

NORTH CAROLINA
WAKE COUNTY

BEFORE THE NORTH CAROLINA
BOARD OF FUNERAL SERVICE
CASE NOS. M18-0049 / M21-0107 / M25-
0008

In the matter of:

Gilliam Memorial Mortuary, Inc., Gilliam Mutual
Burial Association, Inc. d/b/a Gilliam MBA, and
George L. Puckett, Jr.

Respondents.

CONSENT ORDER

THIS CAUSE, coming before the North Carolina Board of Funeral Service (hereinafter the “Board”) at its offices at 1033 Wade Avenue, Suite 108, Raleigh, North Carolina 27605, with a quorum present, the Board and Respondents stipulate and agree to entry of the following Consent Order:

1. Respondent Gilliam Memorial Mortuary, Inc. (hereinafter “Respondent Funeral Home”), is licensed by the Board as a Funeral Establishment Permit No. 0853 and Preneed Establishment Permit No. 0550 and, therefore, is subject to Chapter 90 of the North Carolina General Statutes and Title 21, Chapter 34 of the North Carolina Administrative Code.
2. Respondent Gilliam Mutual Burial Association, Inc. Gilliam MBA (hereinafter “Respondent MBA”), is licensed by the Board as a Mutual Burial Association Permit No. 25 and, therefore, is subject to Chapter 90 of the North Carolina General Statutes and Title 21, Chapter 34 of the North Carolina Administrative Code.
3. Respondent George L. Puckett, Jr. (hereinafter “Respondent Puckett” or collectively with Respondent Funeral Home as the “Respondents”) is licensed by the Board as Funeral Service License No. 1855 and, therefore, is subject to Chapter 90 of the North Carolina General Statutes and Title 21, Chapter 34 of the North Carolina Administrative Code.
4. Since September 23, 2022, Respondent Puckett has served as the licensed manager of Respondent Funeral Home and Secretary-Treasurer of Respondent MBA.

M18-0049

5. On or about December 13, 2018, Board staff issued a Notice of Hearing for Board Case No. M18-0049, alleging that:
 - a. Respondent Funeral Home failed to file, on or before March 31, 2018, its 2017 annual report of all preneed contract sales and performance of preneed contracts;

- b. Respondent Funeral Home failed to maintain a separate cash journal or separate cash receipt book designated for preneed, showing all preneed payments collected, as required by N.C. Gen. Stat. § 90-210.68(a) and 21 NC Admin. Code 34D .0301(c)(2);
 - c. Respondent Funeral Home failed to maintain copies of bank statements and deposit slips from financial institutions in which trust funds are deposited, certificate of deposit records, and trust accountings for the following closed trust-funded preneed contracts, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NC Admin. Code 34D .0301(c)(4); and
 - d. Respondent Funeral Home failed to maintain copies of payment verification or documentation for one closed insurance-funded preneed contract.
6. On January 7, 2019, the Board and Respondent Funeral Home entered into a Consent Order (“2019 Consent Order”) to resolve Board Case No. M18-0049.
7. In the 2019 Consent Order, Respondent Funeral Home admitted the violations set forth in Paragraph 5 above.
8. In the 2019 Consent Order, Respondent Funeral Home stipulated that the funeral director license of Janice Ray Owens and the preneed establishment permit, and ancillary preneed sales licenses of Respondent Funeral Home were to be placed on a one (1) year probation, contingent upon, among other things, that Respondent Funeral Home shall comply with all statutory and regulatory provisions governing the practice of funeral service during the probationary period.

M21-0107

9. On or about June 14, 2022, Board staff issued a Notice of Hearing for Board Case No. M21-0107, alleging that:
- a. Respondent Funeral Home failed to maintain copies of beneficiary designation documents and/or instruments of assignment in the preneed contract file for the following preneed contract files, in violation of N.C. Gen. Stat. § 90-210.68(a) and NCAC 34D .0301(c)(5):
 - i. Evelina R. Sheeike (contract date 2/25/19);
 - ii. Albert L. Craig (contract date 5/9/19); and
 - iii. Pearle O. Spivey (contract date 7/29/19).
 - b. Respondent Funeral Home has filed multiple deficient preneed contracts with the Board, in violation of 21 NCAC 34D .0101. For instance:

- i. Respondent Funeral Home submitted to the Board a preneed contract for Evelina R. Sheeike made on February 25, 2019 that failed to list the pre-existing funding insurance policy; that used a standard Statement of Funeral Goods and Services Selected for an inflation-proof contract; and that failed to list the name of the contract beneficiary;
 - ii. Respondent Funeral Home submitted to the Board a preneed contract for Albert L. Craig made on or about May 9, 2019 that indicated the purchaser had paid Respondent Funeral Home \$9,100 when, in fact, the contract was funded by two pre-existing policies; and that listed Respondent Funeral Home as the beneficiary of the contract;
 - iii. Respondent Funeral Home submitted to the Board a preneed contract for Pearle O. Spivey made in July 2019 that indicated the purchaser had paid Respondent Funeral Home \$6,000 when, in fact, the contract was funded by two pre-existing policies; and that listed Respondent Funeral Home as the beneficiary of the contract;
 - iv. Respondent Funeral Home submitted to the Board a preneed contract for Donna Gilliam in August 2021 that indicated the purchaser had paid Respondent Funeral Home \$6,750 but actually only \$50 was received; that was not dated; that used a standard Statement of Funeral Goods and Services Selected for an inflation-proof contract; and that overcharged purchaser for services in excess of that listed on its General Price List;
 - v. Respondent Funeral Home submitted to the Board a preneed contract for Ethel Winborne made on April 21, 2021 that failed to list the contract beneficiary; listed Respondent Funeral Home as the beneficiary on the corresponding Statement of Funeral Goods and Services Selected; and was not completed in clear, understandable and easy-to-read type print.
- c. Respondent Funeral Home failed to timely submit certificates of performance to the Board within ten (10) days of payment for the following closed preneed contracts:
 - i. Daniel Peter Wilson (date of payment 5/19/17);
 - ii. Colleen Lee Bond (date of payment approximately January 2020);
 - iii. Mary A. Holley (date of payment 3/17/20);
 - iv. Fannie Ward (date of payment 7/24/20);
 - v. Bernice Parker (date of payment 10/22/20); and
 - vi. Anna Riddick Slade (date of payment 3/4/20).

- d. Respondent Funeral Home violated on multiple occasions during their period of probation from January 7, 2019 through January 7, 2020 statutes and rules governing the practice of preneed funeral service.
10. On September 14, 2022, the Board and Respondent Funeral Home entered into a Consent Order (“2022 Consent Order”) to resolve Board Case No. M21-0107.
11. In the 2022 Consent Order, Respondent Funeral Home admitted the violations set forth in Paragraph 9 above.
12. In the 2022 Consent Order, Respondent Funeral Home stipulated that the preneed establishment permit and ancillary preneed sales licenses of Respondent Funeral Home were to be placed on a three (3) year probation, contingent upon, the following:
 - a. The ancillary preneed sales license previously given to Janice Owens be revoked;
 - b. Janice Owens not serve as the licensed manager or preneed sales licensee of Respondent Funeral Home at any point in the future;
 - c. Within thirty (30) days following the effective date of the Consent Order, Respondent Funeral Home identifies in writing a new licensed manager to Board staff;
 - d. The preneed establishment permit and all ancillary preneed sales licensees of Respondent Funeral Home shall be actively suspended until such time that Respondent Funeral Home submits to, and passes without substantial deficiency, a preneed examination to be conducted by Board staff inspector on or before December 31, 2022, to be scheduled at the mutual convenience of Board staff and Respondent Funeral Home;
 - e. The new licensed manager identified to Board staff shall take a Board-sponsored continuing education course on preneed statutes and rules on or before December 31, 2022;
 - f. Respondent Funeral Home shall comply with all terms of this Consent Order;
 - g. Respondent Funeral Home admitted that it committed the violations set forth therein; and
 - h. Respondent Funeral Home not violate any laws or rules enforced by the Board during the period of probation.
13. On or about December 20, 2022, Board Inspector Christopher Stoessner (“Inspector Stoessner”) conducted an examination of the trust and insurance-funded preneed contracts

and records of Respondent Funeral Home, pursuant to N.C. Gen. Stat. §§ 90-210.68(a) and the 2022 Consent Order.

14. Respondent Funeral Home did not pass without substantial deficiency the preneed examination conducted by Inspector Stoessner. Specifically, Inspector Stoessner found evidence tending to show that:

- a. Respondent Puckett could not locate Respondent Funeral Home's preneed receipt journal, book, or its equivalent during the examination, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(c)(2);
- b. Respondents failed to produce upon request recent annual policy status reports showing death benefit data for each preneed company contracted, in violation of N.C. Gen. Stat. § 90-210.68(a);
- c. Respondents failed to complete, maintain or submit to the Board within ten (10) days of payment certificates of performance for Esther Jordan (NCBFS # 319595), Thelma Cooper (NCBFS # 596622), or Albert Craig (NCBFS # 608875) in violation of N.C. Gen. Stat. § 90-210.68(a), and NCAC 34D .0303(b).
- d. Respondents failed to properly apply inflation-proof credits for non-guaranteed cash advance / tax items to performed preneed contracts, in violation of N.C. Gen. Stat. § 90-210.62(a);
- e. Respondents still had not obtained copies of beneficiary designation documents and/or instruments of assignment in the preneed contract file for the following preneed contract files, in violation of N.C. Gen. Stat. § 90-210.68(a) and NCAC 34D .0301(c)(5) and in violation of the 2022 Consent Order:
 - i. Evelina R. Sheeike (contract date 2/25/19); and
 - ii. Pearle O. Spivey (contract date 7/29/19).

15. As such, the active suspension of Respondent Funeral Home's preneed establishment permit and all ancillary preneed sales licensees remained in place. To date, Respondent's preneed establishment permit and all ancillary preneed sales licenses remain actively suspended.

M25-0008

16. On or about October 3, 2024, Inspector Stoessner conducted an examination of the trust and insurance-funded preneed contracts and records of Respondent Funeral Home (the "2024 Preneed Examination"), pursuant to N.C. Gen. Stat. §§ 90-210.68(a).

17. During the 2024 Preneed Examination, Inspector Stoessner found evidence tending to show Respondents had violated statutes and rules governing the practice of preneed funeral services, including the following:
 - a. Respondents failed to properly renew their Preneed Funeral Establishment Permit until April 15, 2024, in violation of N.C. Gen. Stat. § 90-210.68(a) and NCAC 34D .0301(a)(1). To date, Respondents have not remitted the late renewal fee in the amount of One Hundred Dollars (\$100.00), as required by 21 NCAC 34A .0201(c);
 - b. Respondents failed to produce upon request recent annual policy status reports showing death benefit data for each preneed company contracted, in violation of N.C. Gen. Stat. § 90-210.68(a);
 - c. Respondents failed to produce upon request a beneficiary change or assignment properly recorded to show Respondent Funeral Homes's interest in a pre-existing insurance policy for Ms. Sheeike, in violation of the 2022 Consent Order, N.C. Gen. Stat. § 90-210.68(a), and NCAC 34D .0301(c)(5); and
 - d. Respondents failed to complete, maintain or submit to the Board within ten (10) days of payment certificates of performance for the now deceased Willie Joyner (NCBFS # 277491) and Pearle O. Spivey (NCBFS # 609182), in violation of N.C. Gen. Stat. § 90-210.68(a), and NCAC 34D .0303(b).
18. Inspector Stoessner directed Respondents to file with the Board the certificates of performance for Willie Joyner (NCBFS # 277491) and Pearle O. Spivey (NCBFS # 609182), and to pay the attendant late fee of Twenty-Five Dollars per late certificate of performance, on or before October 31, 2024. To date, Respondents have failed to do so.
19. Respondents failed to file their 2024 Preneed Annual Report on or before March 31, 2025, in violation of N.C. Gen. Stat. § 90-210.68(a1). To date, Respondents have not submitted their 2024 Preneed Annual Report, despite being directed to do so by Inspector Stoessner on or about June 13, 2025.
20. Respondents have not submitted a 2025 renewal application for Respondent Funeral Home's Preneed Establishment Permit. Said permit expired on January 1, 2025 and has been expired for more than six (6) months. Pursuant to N.C. Gen. Stat. § 90-210.67(b), as amended by SL 2025-76, Respondent Funeral Home's Preneed Establishment Permit is not eligible for renewal.
21. On or about October 3, 2024, Inspector Stoessner also conducted an audit of the Mutual Burial Association contracts and records of Respondent MBA (the "2024 MBA Audit"), pursuant to N.C. Gen. Stat. §90-210.81.

22. During the 2024 Examination, Inspector Stoessner found evidence tending to show the Respondents and Respondent MBA had violated statutes and rules governing the practice of Mutual Burial Associations, including the following:
 - a. Respondents and Respondent MBA failed to maintain an accurate and faithful roll of the membership, in violation of N.C. Gen. Stat. § 90-210.81, Article 4; and
 - b. Respondents and Respondent MBA failed to keep current the books of the association posted, so that the financial standing of the association may be readily ascertained, in violation of N.C. Gen. Stat. § 90-210.81. Specifically, Respondent MBA failed to maintain and make available current bank statements or daily cash sheets;
23. Respondent MBA failed to timely submit its 2024 annual report to the Board, in violation of N.C. Gen. Stat. § 90-210.81, Article 4, which provides that such reports must be filed with the Board on or before February 15 of each year, or on or before the last day of any reasonable extension granted by the Board.
24. Respondent MBA was given an extension of time through March 15, 2025 to submit its 2024 annual report. Respondent MBA did not file the 2024 annual report until March 24, 2025. The 2024 annual report ultimately filed by Respondent MBA was incomplete, as it failed to provide current and accurate membership information.
25. Respondent MBA was invoiced for a late fee of Two Hundred Dollars (\$200.00), in accordance with N.C. Gen. Stat. § 90-210.81, Article 4, for its failure to timely submit its 2024 annual report. To date, Respondent MBA has not remitted payment of the Two Hundred Dollar (\$200.00) late fee.
26. On or about October 3, 2024, Inspector Stoessner conducted a Funeral Establishment Inspection of Respondent Funeral Home (the “2024 Establishment Inspection”), pursuant to N.C. Gen. Stat. § 90-210.23.
27. During the 2024 Establishment Inspection, Inspector Stoessner found evidence tending to show that:
 - a. Respondents did not maintain or use a casket price list, outer burial container price list, or a general price list that was compliant with the FTC Funeral Rule, as set forth in 16 C.F.R. 453 (1984), as amended from time to time; and
 - b. Respondents entered into at-need contracts for goods and services with itemized pricing that was in excess of the pricing set forth in Respondent Funeral Home’s general price list for the following consumers, in violation of 16 C.F.R. 453 (1984), as amended from time to time:

- i. Norvel Smallwood (date of death 4/7/24);
- ii. Donald Ray Speller (date of death 7/30/23);
- iii. Richard Douglas Callander (date of death 4/29/23);
- iv. Jamal Antwon Fears (date of death 1/21/23); and
- v. Sondra H. Outlaw (date of death 7/15/23).

CONCLUSIONS OF LAW

- 28. Respondents are subject to jurisdiction before the Board.
- 29. The acts and omission of Respondent Funeral Home described in Paragraphs 1-27 constitute a violation of the 2022 Consent Order.
- 30. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to properly renew Respondent Funeral Home's Preneed Funeral Establishment Permit and to pay the attendant renewal and late renewal fees, in violation of N.C. Gen. Stat. § 90-210.68(a) and NCAC 34D .0301(a)(1).
- 31. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to timely submit its annual preneed report, in violation of N.C. Gen. Stat. § 90-210.68(a1).
- 32. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to properly maintain accurate and complete preneed records and forms, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 N.C. Admin. Code 34D .0301(a), (b), and (c).
- 33. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to retain copies of prearrangement insurance policies (or the equivalent thereto), beneficiary designation documents, and/or instruments of assignment, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(c)(5).
- 34. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to timely complete and/or file with the Board certificates of performance for performed preneed contracts, in violation of N.C. Gen. Stat. § 90-210.64(a) and 21 N.C. Admin. Code 34D .0303(b).
- 35. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to produce upon request recent annual policy status reports showing death benefit data for each preneed company contracted, in violation of N.C. Gen. Stat. § 90-210.68(a).
- 36. The acts and omissions of Respondents described in Paragraphs 1-27 constitute a failure to properly apply inflation-proof credits for non-guaranteed cash advance / tax items to performed preneed contracts, in violation of N.C. Gen. Stat. § 90-210.62(a).

37. The acts and omissions of Respondents and Respondent MBA described in Paragraphs 1-27 constitute a failure to maintain an accurate and faithful roll of the membership, in violation of N.C. Gen. Stat. § 90-210.81.
38. The acts and omissions of Respondents and Respondent MBA described in Paragraphs 1-27 constitute a failure to keep current the books of the association so that the financial standing of the association may be readily ascertained, in violation of N.C. Gen. Stat. § 90-210.81.
39. The acts and omissions of Respondents and Respondent MBA described in Paragraphs 1-27 violate N.C. Gen. Stat. § 90-210.69(c)(6), which prohibits violating or cooperating with others to violate the laws, rules and regulations of the Board, or the standards set forth in Funeral Industry Practices, 16 C.F.R. § 453 (1984), as amended from time to time.
40. The acts and omissions of Respondents and Respondent MBA described in Paragraphs 1-27 violate N.C. Gen. Stat. § 90-210.25(e)(1)j, which prohibits violating or cooperating with others to violate the laws, rules and regulations of the Board.
41. The Board concludes that one or more of the violations described in Paragraphs 29-40 were committed by any owner, officer, operator, manager, member, or partner of Respondent Funeral Home or by any agent or employee of Respondent Funeral Home with the consent of any person, firm, or corporation operating it. Pursuant to N.C. Gen. Stat. § 90-210.25(d)(4), the Board has the authority to revoke, suspend, or refuse to issue or renew the funeral establishment permit of Respondent Funeral Home, to place Respondent Funeral Homes on probation, and to assess a civil penalty not to exceed \$5,000.00.
42. The Board concludes that one or more of the violations described in Paragraphs 29-40 were committed by any owner, officer, operator, manager, member, or partner of Respondent Funeral Home or by any agent or employee of Respondent Funeral Home with the consent of any person, firm, or corporation operating it. Pursuant to N.C. Gen. Stat. § 90-210.69(c), the Board has the authority to revoke, suspend, or refuse to issue or renew the preneed funeral establishment permit and ancillary preneed sales licenses of Respondent Funeral Home, to place Respondent Funeral Home on probation, and to assess a civil penalty not to exceed \$5,000.00.
43. The Board concludes that Respondent MBA is not in substantial compliance with the bylaws set forth in N.C. Gen. Stat. § 90-210.81. As such, the Board has the authority, pursuant to N.C. Gen. Stat. § 90-210.88, to revoke any authority or license granted for the operation of Respondent MBA.
44. The Board concludes that Respondent MBA committed one or more of the violations described in Paragraphs 29-40. Pursuant to N.C. Gen. Stat. § 90-210.92, the Board has the authority to remove Respondent Puckett as its secretary-treasurer for failure to maintain proper records.

45. Respondent Puckett committed one or more of the violations described in 29-40 but remains fit to practice. Pursuant to N.C. Gen. Stat. § 90-210.25(e)(2), the Board has the authority to place Respondent Puckett on probation and to assess a civil penalty not to exceed \$5,000.00.

BASED upon the foregoing Findings of Fact and Conclusions of Law, and in lieu of further proceedings, Respondents wishes to resolve this matter by consent and agree that Board staff and counsel may discuss this Consent Order with the Board *ex parte* whether or not the Board accepts this Consent Order as written.

Whereas Respondents and Respondent MBA acknowledge that they have read this entire document and understand it;

Whereas Respondents and Respondent MBA acknowledge that they enter into this Consent Order freely and voluntarily;

Whereas Respondents and Respondent MBA acknowledge that they have had full and adequate opportunity to confer with legal counsel in connection with this matter;

Whereas Respondents and Respondent MBA understand that this Consent Order must be presented to the Board for approval and that Respondents hereby waive any argument that any Board members considering this Consent Order are disqualified from participating in a hearing of this matter; and

Whereas the Board has determined that the public interest is served by resolving this matter as set forth below.

THEREFORE, with the consent of Respondents and Respondent MBA, it is ORDERED that:

1. The Preneed Establishment Permit No. 0550 and ancillary preneed sales licenses of Respondent Funeral Home are expired and not eligible for renewal or reinstatement. Respondent Funeral Home is eligible to re-apply for a Preneed Establishment Permit in the future; provided, however, that Respondents agree that any future Preneed Establishment Permit shall be issued only upon the following terms and conditions:
 - a. Respondent Funeral Home has remitted to the Board the following within forty-five (45) days following execution of this Consent Order:
 - i. One Hundred Dollar (\$100) for 2024 late preneed establishment renewal application fee;
 - ii. Fifty Dollar (\$50) for late COP filing fee for Board Contract Nos. 277491 and 609182;

- iii. 2024 Preneed Annual Report; and
 - iv. One Hundred Fifty Dollars (\$150) for late 2024 Preneed Annual Report filing fee.
- b. Respondent Funeral Home shall meet all current eligibility criteria set forth in Article 13D of Chapter 90 of the North Carolina General Statutes for the issuance of a Preneed Establishment Permit;
- c. Any future Preneed Establishment Permit issued to Respondent Funeral Home shall be placed on a stayed revocation and said stay shall be lifted automatically without further proceedings before the Board:
 - i. Upon any failure of Respondent Funeral Home to timely submit its annual preneed report or preneed establishment renewal applications, as required by law;
 - ii. On the condition that Respondent Funeral Home shall not sell any new preneed contracts and shall not accept any preneed funds for existing preneed contract for which it serves as trustee;
 - iii. Upon closure of all thirty-five (35) active preneed contracts currently held by Respondent Funeral Home; or
 - iv. Upon Board staff obtaining evidence tending to show that Respondent Funeral Home has caused financial harm to a consumer in its handling of any preneed contract or otherwise violated this Consent Order.
- 2. If Respondent Funeral Home does not re-apply for a Preneed Establishment Permit within sixty (60) days following execution of this Consent Order, Board staff shall transfer the thirty-five (35) preneed contracts currently held by Respondent Funeral Home to a successor preneed establishment in good standing with the Board.
- 3. Within sixty (60) days, Respondent MBA shall hold a valid meeting of its members to vote on voluntarily dissolution. If a quorum of the members votes in favor of voluntary dissolution, the assets of the burial association shall be liquidated in accordance with N.C. Gen. Stat. § 90-210.107(i), such that the burial association shall:
 - a. Cease accepting new members;
 - b. Collect all debts owed to the association and pay all debts owed by the association from monies on hand, including the reserve;
 - c. Distribute pro rata any remaining monies on hand and in the reserve; among those who were members of the association and whose transfer could not be accomplished on the date that the liquidation order was issued by the Board of Funeral Service. Each member's distributive share shall be determined by dividing the amount of the member's benefit by the aggregate benefits of all members of the

association and then multiplying the total amount of money available for distribution by the percentage so derived. Assessments owed by the members to the association at the time of distribution shall be taken into account and shall be offset against the members' distributive shares;

- d. Issue a certificate to members in an amount that equals the difference between the distributive share issued in (c) of this subsection and the full amount of the member's association benefit. Any certificate issued shall supersede and supplant any other certificate already issued by the association. The certificate shall be on a form prescribed by the Board and shall be prepared and distributed by the association at its expense; and
 - e. File a final report with the Board on or before December 31 in the year in which the liquidation occurred. This report shall show all receipts and disbursements, including the amount distributed to each member, since the last annual report of the association was filed with the Board.
4. If a quorum of Respondent MBA's members does not vote in favor of voluntary dissolution within sixty (60) days following the effective date of this Consent Order, the burial association license of Respondent MBA shall be deemed revoked, per N.C. Gen. Stat. § 90-210.82 Respondent MBA's agreements for members' benefits, records, property, and unexpended balances of funds shall be transferred to a financially sound mutual burial association that agrees in writing to accept the transfer.
 5. The Funeral Establishment Permit No. 0853 of Respondent Funeral Home is hereby placed on a five (5) year suspension, provided however, that such suspension shall be stayed on the following terms and conditions:
 - a. Within sixty (60) days following the Effective Date of this Consent Order, Respondent Funeral Home shall remit to the Board the late fee of Two Hundred Dollars (\$200.00) invoiced to Respondent MBA for its failure to timely submit its 2024 annual report.
 - b. Respondent Puckett shall not serve as the licensed manager for Respondent Funeral Home at any point in the future;
 - c. Within forty-five (45) days following the Effective Date of this Consent Order, Respondent Funeral Home shall identify in writing a new licensed manager to the Board staff;
 - d. Respondent Funeral Home shall submit to, and pass without substantial deficiency, a funeral establishment inspection to be conducted by a Board staff inspector on or before October, 2027, to be scheduled at the mutual convenience of Board staff and Respondent Funeral Home. If Respondent Funeral Home fails to pass without

substantial deficiency, in the discretion of Board staff, the funeral establishment inspection, then the stay of the suspension of Funeral Establishment Permit No. 0853 of Respondent Funeral Home shall be lifted until the deficiencies are rectified, in the sole discretion of Board staff;

- e. The new licensed manager identified to the Board staff, as set forth in Paragraph 1(c) above, shall take a Board-sponsored continuing education course on the FTC Rule on or before June 30, 2026;
 - f. Respondents shall timely respond to any and all Board and/or Board staff correspondence;
 - g. Respondents shall comply with all terms of this Consent Order;
 - h. Respondents admit that they committed the violations set forth herein; and
 - i. Respondents shall not violate any laws or rules enforced by the Board during the period of probation.
6. Respondent Puckett agrees that he shall not serve as the licensed manager or a preneed sales licensee for Respondent Funeral Home in the future. Respondent Puckett may continue to work for Respondent Funeral Home as an embalmer or in a non-managerial capacity going forward.
7. Within sixty (60) days following the execution of this Consent Order, Respondents shall reimburse the Board for the costs associated with the 2024 Establishment Inspection, the 2024 Preneed Establishment Examination, and the 2024 MBA Audit conducted by Board Inspector Stoessner in the amount of Five Hundred Dollars (\$500.00).
8. The Board shall retain jurisdiction under Article 3A, Chapter 150B for all administrative hearings held in connection with or pursuant to this Consent Order. If the Board receives evidence that Respondents and Respondent MBA have violated any term of this Consent Order or any other law or rule enforced by the Board, the Board shall schedule a show cause hearing for a determination of the violations. If the Board determines that a violation has occurred, the Board may impose such disciplinary action as it determines is appropriate and is authorized by law.
9. This Consent Order shall take effect immediately upon its execution by the Board and Respondents and Respondent MBA and reflects the entire agreement between Respondents, Respondent MBA, and the Board, there being no agreement of any kind, verbal or otherwise, which varies, alters, or modifies this Consent Order.
10. No modification or waiver of any provision of this Consent Order shall be effective unless it is in writing, adopted and approved by the Board, and signed by the parties affected.

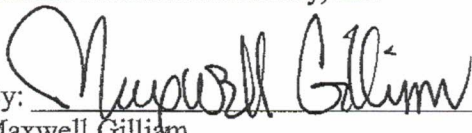
10. No modification or waiver of any provision of this Consent Order shall be effective unless it is in writing, adopted and approved by the Board, and signed by the parties affected.
11. Both the Board and Respondents and Respondent MBA participated in the drafting of this Consent Order. Any ambiguities herein shall not be construed against either party in any future civil or administrative proceeding.
12. Respondents and Respondent MBA hereby waive any requirement under any law or rule that this Consent Order be served upon them.
13. This Consent Order is effective upon the date that it is signed by all parties and the Board. Upon its execution by the Board and Respondents and Respondent MBA, this Consent Order shall become a public record within the meaning of Chapter 132 of the North Carolina General Statutes and shall be subject to public inspection and dissemination pursuant to the provisions thereof.

CONSENTED TO:

George L. Puckett, Jr.

_____ Date: _____

Gilliam Memorial Mortuary, Inc.

By:  Date: 11/18/2025
Maxwell Gilliam
Shareholder

Gilliam Mutual Burial Association, Inc.

By: _____ Date: _____
George L. Puckett, Jr.
Secretary-Treasurer

11. Both the Board and Respondents and Respondent MBA participated in the drafting of this Consent Order. Any ambiguities herein shall not be construed against either party in any future civil or administrative proceeding.
12. Respondents and Respondent MBA hereby waive any requirement under any law or rule that this Consent Order be served upon them.
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CONSENTED TO:

George L. Puckett, Jr.

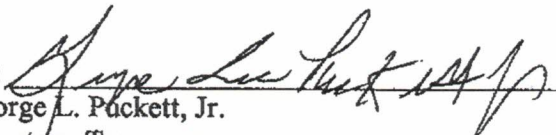


Date: 10/18/2025

Gilliam Memorial Mortuary, Inc.

By: _____ Date: _____
Maxwell Gilliam
Shareholder

Gilliam Mutual Burial Association, Inc.

By:  Date: 10/18/2025
George L. Puckett, Jr.
Secretary-Treasurer

By Order of the North Carolina Board of Funeral Service, this the 19 day of November, 2025.


Thomas T. Hilderbrand
Board President

CERTIFICATE OF SERVICE

I hereby certify that the foregoing Consent Order was served upon the following persons by mailing a copy via US Mail, First Class, Postage Prepaid, and addressed as follows:

Thomasine E. Moore, Esq.
410 New Bridge Street, Ste 12A
PO Box 127
Jacksonville, NC 28540

Counsel for Respondents

This, the 19 day of November, 2025.



Catherine E. Lee
General Counsel