

## Frequently Asked Questions regarding transfers of samples from CryoSave to FamiCord Laboratory

### 1. Where is my biological material stored?

*Containers with the biological material of most of CryoSave's customers have been safely transported upon the order of CryoSave to the PBKM FamiCord Group laboratory in Poland. In order to check whether your material is stored, you will have to provide information that will enable us to identify the material sample and at the same time verify your right to this biological material. Please provide such data at <https://famicord.eu/contact-with-famicord>. Please be advised that responding to your requests due to the large number of requests will take us usually up to 6 weeks. We will start to respond to individual requests with precise information in September.*

### 2. Why was my biological material transferred to another bank? And why to the PBKM FamiCord group?

*The decision to transfer the material was made by CryoSave. To receive an explanation of the reasons behind this decision, please contact CryoSave. The material was transferred to PBKM FamiCord as part of the safe biological material storage contract concluded by and between CryoSave and PBKM FamiCord. CryoSave decided to entrust this service to PBKM Famicord due to the fact that PBKM Famicord is regarded as the most reliable bank among European banks, their storage standards and many years of very good financial standing.*

### 3. What were the legal grounds for transferring my biological material to PBKM FamiCord?

*The material was transferred to PBKM FamiCord based on the safe biological material storage contract concluded by and between CryoSave and PBKM FamiCord, which stipulated that CryoSave may entrust the biological material to PBKM FamiCord for storage, providing the Customers with an uninterrupted and highest quality service. CryoSave will bear the legal liability towards the Customer based on the contract concluded with the Customer.*

### 4. Was CryoSave required to obtain my consent for transferring the material?

*There was no possibility for PBKM FamiCord to review and they did not review all the contracts between CryoSave and their customers; they also have no direct influence on the activities undertaken by CryoSave. According to our best knowledge, such consent was not required in most cases. Because we are not a party to CryoSave's contracts with their customers, we are not able to provide the reason why CryoSave contacted the customers in the manner they actually did.*

### 5. What is the PBKM FamiCord Group? What is its market position?

*PBK M FamiCord is by all means the largest stem cell bank in Europe and one of the largest in the world, storing over 410 thousand different stem cells specimens for approximately 290 thousand families. FamiCord Group is present directly or indirectly in Hungary, Spain, Italy, Portugal, Switzerland, Poland, Romania, Turkey, Balkan Countries, Latvia, Ukraine, Denmark, Sweden and UK. The FamiCord Group's 10 laboratories process one third of the umbilical blood portions collected in Europe. PBKM FamiCord has a robust financial background, the PBKM FamiCord*

*shareholders include mainly financial institutions, such as Active Ownership Capital, Nationale Nederlanden, Invesco, Oil Fund of Norway, Rockbridge, Allianz, etc.*

**6. How my sample was secured during transport to PBKM FamiCord? How can I be sure that the material was transferred under proper conditions and was not destroyed?**

*During the transfer, all the standards and requirements regarding biological material transport were observed. Transport was compliant with the relevant contracts concluded by and between CryoSave and PBKM FamiCord, as well as covered by PBKM FamiCord's insurance policy with a sum insured of several million, provided by a group of insurance companies. Cryogenic containers were equipped with special sensors to measure temperature during transport and a team of experts supervised the process.*

**7. Is FamiCord responsible for quality of stored samples?**

*PBK M FamiCord may not be held liable for the quality of the sample, its preparation and storage until the receipt of the material from the CryoSave laboratories. If a sufficient number of reference samples is available with the main cartridge or group of vials with the stored biological material, PBKM FamiCord may conduct quality tests of the material upon written order of the entitled person (parents or child upon reaching maturity). Where no adequate number of reference samples is available, the tests may be conducted only on the main aliquot and this will be possible only when the material is to be used for transplantation.*

**8. Is It possible to visit laboratory to see my sample?**

*FamiCord is the biggest bank in Europe. Together with CryoSave samples we store more than 0,5 million of samples. It is not visible to make it possible for every client to visually inspect his sample. However, we will consider inviting selected representatives of CryoSave clients to our facilities.*

**9. Will you confirm that material is stored in PBKM FamiCord? How quickly such confirmation will be sent?**

*Every CryoSave Customer, who submit proof that they hold a legal title to the sample, will have the option to request verification of whether the biological material is in the containers transported from CryoSave. The only way to make the request is via <https://famicord.eu/contact-with-famicord>. If the material is identified, it will be possible to obtain a certificate confirming biological material storage at the PBKM FamiCord laboratory. The document will be sent via e-mail at the Customer's written request. Please be advised that responding to your requests due to the large number of requests will take us usually up to 6 weeks. We will start to respond to individual requests with precise information in September.*

**10. What about my contract concluded with CryoSave?**

*The contract concluded by the Customer with CryoSave remains valid. At the same time, the customer will have the right to decide whether to continue the contract or conclude a new contract with one of the PBKM FamiCord Group companies. The decision is up to the Customer. Should you wish to conclude a storage contract directly with the company from the PBKM FamiCord Group, please be informed that we will recognize payments made in full to CryoSave, i.e. for example, if the Customer paid CryoSave in full for the storage for a period of 20 years as of 2010 (i.e. until 2030), PBKM FamiCord will store the biological material as part of the price paid to CryoSave after a new contract is concluded. After that period, the Customer will have the right*

*to decide whether to continue storage under the terms and conditions of a new contract or to cancel.*

**11. How will the contract between the Customer and a company from the PBKM FamiCord Group be concluded?**

*First, a Customer who would like to continue the storage of their biological material at PBKM FamiCord, will receive a draft contract via e-mail or traditional mail. In order to conclude the contract with PBKM FamiCord, you should return the document via traditional mail in two signed counterparts to the address of PBKM FamiCord.*

**12. In what language will the contract between the customer and a company from the PBKM FamiCord Group be concluded?**

*The contract will be concluded in a bilingual version, in English and one of the following languages: Spanish, Italian, French, German, Hungarian, Portuguese or Latvian.*

**13. What will happen if I decide not to conclude a contract with a company from the PBKM FamiCord Group? What will happen to my biological material?**

*The Customer's contract with CryoSave remains valid subject to its terms and conditions. Where the customer does not intend to conclude a contract with a company from the PBKM FamiCord Group, they should inform PBKM FamiCord about it. If CryoSave fails to pay PBKM Famicord for storing the biological material, PBKM FamiCord reserves the right to contact the Customer again in order to establish what to do with the material.*

**14. What about payments to CryoSave that have already been made?**

*Payments made to CryoSave will be recognized by PBKM FamiCord and the Customer will be required to pay another fee only after the end of the period prepaid to CryoSave. The amount of the fees paid to PBKM FamiCord will be indicated in the biological material storage contract, if the Customer decides to enter into such a contract with PBKM FamiCord.*

**15. Will I have to cover additional costs for my biological material being transferred from the CryoSave laboratory to the PBKM FamiCord laboratory?**

*The material was transferred from the CryoSave laboratories to the PBKM FamiCord laboratory at the expense of PBKM FamiCord. An additional fee for transferring the material will be charged only where the Customer selects a different storage location than the laboratory where the material is currently located, i.e. Warsaw, Poland. PBKM Famicord is planning to offer optional storage in Switzerland, Germany, Portugal or Hungary.*

**16. Who will handle the customers of CryoSave who decide to conclude a contract with PBKM Famicord?**

*Customer service will be provided by PBKM FamiCord or another entity from the capital group or a subcontractor, so the customer will have the opportunity to contact the provider in their native language, where possible. The Customer who enters into a contract with PBKM FamiCord will always be informed about the customer service entity and will receive the relevant contact data of such an entity.*

**17. In which countries do the PBKM FamiCord Group laboratories operate? Can I choose the storage location for my sample in the contract?**

*The PBKM FamiCord Group stores samples, among others, in laboratories located in 9 countries, such as Poland, Switzerland, Germany, Portugal and Hungary. In the contract or by means of a separate statement the Customer will be able to indicate, where their samples are to be transferred to from the PBKM FamiCord laboratory in Warsaw for further storage. A fee for transferring biological material from the PBKM FamiCord laboratory in Warsaw to one of the laboratories that may be mentioned in the contract will be indicated in the Price Table in the contract.*

**18. Under what conditions is my biological material stored? What accreditations does the PBKM FamiCord laboratory hold?**

*The biological material is stored in dedicated containers (cryostats) in liquid nitrogen vapors at a temperature of -196°C. Our Warsaw laboratory holds accreditations of national and international authorities and institutions including the prestigious American Association of Blood Banks (AABB) accreditation, ISO, TÜV.*

**19. What if I have to send the material to the transplantation center?**

*PBKM FamiCord has the largest experience in Europe with the transport of stem cells to transplantation centers all over the world. In a need of transplantation you should contact us as soon as possible and we will provide you necessary assistance.*

**20. How did you obtain my contact data or who shared them with you?**

*As part of the continued safe biological material storage contract concluded by and between CryoSave and PBKM FamiCord, CryoSave shared with PBKM FamiCord via its electronic system only the information required under relevant laws on tissue and cell storage. PBKM FamiCord does not hold any data from the CryoSave system that could allow for unambiguous identification of the Customer, including, but not limited to holding no contact data. The data shared by CryoSave are safe and PBKM FamiCord takes every effort to process them in compliance with the applicable law.*

**21. Should I have any unresolved disputes with CryoSave, e.g. outstanding refunds, claims, will PBKM FamiCord take them over? Where can I report my claims now?**

*PBKM FamiCord is only responsible for the storage of biological material after transportation, therefore it will not be held liable for any previous disputes arising from the contract concluded with CryoSave.*