

NORTH CAROLINA
WAKE COUNTY

BEFORE THE NORTH CAROLINA
BOARD OF FUNERAL SERVICE
CASE NO. M26-0001

In the matter of:

Chapman Funeral Home, Inc. and
Ashley A. Chapman
Respondents.

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CONSENT ORDER

THIS CAUSE comes before the North Carolina Board of Funeral Service (the "Board") at its offices at 1033 Wade Avenue in Raleigh, North Carolina, with a quorum present. The Board and Respondent stipulate and agree to the entry of the following Consent Order:

FINDINGS OF FACT

1. Respondent Chapman Funeral Home, Inc. (hereinafter "Respondent Funeral Home") is licensed by the Board as Funeral Establishment Permit No. 0094 and Preneed Establishment Permit No. 0298 and, therefore, is subject to Chapter 90 of the North Carolina General Statutes and Title 21, Chapter 34 of the North Carolina Administrative Code. Respondent Funeral Home is located in Stony Point, North Carolina.
2. Respondent Ashley A. Chapman (hereinafter "Respondent Individual" or collectively with Respondent Funeral Home as "Respondents") is licensed by the Board as Funeral Director No. 3615 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. For all times relevant to this Notice of Hearing, Respondent Individual has been the President and licensed manager of Respondent Funeral Home and has held a preneed sales license on behalf of Respondent Funeral Home.

2025 Inspection and Examination

4. On or about August 27, 2025, Board Inspector Debbie L. Hamm (hereinafter "Inspector Hamm") conducted a funeral establishment inspection (hereinafter the "2025 Inspection") and a preneed examination and audit (hereinafter the "2025 Examination") of the Respondent Funeral Home.
5. During the 2025 Inspection, Inspector Hamm found evidence tending to show violations of statutes and rules governing the practice of funeral service as follows, in that Respondents:

- a. failed to display a wall certificate for Dana Gentry, Funeral Service Licensee No. 3985, in a conspicuous place, despite previously having been cited by a Board inspector for a similar violation on October 05, 2023, in violation of G.S. § 90-210.25(c)(1);
 - b. utilized price lists containing inaccurate pricing information, in violation of N.C. Gen. Stat. § 90-210.25(e)(2) and 16 C.F. R. 453.2(b), in that:
 - i. two displayed caskets contained pricing that did not correspond with the casket price list provided;
 - ii. displayed casket was not listed on the casket price list provided;
 - iii. inaccurate pricing was listed on the casket price list as to the base range of available caskets;
 - iv. pricing provided on the casket price list for the "Alt container – cardboard" did not correspond with pricing on the General Price List provided;
 - v. two displayed outer burial containers offered for sale were not found on the outer burial container price list;
 - c. failed to have a Statement of Goods and Services Selected form signed by a funeral director or funeral service licensee for the at-need file of [REDACTED], in violation of N.C. Gen. Stat. § 90-210.25(e)(2) and 21 NCAC 34B .0613;
 - d. failed to maintain a completed BFS Form 56D1 for none of the five individual at-need files reviewed by Inspector Hamm, despite having previously been cited by a Board inspector for a similar violation on October 05, 2023, in violation of 21 NCAC 34C .0303(c); and
 - e. failed to identify the correct performing crematory on three of the five cremation authorizations forms reviewed by Inspector Hamm, in violation of 21 NCAC 34C .0303(c).
6. During the 2025 Examination, Inspector Hamm found evidence tending to show violations of statutes and rules governing the practice of funeral service as follows, in that Respondents:
- a. failed to make their past examination report available for review, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(a)(2);
 - b. failed to maintain recent financial statements for each financial institution at which preneed money is housed, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(c)(4);

- c. failed to make available the active preneed contract files of [REDACTED] upon request, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(c)(5);
- d. failed to maintain a cremation authorization form executed by two witnesses for the preneed contract of [REDACTED] in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(c); and
- e. failed to make available a certificate of performance, an at-need Statement of Funeral Goods and Services Selected, and/or payout verification information form for the following eight closed preneed contracts, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301:
 - i. [REDACTED]
 - ii. [REDACTED]
 - iii. [REDACTED]
 - iv. [REDACTED]
 - v. [REDACTED]
 - vi. [REDACTED]
 - vii. [REDACTED]
 - viii. [REDACTED]

BASED upon the foregoing, the Board makes the following:

CONCLUSIONS OF LAW

1. The acts and omissions of Respondents described in Paragraph 1-6 constitute a failure to display all licenses, certificates, duplicates and renewals thereof in a conspicuous place in the funeral establishment where the holder renders service, in violation of in violation of G.S. § 90-210.25(c)(1).
2. The acts and omissions of Respondents described in Paragraph 1-6 constitute a failure to comply with the standards set forth in Funeral Industry Practices, 16 C.F.R. 453 et seq. (1984), in violation of N.C. Gen. Stat. § 90-210.25(e)(1)(j).
3. The acts and omissions of Respondents described in Paragraphs 1-6 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 NCAC 34D .0301(a)(2) and (c)(4).
4. The acts and omissions of Respondents described in Paragraphs 1-6 constitute a failure to retain a completed certificate of performance for all matured or cancelled preneed contract files, in violation of N.C. Gen. Stat. § 90-210.68(a) and 21 NCAC 34D .0301(b) and (e).

5. The acts and omissions of Respondents described in Paragraphs 1-6 constitute a failure to keep copies of disclosure statements, as required by N.C. Gen. Stat. § 90-210.25(e)(2), available for inspection by the Board, its inspector, or other duly authorized representative, in violation of 21 NCAC 34B .0613.
6. The acts and omissions of Respondents described in Paragraphs 1-6 violate 21 NCAC 34C .0303(c), which requires the completion and retainment of Form 56D1 for the release of human remains from a funeral establishment or an individual licensed to practice funeral service.
7. The acts and omissions of Respondents described in Paragraphs 1-6 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.
8. The acts and omissions of Respondents described in Paragraphs 1-6 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, or the standards set forth in Funeral Industry Practices, 16 C.F.R. § 453 (1984), as amended from time to time.

BASED upon the foregoing Findings of Fact and Conclusions of Law, and in lieu of further proceedings, Respondents wish 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 acknowledge that they have read this entire document and understand it;

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

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

Whereas Respondents 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, it is ORDERED that:

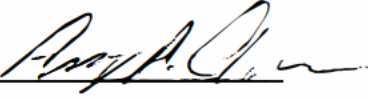
1. The at-need funeral establishment permit and the preneed establishment permit and any and all ancillary preneed sales licenses of Respondent Funeral Home is hereby placed on a stayed suspension for a period of three (3) years; provided, however, that the stay of the suspension shall be automatically lifted upon receipt by Board staff of evidence tending to show that, during the period of stayed suspension, any of the following terms and conditions were not met:
 - a. Respondent Funeral Home shall submit to, and pass without substantial deficiency, a funeral establishment inspection and preneed establishment examination to be conducted by a Board staff inspector on or before October 15, 2026. If Respondent Funeral Home fails to pass without substantial deficiency, in the discretion of Board staff, the funeral establishment inspection or the preneed establishment examination, then the stay of the suspension of Funeral Establishment Permit No. 0094 and Preneed Establishment Permit No.0298 of Respondent Funeral Home shall be lifted.
 - b. On or before December 31, 2026, all licensees of Respondent Funeral Home shall take Board-sponsored continuing education courses on preneed statutes and rules and cremation laws;
 - c. Respondents shall not violate any law or rule of the Board during the period of suspension;
 - d. Respondents shall timely respond to any and all Board and/or Board staff correspondence;
 - e. Respondents shall comply with all terms of this Consent Order; and
 - f. Within thirty (30) days from the date this Consent Order takes effect, Respondents shall pay a compromise penalty of Two Thousand Dollars (\$2,000.00) Dollars to the Civil Penalty and Forfeiture Fund in accordance with Article 31A of Chapter 115C of the North Carolina General Statutes.
2. The Board hereby puts on probation the Funeral Director License of Respondent Individual for three (3) year, on the following terms and conditions:
 - a. Respondent Individual shall not violate any law or rule of the Board during the period of probation;
 - b. Respondent Individual shall timely respond to any and all Board and/or Board staff correspondence; and

- c. Respondent Individual shall comply with all terms of this Consent Order.
3. 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 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.
4. This Consent Order shall take effect immediately upon its execution by all parties and reflects the entire agreement between Respondents and the Board, there being no agreement of any kind, verbal or otherwise, which varies, alters, or modifies this Consent Order.
5. 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.
6. Both the Board and Respondents 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.
7. Respondents hereby waive any requirement under any law or rule that this Consent Order be served upon them.
8. Upon its execution by the Board and Respondents, 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.

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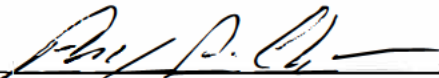
CONSENTED TO:

ASHLEY A. CHAPMAN



Date: _____

CHAPMAN FUNERAL HOME, INC.

By: 

Date: _____

Ashley A. Chapman
Owner

By Order of the North Carolina Board of Funeral Service, this the 17th day of August, 2026.

By:

Signed by:



Le'Shekia Coleman

Board President