



COMPANY PROFILE

About The Company

GRAFCO - The First Global Service Provider in the Middle East providing services across GCC and Worldwide. We are a company registered with the Government of Dubai to handle such situations.

The expatriate community, wherever they are have come to the destination in search of a better livelihood or to visit their relatives who are providing them with a livelihood working in a foreign county.



Unfortunately for some of them they get an unwanted visitor, DEATH, and that too at the most inappropriate time. This leaves the people feeling helpless. GRAFCO with its dedicated personnel is always at hand to rush to their service.

When tragedy strike far from home, your grief is compounded by the fact that the kind of paperwork and formalities that needs to be completed are too much to handle along with the grief. Add to that the nitty gritty of planning a funeral in an alien land, it becomes unbearable.

Grafco's professional team gets to work at this point of time taking over all your concerns. We provide assistance in all ways possible, be it a funeral in the foreign country or repatriation of the remains.

We take care of processing of all documents starting with the death certificates up to the point of ensuring that we deliver the remains to the destination. We have also provided the expat community with a dedicated hotline number which can be used 24/7.

To ensure all these processes happen quickly and efficiently we have cultivated and maintain a good relationship with the Ministries, the local law enforcement authorities, the hospitals, the morgues, the embalming centers, the embassies, the air cargo team etc. This ensures that we literally remove all the

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worries from the part of our client. Our dedicated team works with these people to ensure that the client does not have to endure even the least of the hassles.

At GrafcO we are mindful of the fact that the clients come to us during the time that they are stressed and worried to their maximum. Hence we keep our helping hand open at all times to ensure that once they are in our hands they do not suffer from any lack of attention at all times. This is the reason we follow up with our clients even when all the processes and procedures are completed and the funeral is done.



Similar to the situation with death, illnesses and accidents are also unwelcome visitors. We have tied up with professionals from all over the world to provide air ambulance services to the people who require such assistance and for this purpose we have our fleet ready to ferry our clients to any part of the globe to ensure they get the kind of treatment they require to get back to their feet. This is a situation that needs delicate handling and our people are equipped to handle these situations as the situation demands.

GrafcO Worldwide Partners and in Association with Global Logistics Offices, GrafcO-Indian Funeral Services all states in India, Emirates Sky Cargo, Anibus Assistance, Europe/UK Funeral Directors, China E Alarm Centers, Life/Repatriation Insurance Providers Worldwide. USA Funeral Homes. Our services are available in every country across the Globe.

SERVICES

- **Birth certificate for new born baby**
- **Assisting family in getting baby s passport.**
- **Complete service for accruing visa for baby.**
- **Repatriation of human remains**



- **Cremation services**
- **Burial**

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- Coffin and florist
- Medical Evacuation (Air Ambulance)

OUR MAJOR TIE UPS

- Grafco-Indian Funeral Services all states in India.
- Emirates Sky Cargo.
- Assistance, Europe/UK Funeral Directors
- China E Alarm Centers.
- Life/Repatriation Insurance Providers Worldwide.
- USA Funeral Homes.
- ENOC Insurance
- Very strong tie up with Philippine Embassy.
- Germany Embassy.
- Malaysia Embassy.
- Tied up with all major hospital like International modern hospital, American hospital, Prime medical center...
- Grafco has a good relationship with all the community club and social clubs..



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Testimonies

The British Embassy

Dubai

Dear Christine Searle,

I write to you in support of John Korah of Grafco. He performed funeral services and arranged the recent burial of our child in Jebel Ali Cemetery. He handled all matters required at the hospital mortuary, with the authorities who issue burial licenses and arranged the attendance of the local Anglican minister with discretion and efficiency. I have no doubt that we will call upon his services again when we need the body exhumed and transported to its final resting place.

Yours Sincerely,

Graham Henderson

To Whom It May Concern,

My Mother recently passed away from a heart attack here in Dubai, which came suddenly and without any fore-warning whatsoever.

I can't express how at ease I felt with John and his team from the very moment that he answered the telephone. Here was someone obviously used to dealing with grief, albeit vicariously, and his telephone manner instantly made me feel grateful to the nurse at the hospital the previous evening. I immediately felt that I was in not only competent, but understanding, hands.

I will be forever in John and his team's debt for the fact that they took over as much of the dealing with authorities as they could. Obviously there are integral parts of the process that require the presence of family, but where possible, Grafco ensured that they dealt with things themselves and reported back to me with regular updates, thus allowing me time to spend grieving with my wife, Sister and Father.

"Grafco" probably dealt with 80% of the procedures autonomously, which was an enormous relief. I can sincerely say that if I had to deal with any more uncaring people at that time of loss, my temper would have snapped, which would have served no positive purpose. John and his team's demeanor, though, when dealing with these authorities was perfect. They somehow managed to generate a calming influence on my family and me whilst at the same time expediting the entire process where possible.

From my Mother's passing to her being released for transportation to the United Kingdom took eight days, which at the time seemed an inordinately lengthy wait. Whilst at the mortuary, however, there were relatives of other people attempting to repatriate their loved ones, some of whom had been deceased for up

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to five months – and still they were being turned away due to incorrect paperwork. This may sound like a strange emotion to feel, but with the benefit of hind sight, I can truthfully say that I felt lucky to be there with John and his team.

They held my hand, figuratively speaking, for eight days, and offered a proverbial shoulder to cry on throughout. And whilst I am sure that I was not their only client going through similar processes at the time, it appeared as if I was. Without them, I simply would not have coped.

The last thing that I would like to bring to the attention of whoever is reading this is one of cost. Clearly at the time of losing a loved one, you would undoubtedly be prepared to pay whatever it takes to gain some peace of mind that you are being helped by compassionate professionals and that you are in the best possible hands – that feeling is absolutely priceless. But the cost of “GrafcO’s” service, in my opinion, is totally under-valued. Although I have no point of reference for comparison, as my Mother is the only relative I have lost whilst living overseas, I would doubt that a better service could possibly exist, regardless of the cost.

So if you have lost a loved one recently, and need or want to repatriate them, you will need to engage the services of a professional, and there couldn’t exist a better, more professional, more compassionate group of people to assist you through your time of grief and to expedite the process on your behalf. Speaking from personal experience, I urge you not to attempt this alone for the sake of your own sanity.

I will always hold a debt of heartfelt gratitude towards “GrafcO” as there is absolutely nothing that can ever be done to repay them. I conclude, therefore, by saying thank you John, Ronnie and everyone else.

Yours faithfully,

Michael Wright

John Korah, Managing Director

GrafcO P.o Box 50200

Dubai, UAE

Dear John,

I just want to take time to thank you for all the help you provided for us during the repatriation of my husband, Mike Forbes.

When Mike dead, I was at a loss as to how to handle all the "red tape" involved in getting his body back to the United States. Both the American consulate and Travel Guard insurance company submitted your company’s name to us for consideration. In addition, my daughter, Karina Bohn did an internet search and discovered your website .she contacted you before we made a decision on what company to choose

Your professionalism was impeccable, but it was your kindness and compassion that made this difficult task so much more bearable. At the end of our week in Dubai, Karina posted on facebook that one overwhelming feeling she had during the week was one of being blessed. Both of us were referring not only

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to the support of friends and family through the internet; but also (and even more important) we are thinking of how fortunate and blessed we were to find you.

I truly don't know we could have done it without your help. We have told so many people how much appreciated your presence in our lives during that week. I believe God sends angels when we are

desperately in need and I believe you were definitely our guardian angel in Dubai. Mike would say, "Thank you for taking care of my family."

God forbid , if the time ever comes that we have to recommend a repatriation company, you will be the first person we name .The Forbes /Bohn family will always remember you with genuine fondness and gratitude .Thank you so much.

Sincerely yours,

Dana Forbes

Contact Us

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