



Alamo Service Connection Training  
Thursday, September 23, 2010 – 9:00 a.m. – 3:15 p.m.  
8700 Tesoro Dr.  
Al J. Notzon Board Room, Suite 100  
San Antonio, TX 78217- 6228

## "The End: Preparing in Advance"

1. Welcome
2. Introductions
3. Presenter: Bill Bischoff, USAF, Ret. Presents:
  - Part 1 Let's Shop a Funeral
  - Part 2 Consumer Rights – What Funeral Homes Must Do
  - Part 3 Consumer Rights – Requirements Concerning Pre-Need Funeral Policies & Trust
4. Informational Items
  - Do You Have a Cool Neighbor?
5. Adjournment



This meeting is wheelchair accessible. The accessible entrance is located at the front entrance of 8700 Tesoro Drive. Accessible parking spaces are also available. Interpreters for the deaf must be requested forty-eight (48) hours prior to the meeting by calling (210) 362-5200 or by calling Texas Relay at 7-1-1 for assistance.