VIRTUAL & HYBRID MEMORIAL SERVICES

Schedule Your FREE 30 MINUTE CONSULTATION
KEEPPING MEMORIES ALIVE TOGETHER

Comprehensive Virtual Memorial Services

Keeper is an online memorial platform that helps families collaboratively celebrate the life of a loved one. Since 2013, families have relied on Keeper’s digital services to share their stories and connect with each other following a loss. Due to Covid-19 gathering restrictions, families in most parts of the world were unable to hold in-person memorial services to commemorate the life of a loved one.

When my grandmother died from Covid-19 on April 25th, 2020, I organized a virtual memorial service to commemorate her life. I quickly realized how much time and effort is required to coordinate a meaningful memorial service, even if it takes place over Zoom.

With over 7 years of trusted memorialization experience, Keeper is proud to offer Virtual and Hybrid Memorial Services. As I learned by hosting my grandmother’s service, a memorial service is vital to gain closure and process grief. We look forward to helping families everywhere host meaningful and completely personalized memorial service events.

Mandy Benoualid
Co-Founder & President of Keeper Memorials

“As I learned by hosting my grandmother’s service, a memorial service is vital to gain closure and process grief.”

WHAT IS A VIRTUAL MEMORIAL?

A virtual memorial service with Keeper is like an in-person memorial, but it’s conducted online with family and friends participating virtually via video conference. Our memorial services can include eulogies, image slideshows, videos, and recitations of poetry, religious texts, or other passages. Your service can also include a hands-on legacy activity such as gardening, cooking, or meditation.

WHAT IS A HYBRID MEMORIAL?

A hybrid memorial combines a virtual memorial with an in-person gathering so that family and friends who are unable to attend in person can still meaningfully participate in the memorial service.

A livestream only memorial service is for families who wish to have their in-person memorial service virtually broadcast live to those unable to attend in person. Unlike a Virtual or Hybrid memorial service, guests who attend a livestream do not speak or make presentations during the event.

WHY USE KEEPER?

An experts in online memorialization and end-of-life care since 2013, you are in good hands with Keeper. We will work closely with you to craft the perfect memorial service for your loved one. From finding the right words to say and hosting the video conference, to online event page creation, sending invitations and guest list management, our facilitators are with you every step of the way. Your Keeper virtual memorial service will honor the memory of your loved one in a professional, personalized, and heartfelt way.

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www.mykeeper.com | events@mykeeper.com
WHAT TO EXPECT
Professional, Meaningful, Seamless Service

PERSONALIZED SERVICE
We work with you and your family to craft a personalized and meaningful virtual or hybrid memorial service that’s truly unique to your loved one.

EXPERT SUPPORT
Our facilitator coordinates the logistics of the memorial service for you and your guests. We use our expertise and knowledge to help you navigate important decisions such as: who will be speaking, the order of the service, and the content of the service.

MEANINGFUL WORDS AND EULOGIES
With your feedback, we garner fitting passages, poems, and literature to share during the memorial service. Our facilitator can assist you in finding the right words to share. Keeper also offers professional written eulogy services.

PROFESSIONAL MULTIMEDIA
We work with you to collect and curate any multimedia elements, including images, slideshows, music, videos, etc. The service facilitator uses these pieces to build custom multimedia elements for the memorial service.

EVENT INVITATIONS & GUESTLIST MANAGEMENT
Our facilitator sends communication directly to our guests via email. We send an online invitation, as well as multiple reminder emails prior to the service. The event information and the ability for guests to RSVP is readily available on the Keeper memorial page and associated event page.

EVENT HOSTING
Our facilitator hosts the virtual or hybrid memorial service and guides the event in accordance with your instructions, enabling you to be fully present and participate freely.

LEGACY PROJECT*
We collaborate with you to create a personalized legacy project or activity for you and your participants during the memorial service that honors your person. Some examples include gardening, yoga, meditation, cooking, and art.

MEMORIAL VIDEO RECORDING
Following the virtual or hybrid memorial service, the facilitator provides all participants access to the slideshow video, a recording of the memorial service, alongside a thank you email with some final words.

*Included with the Premium Experience

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VIRTUAL MEMORIAL SERVICE
- Sample Program -

WELCOME AND INTRODUCTION
The facilitator welcomes all guests to the service and thanks them for attending. The facilitator briefly explains the order of events for the program and shares some words about the honoree.

EULOGY WITH MULTIMEDIA PRESENTATION
The person presenting the eulogy is spotlighted on the screen for all participants. While the eulogy is being read, the facilitator presents a curated slideshow of photographs, images, text, and media which capture the spirit and life of the honoree.

READING OF SELECTED PASSAGES
The facilitator reads selected prose. This can include a poem that was dear to the honoree, a passage from their favorite book, or a scripture that is reflective of the life they led.

REFLECTIONS
Guests with pre-appointed roles are introduced and invited to share their prepared memories, thoughts, and reflections. The facilitator coordinates the order of speakers and cues them when it is their turn.

FINAL READING OF POEM OR PASSAGE
The facilitator reads a final selection of prose.

OPEN FORUM
The conversation is open to any of the guests who may have some words or memories that they’d like to share. This period is conversational and fluid.

LEGACY PROJECT
If requested, the legacy project or activity is guided by the facilitator. See below for details.

ACKNOWLEDGEMENTS
Before the memorial service concludes, the facilitator thanks everyone for attending.

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WHAT IS A LEGACY PROJECT?

Sample Legacy Projects

A legacy project is an activity that virtual or hybrid memorial participants do together during the service. Our facilitator collaborates with you to create an activity that best reflects your loved one.

The legacy project can be active, collaborative, quiet, or reflective - you decide!

GARDENING

Did your loved one have a green thumb? Gardening can be an incredibly healing practice, and a beautiful way to pay tribute to a loved one. Our facilitator guides event participants through an indoor gardening activity such as potting an indoor plant, planting memorial seeds or creating an indoor succulent garden. As guests work their way through the activity, the facilitator invites conversations on how this legacy project reflects the honoree.

A supply list and instructions will be sent to participants prior to the memorial service.

COOKING

Was your loved one passionate about food, or known for a signature dish? This hands-on activity is a meaningful and interactive way to remember a loved one and can bring you closer to your cultural culinary roots. Our facilitator walks guests through preparing, cooking, or baking a recipe of choice, while inviting reflections throughout from all guests.

A supply list and instructions will be sent to participants prior to the memorial service.

MEDITATION

Grief is like the ocean: it comes in waves: it ebbs and flows. Meditation activities typically take place at the beginning and towards the end of the memorial service. The first guided meditation focuses on grounding guests in the present and preparing them for the memorial service. The second guided meditation focuses on the honoree and the life they lived. Meditation instills calmness and clarity, allowing guests to better process feelings of grief and loss.

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FREQUENTLY ASKED QUESTIONS

WHAT IS A VIRTUAL MEMORIAL SERVICE?
A virtual funeral or virtual memorial with Keeper is like in-person service but it’s conducted online with family and friends participating virtually via video conference. Keeper works with families to personalize each service so that their memorial is unique and meaningful.

WHAT IS A HYBRID MEMORIAL SERVICE?
A hybrid memorial is an in-person gathering with a virtual element for those who are unable to attend in person.

WHAT IS A LIVESTREAMED MEMORIAL SERVICE?
A livestreamed memorial service is for families who wish to have their in-person memorial service virtually broadcast live to those unable to attend in person. Unlike a Virtual or Hybrid memorial service, virtual guests attending a livestream do not speak or make presentations during the event.

Keeper is happy to assist in the facilitation of a livestream memorial service. For a flat fee of $500 USD, Keeper will provide:

- A 1-hour virtual technical runthrough with a Keeper facilitator. For the runthrough, your onsite contact should be present at the event site, to test the equipment that will be utilized for the service.
- Assistance in producing the order of service and event timeline.
- A professionally designed Memorial Service Program.
- Zoom event creation and Zoom event link
- 2-hours of event coordination: 30 minutes prior to the event for final AV check, 1.5 hours of facilitation during the event, which includes:
  - Spotlighting guests and cameras
  - Playing AV provided by you
  - Muting/unmuting guests
  - Active Zoom chat room moderation
  - Video recording of the event

Additional items such as customized invitation emails, personalized slideshow videos, and a professionally edited event recording can be purchased separately.

DOES KEEPER PROVIDE ON-SITE STAFF FOR A HYBRID MEMORIAL SERVICE?
Our expert facilitators will remotely assist and coordinate with your on-site contact. Hybrid memorial services require a tech savvy family or friend, or venue employee (DJ, technician, etc) to be present as the on-site contact.

WHAT EQUIPMENT IS NEEDED FOR A VIRTUAL OR HYBRID MEMORIAL SERVICE?
Very little equipment is required to host a virtual or hybrid memorial service. You’ll need:

- Strong on-site WiFi. We recommend a minimum internet speed of 5 Mbps. Faster speeds will ensure a smoother, stronger connection. You can run an internet speed test here.
- A fairly recent model smartphone, tablet and/or a computer with a webcam.
- A tripod (if using a smartphone or tablet to stream)
- Optional, but recommended: A television screen, monitor, or projector for in-person guests.
- Optional, but recommended: External microphone for hybrid memorial services.

Does Keeper rent out equipment for memorial services?

While Keeper does provide equipment rental services, rest assured that very little equipment is needed to host a hybrid or virtual memorial service. If you are hosting a hybrid or livestreamed event at a venue, the majority of the equipment may already be provided by the venue (or can be rented through them).

Some equipment you may consider purchasing*:

- Tripod for phone or tablet - $24 on Amazon
- External Microphone - $43 on Amazon
- Battery Pack - $46 on Amazon
- HDMIM Cable - $11 on Amazon

*Keeper does not receive commissions for these purchases

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## SERVICE OFFERINGS

### PLANNING AND PREPARATION

<table>
<thead>
<tr>
<th>Service</th>
<th>Livestream only</th>
<th>Core Experience</th>
<th>Premium Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free 30 Minute Consultation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Event Day</td>
<td>Weekdays (Weekends and Holidays + $150)</td>
<td>Weekdays (Weekends and Holidays + $250)</td>
<td>Weekdays, Weekends, Holidays</td>
</tr>
<tr>
<td>Planning Session with Facilitator</td>
<td>1 hour (Tech Rehearsal)</td>
<td>1 hour (Tech Rehearsal)</td>
<td>2.5 hour (multiple sessions)</td>
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<tr>
<td>Rehearsal with Event Speakers</td>
<td>30 minutes</td>
<td>30 minutes</td>
<td>1 hour</td>
</tr>
</tbody>
</table>

### EVENT AND LOGISTICS

<table>
<thead>
<tr>
<th>Feature</th>
<th>Livestream only</th>
<th>Core Experience</th>
<th>Premium Experience</th>
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</thead>
<tbody>
<tr>
<td>Duration of Service</td>
<td>Up to 1.5 hours</td>
<td>Up to 1.5 hours</td>
<td>Up to 2.5 hours</td>
</tr>
<tr>
<td>Number of Guests</td>
<td>Up to 100 guests</td>
<td>Up to 150 guests</td>
<td>Up to 500 guests</td>
</tr>
<tr>
<td>Number of Speakers</td>
<td>N/A</td>
<td>Up to 6 speakers</td>
<td>Unlimited</td>
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<tr>
<td>Professional Event Facilitator</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Guest Moderation (muting guests, spotlighting speakers, etc)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Event Announcement with RSVP</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Digital Thank You Card</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Reception Rooms</td>
<td>✓</td>
<td></td>
<td>✓</td>
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</tbody>
</table>

### MEMORIAL SERVICE FEATURES + EXTRA

<table>
<thead>
<tr>
<th>Feature</th>
<th>Livestream only</th>
<th>Core Experience</th>
<th>Premium Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeper Plus Memorial Page</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Keeper Plus Event Page</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Memorial Service Program with welcome musical selections</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Multimedia Slideshow Creation</td>
<td>+$150</td>
<td>One Video (up to 150 photos)</td>
<td>Up to Two Videos (Up to 150 photos per video)</td>
</tr>
<tr>
<td>Curation of Readings (eg. poems, short stories, letters, religious text, scripture, etc)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Professionally Edited Service Recording</td>
<td>Unedited Recording</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Professionally Written Eulogy with Visual Presentation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Meditation &amp; Mindfulness Session</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Custom Legacy Activity (eg. cooking, gardening, yoga, etc)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**$500** | **Virtual: $1,400** | **Hybrid: $1,600** | **Virtual: $2,100** | **Hybrid: $2,300**