

BEFORE THE MISSISSIPPI STATE BOARD OF FUNERAL SERVICE

MS. ROSIE JONES

V.

**ROBINSON'S FRIENDLY FUNERAL HOME
AND
CARL (M) ROBINSON, INDIVIDUALLY AND IN
HIS CAPACITY AS LICENSEE IN CHARGE OF
ROBINSON FUNERAL HOME**

COMPLAINANT

307787580

RESPONDENTS

FINAL ORDER

THIS MATTER came before the Mississippi State Board of Funeral Service ("Board") on July 14, 2025, in Flowood, Rankin County, Mississippi, pursuant to a Notice of Hearing and Complaint issued to Carl Robinson and Robinson's Friendly Funeral Home, collectively referred to herein as "RESPONDENT." A quorum of Board members was present and participated throughout the hearing and deliberation in the matter.

RESPONDENT, having been properly served and being fully informed of **RESPONDENT'S** rights to a hearing before the Board, did appear at the hearing and was not represented by an attorney. **RESPONDENT** did not testify and did not offer any exhibits into evidence. Attorney Wyatt Dunn was present and represented the Board's interest.

This hearing was initiated in response to a complaint made to the Board pursuant to MISS. CODE ANN. § 73-11-57 (2). The complaint was filed by Ms. Rosie Jones ("COMPLAINANT") who appeared at the hearing and testified on her own behalf. On behalf of the **COMPLAINANT** the Board entered into evidence Exhibits B-1 and B-2. **COMPLAINANT** entered exhibits C-1 through C-3. A court reporter made a record of the proceedings.

Phillips Strickland, Special Assistant Attorney General, served as Administrative Hearing Officer, presided at the hearing and was directed to prepare the Board's written decision in accordance with its deliberations.

The Board, having held the hearing and considering the evidence presented, makes the following findings of fact, conclusions of law, and order based on clear and convincing evidence:

FINDINGS OF FACT

1. The Board is a duly constituted authority existing within the executive branch of the government of the State of Mississippi and is charged with the licensure and regulation of funeral directors, funeral service practitioners, and funeral establishments pursuant to Title 73, Chapter 11 of the Mississippi Code of 1972, as amended.
2. MISS. CODE ANN. § 73-11-49(7) authorizes the Board to adopt such rules and regulations

as it finds necessary to conduct the business of the Board and to carry out its licensure and regulatory functions.

3. This matter was duly and properly convened and all substantive and procedural requirements under law have been satisfied.
4. The Board finds that **RESPONDENT** was properly noticed of the Complaint and the date and time of the hearing in accordance pursuant to MISS. CODE ANN. § 73-15-31(1).
5. At all times mentioned herein, Robinson's Friendly Funeral Home, was licensed by the Board as a funeral establishment in Moss Point, Jackson County, Mississippi, holding license number FE-9540. Further, Carl Robinson was licensed by the Board as a funeral service practitioner, holding license number FS-0237. He was also the licensee in charge of Robinson's Friendly Funeral Home.
6. Complaint number 307787580 was filed with the Board by COMPLAINANT, Rosie Jones. [Ex. B-2].
7. On or about April 15, 2024, Dorothy Mae Banks died. [Ex. B-2; COMPLAINANT testimony].
8. At the time of death, COMPLAINANT was the legal guardian of the deceased who was her aunt. [Ex. B-2; COMPLAINANT testimony].
9. COMPLAINANT testified at hearing that her primary point of contact with RESPONDENT was Angela Robinson, an unlicensed relative of licensee Carl Robinson. Ms. Robinson accepted payments, issued receipts, provided a statement of funeral goods and services to COMPLAINANT, and delivered death certificates. [Ex. B-2; COMPLAINANT testimony].
10. COMPLAINANT testified that she did not verbally agree to cremation and she did not sign any paperwork, consent form, or agreement related to the cremation of the deceased. Further, no such proof of agreement to embalming was produced at the hearing by either party. [COMPLAINANT testimony].
11. Prior to death, two burial policies were maintained for the benefit of the deceased with payments for both being made to and through RESPONDENT. [Ex. B-2, C-1, C-4; COMPLAINANT testimony].
12. Going back as far as January of 2017 and continuing through April 2024, records show that monthly premium payments of seventy-nine dollars and sixty-two cents (\$79.62) were made by the deceased and/or COMPLAINANT to REPONDENT for policy number 490003783 underwritten by Magnolia Insurance Company. [Ex. B-2, C-1; COMPLAINANT testimony].
13. COMPLAINANT called Magnolia Insurance Company to inquire about policy number

490003783 and was told that the policy was sold to Citizens Insurance Company ("Citizens"). COMPLAINANT called Citizens at phone number 800-880-5044 and was told the policy lapsed due to non-payment in March 2022. [Ex. B-2; COMPLAINANT testimony].

14. RESPONDENT continued to accept insurance payments from COMPLAINANT for at least two years after the policy lapsed. This lapse occurred because RESPONDENT stopped forwarding COMPLAINANT's insurance premiums to the appropriate insurance company. [Ex. B-2; COMPLAINANT testimony].
15. RESPONDENT issued a statement of funeral goods and services to COMPLAINANT that listed a charge for one thousand eight hundred dollars (\$1,800) for a "cremation urn" that was not provided to COMPLAINANT. This statement also listed a charge for "embalming" in the amount of six hundred seventy-five dollars (\$675), when the body was not embalmed. The statement listed a "credit" in the amount of nine hundred dollars (\$900) for "Ins.," an abbreviation for insurance, when RESPONDENT knew the insurance policy had lapsed two years prior. [Ex. C-2; COMPLAINANT testimony].

CONCLUSIONS OF LAW

1. The Board finds that RESPONDENT violated MISS. CODE ANN. § 73-11-73 (3), in that RESPONDENT embalmed or cremated a dead human body without the prior written or oral consent of the next of kin or authorizing agent or representative of the deceased for each body that is placed under its care and custody.
2. The Board finds that RESPONDENT violated MISS. CODE ANN. § 73-11-57 (1)(l), in that RESPONDENT knowingly performed any act that in any way assists an unlicensed person to practice funeral service or funeral directing.
3. The Board finds that RESPONDENT violated MISS. CODE ANN. § 73-11-57 (1)(p)(iv), in that RESPONDENT committed any act or omission in the practice of funeral service or directing which constitutes dishonesty, fraud or misrepresentation with the intent to benefit the licensee, another person or funeral establishment, or with the intent to substantially injure another person, licensee or funeral establishment.
4. The Board finds that RESPONDENT violated 30 Miss. Admin. Code Pt. 2401, R. 9.2 in that RESPONDENT failed to provide a printed or typewritten General Price List ("GPL") for retention to persons who inquire in person about funeral goods or funeral services offered by the funeral establishment.
5. The Board finds that RESPONDENT violated 30 Miss. Admin. Code Pt. 2401, R. 9.4 in that RESPONDENT's price list failed to accurately reflect the prices that the funeral establishment or provider will actually charge the consumer for the funeral goods and services selected.

ORDER

IT IS HEREBY ORDERED that Respondents are hereby assessed a monetary penalty in the amount of five hundred dollars (\$500.00) for each of the five violations cited herein for a total of two thousand five hundred (\$2,500) dollars. The monetary penalty must be paid by money order or certified check or cashier's check, payable to the Mississippi State Board of Funeral Service. Respondents shall be jointly and severally liable for the payment of the monetary penalty.

IT IS FURTHER ORDERED that any money paid by Respondents shall be deemed received by the Board when noted in the Board's record by Board staff. Further, any correspondence, report, or documentation from or for the Respondents shall be deemed received by the Board when the Board's date stamp is affixed to the correspondence. The monetary penalty, costs, fees and/or other report or documentation required by this Final Order shall be delivered to: Della Smith, Executive Director, Mississippi State Board of Funeral Service, 3010 Lakeland Cove, Suite W, Flowood, Mississippi 39232-9709.

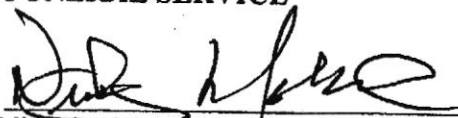
FURTHER ORDERED that it is Respondents' responsibility to ensure all payments required to be filed with the Board pursuant to this Final Order are timely filed with the Board. Failure to make payments or file reports on or before their due date is a violation of this Order.

FURTHER ORDERED that the license of Carl Robinson, FS-0237, and the license of Robinson's Friendly Funeral Home, FE -9540, are hereby suspended for one hundred and twenty (120) days from the final, signed date of this order.

FURTHER ORDERED that after completion of the one hundred and twenty (120) day suspension, the license of Carl Robinson, FS-0237, and the license of Robinson's Friendly Funeral Home, FE -9540, shall be placed on probation for a period of three hundred sixty-five (365) days.

SO ORDERED this the 8th day of Oct. 2025.

**MISSISSIPPI STATE BOARD
OF FUNERAL SERVICE**

By: 

Nicholas Mallard, Chair
for and on behalf of the Board

STATE OF Mississippi
COUNTY OF Pike

Personally, appeared before me, the undersigned authority, in and for the jurisdiction aforesaid, the within _____, who acknowledged before me that he signed the above and foregoing instrument on the day and year therein mentioned.

Sworn to, and subscribed before me, this the 8th day of October 2025.

Tammy M. Hughes
NOTARY PUBLIC

