



Maryland's Association of Animal Care and Control Agencies and Humane Societies

**PO Box 1143
Easton, Maryland 21601**

**HB0564: Business Regulation - Pet Cremation and Burial Services - Requirements (Pet Cremation and Burial Services Consumer Protection Act)
Maryland Senate Finance Committee**

March 20, 2026

Dear Honorable Chair Beidle, Vice-Chair Hayes, and members of the committee:

Professional Animal Workers of Maryland, the state organization of animal control agencies and humane societies unanimously supports and encourages a favorable and speedy report on HB0564.

HB564 establishes consumer protections requirements for registered cemeteries, registered cemetery operators, and permit holders that sell cremation services for pet remains. For example, the bill will require registrants and permit holders that provide pet cremation services to retain records for each cremation performed. The bill also establishes duties of those who are responsible for returning pet remains to the pet's owners after cremation, including, among other things, providing the owner with a certificate that states, to the best of the person's knowledge, the remains are those of the owner's deceased pet.

We in the animal welfare and protection community witness the strong bond between people and their pets daily. We see families who treat their animals as companions, protectors, and sources of comfort. When a pet dies pet owners entrust their beloved pets with the professionals who oversee their animals' remains, believing they will be treated with dignity and respect. As you are aware there was a company who systematically defrauded pet owners by returning fake ashes in the form of sand or concrete. These pets were not cremated, but instead they were either dumped on the side of the road or left rotting in a vehicle piled on top of each other. Not only financially robbed, but they were also deceived in what could be considered one of the worst ways possible.

This incident exposed a critical gap in our system. Businesses such as veterinary offices, boarding kennels, breeders, shelters, and groomers are regulated, but the pet aftercare industry operates with no oversight. There are no uniform standards and without these safeguards, bad actors can infiltrate societies' trust. This bill does not impose unreasonable burdens, and it establishes clear and basic expectations.

Passing this bill is about compassion, dignity, and public trust. We ask for a speedy and favorable report on HB0564.

Sincerely,

Patty Crankshaw-Quimby, CAWA

Executive Director/Chief Animal Control Officer: Talbot Humane/ Talbot County Animal Control

President: Professional Animal Workers of Maryland