. Ness Jr.*

*Would you refer us to others?:* You provide a peaceful, comforting atmosphere. Scott Ball did an excellent job of meeting my needs.

*Name Withheld by Request*

*Your comments about our staff:* Words do not exist to describe Scott Ball and his "performance" during our time of need. He was the utmost gentleman, professional, businessman, and human that he could possibly be. He was

willing to listen to arrange, to change, and to provide all that was necessary and beyond. Many, many guests said it was the loveliest, most meaningful service they had ever attended. The ease with which all was carried out was a comfort. Keep this young man as long as you can. Thank you.

*Would you refer us to others?:* There are few places in our world now that are truly professional and classic from start to finish. You're one of few that are. Keep it up. Do not lower your standards. Proper dress, decorum, manners, etc. still make a difference.

*Marilyn Brown, Widow of Harry H. Brown*

*Your comments about our staff:* Your staff is the best; everyone was so nice and very helpful.

*Would you refer us to others?:* Scott was more than excellent. He made every accommodation for myself, and all of the family, including my Mother's financial state. He was so helpful and his kindness made this difficult time somewhat stress-free. My Mother looked so beautiful; there were so many complements on how great she looked. I can't thank everyone enough for making my last memory of my Mother so beautiful.

*Deb Burke, daughter of Betty Warner*

*Your comments about our staff:* Scott was compassionate to our family and providing the services in a professional manner. Mother looked lovely – upon seeing her, all of my fears of having an open casket were gone.

*Jennifer P. Mundy, daughter of Jennifer P. Mundy*

*Your comments about our staff:* My brother and I met with Scott Ball as strangers, and after our meeting to finalize our Mother's arrangements, we left with the feeling that we made a friend. Also, Sandy and Louella could not have been more helpful.

*Would you refer us to others?:* I also emphasize the importance of pre-planning. With death, as with life, Mother knew what she wanted and how she wanted it to be; and she shared that information with the family. Basically, we had very few decisions to make.

*Bev Nowell, Marty Stabley for Romaine E. Stabley*

*Your comments about our staff:* Todd Eckert came for my deceased sister and he was very courteous and helpful as to what I needed to do. Scott Ball helped to plan the service and explain everything (life insurance policies, etc.) and was very courteous and helpful that day and the day of the viewing and funeral service. I praise them both highly.

*Would you refer us to others?* Yes. My son-in-law and daughter recommended you, as you arranged his mother's funeral in June 2014, and they were very impressed and well pleased.

*Mrs. Edith A. Seigman, Sister of Kathryn I. Godfrey*

*Your comments about our staff:*

*To the staff of Olewiler & Heffner,*

I was impressed with Scott Ball from the evening he came to our house to pick up my beloved wife, to how he guided us through the whole process and his personal attention given to the family, especially to me. Through the years, I've done a lot of financial planning in this situation with clients, and in all those years I've never worked with anyone as personable and professional as Scott.

I would like to also add my heartfelt gratitude to Louella Stough.

The rest of the staff was just as helpful and courteous, even with dealing with a power outage. Thank you so much to all of you for making our time of remembrance of our beloved wife, mother, grandmother, great grandmother, and friend a Sacred Space for Healing.

P.S. Please share our heartfelt gratitude with the rest of the staff. Sincerely and with deep gratitude,

*Would you refer us to others?* Yes. Personal attention given with compassion for the family and especially me.

*Gerald Serfass, Widower of Carol Ann Serfass*

*Your comments about our staff:* Ernie, we are very happy with Scott and Betty. Scott was very helpful with all of our questions. Betty had a wonderful service for Daddy. They are both very special people. I was nervous meeting with Betty about what to say about Daddy at his service, but she made it so easy! Scott did a wonderful job with making Daddy look peaceful. Thank you!

*Greg and Cindy Fortney, Daughter and Son-in-Law of Charles Kurtz*

*Your comments about our staff:* I would like to say how impressed we were with your entire staff. Scott went beyond our expectations of being attentive to our needs. Many of our guests commented on how they were greeted and made to feel welcome. Thanks for everything.

*Warren E. Mejo, Widower of Dorothy Y. Mejo*

*Your comments about our staff:* We were very pleased with Mr. Scott Ball's service throughout this tough time. Thanks,

*The Myers Family, Family of Richard A. Myers*

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

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

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

*Your comments about our staff:* Scott Ball took care of every need for us. He was very thoughtful and compassionate and took care of everything for us so that we had nothing to worry about. My husband looked so good after being so sick, like he was sleeping. We were very pleased with that. Many thanks to Scott and staff.

*Would you refer us to others?* Yes. Everything was so well done and all the extras that came with the funeral. We were very well pleased.

*Mary A. Helm, Widow of Harold L. Helm*

*Your comments about our staff:* Scott was wonderful. Thank you for your outstanding service!

*Cynthia A. Lentz, Daughter of Dorothy M. Shuster*

*Your comments about our staff:* Mr. President, Had I had more time to shop around, I may have gone elsewhere. Although it was expensive, it was top notch and I don't think any other place would have done a better job for us. Scott was great and any staff that I dealt with did an outstanding job. I would recommend your home to anyone. Sincerely,

*Steven L. Yerger, widower of Shawn A. Yerger*

*Your comments about our staff:* Scott was wonderful, very attentive to my needs. Guided me through the process of the funeral.

*Cheryl L. Murnane, Widow of Terrence S. Murnane*

*Your comments about our staff:* The staff was at all times calm and courteous and very helpful with our very numerous questions.

*Would you refer us to others?* Yes. Both of my parents have now gone through your home. Both ran as smooth as you could get. Everyone makes you feel so calm when you aren't. They make it all easy when it isn't.

*Additional comments:* I wish to thank all the staff especially Scott for all of his patience and help with our family and also say that offering wheelchairs and extra assistance was greatly appreciated.

*Mrs. Sharon P. Champagne, Daughter of Dorothy M. Druce*

*Would you refer us to others?* Scott was very helpful and professional. He made a very difficult time in our lives a little easier to handle.

*Andrew Schrum, Ex-husband of Barbara A. Schrum*

*Your comments about our staff:* Guy's sister commented that they arrived early from Philadelphia and the staff was very attentive to their needs while they waited, offering coffee, tea. Scott Ball has been very good to work with. We ran into a few glitches, but Scott provided solutions.

*Would you refer us to others?* Yes. The facilities and staff are great. The location is close and was convenient for out-of-towners.

*Additional comments:* The service was lovely and I appreciated Scott's finding the music requested. The book of memories was nice. Thank you everyone for all your help and comfort.

*Georgette Eveland-Alosa, Widow of Guy J. Alosa, Jr.*

*Your comments about our staff:* Your staff did an Excellent job in all areas. These people are obviously well educated in their line of work and we found them to be very caring and helpful in all aspects. Thank you and thank them too!

*Would you refer us to others?* Yes. It would take a lot to top your facility and employees. We were extremely pleased. Scott is an asset to your business.

*Donald E. Hopple, Jr., Son of Donald E. Hopple, Sr.*

*Your comments our staff:* Todd, Amanda, Scott, Rev. Miller and the gentleman who assisted Amanda at the house and Scott at the gravesite were all very courteous and helpful.

*Would you refer us to others?:* Absolutely- everyone has to deal with this situation and all of you made the chore much less stressful. Thank you all very much.

*Judy Bowling, daughter of Esther I. Bankers*

*Your comments about our staff:* Very professional.

*Would you refer us to others?:* Attention to detail was important and caring. Scott Ball is a pro, period.

*Ervin Nace Jr., spouse of Phyllis Nace*

*Your comments about our staff:* We couldn't have been more pleased. Scott was professional and dignified. We very much liked working with him.

*Iris V. Reitenbach, widow of Russell E. Reitenbach*

*Your comments about our staff:* Our family was extremely pleased with Scott and your staff in every respect. Every concern we introduced to him was met and implemented. Every feature of the proceedings was provided in a professional and well-organized way.

*Dean Anderson, son of Vance O. Anderson*

*Your comments about our staff:* Scott combined "professional and personal" making this time of sorrow much easier to get through while making so many decisions. We were very grateful to him for all his help.

*Would you refer us to others?* Yes. We were so impressed by Scott's professional manner and his personal touch to meet all our needs. He is perfect for this area of work.

*Name Withheld by Request*

*Your comments about our staff:* Dan and I were very pleased with everything, from the first time I called and talked to the lady who answers your phone. She was very nice and helpful and Scott was also very accommodating and always answered my calls promptly. Kept the cost of the funeral down for Rose, as she did not have the funds and she still had a very nice service. And in the bad weather that day, we could not have asked for a more caring, thoughtful funeral home to take care of Rose and all her friends. Thank you so very, very much!

*Would you refer us to others?* Yes. Couldn't have been more satisfied with everything!

*Darlene Firestone, Friend of Rosemarie A. Felker*

*Would you refer us to others?* Yes. No matter what our questions or problems, Scott and the entire team helping with Mum's arrangements were patient and kind, very willing to make sure it was something Mum would have looked down on and been proud we accomplished.

*Amanda Gerner, Daughter of Janis Gerner*