Warsaw, March 2024

**This information is dedicated to Bulgarian families who entrusted the preservation of cord blood stem cells of their children to a service provider registered in Switzerland, which has ceased its operations. The provider is currently undergoing liquidation and is unable to fulfill the services as committed in contracts with clients.**

According to the agreement between FamiCord and the previous service provider, the samples have been transported from various locations to the Central laboratory of the FamiCord Group in Warsaw. This process has been executed with the highest security measures, with the consent of relevant European authorities, and under the supervision of experienced experts from the FamiCord Group. Qualified employees of the FamiCord Group manually inspected each transported sample to confirm its status. **To verify that your child’s sample is currently stored in the laboratory of** FamiCord Group**, please complete the contact form on the website** [here](https://famicordcryobank.ch/contact-for-clients-of-the-former-service-provider/check-your-sample).

It should be noted that FamiCord Group is not the successor to the previous provider and has not assumed the company's obligations arising from the contracts it entered into.

It is important to note that only the child, or the individuals representing the child (usually the parents), are entitled to decide the future of these materials, and FamiCord will respect this. In particular to secure the legal status of the samples Bulgarian citizens can make one of three decisions:

* Secure further storage of samples in the FamiCord Group laboratory, by signing a new agreement directly with FamiCord. You can do this online [here](https://client.famicordcryobank.ch/bg/client/km/step-1), or you can seek assistance from our Bulgarian and English-speaking consultants who will guide them through the process step by step via email at [info@famicordcryobank.ch](mailto:info@famicordcryobank.ch) or by phone at **+48 221 230 299**.
* Transport the samples to other laboratory in Europe.
* That samples should be destroyed/ donated for research purposes.

At present, if a customer enters into a contract with FamiCord Group, all payments made for the storage of biological material to the initial cryopreservation provider will be fully recognized by FamiCord Group. The customer will be required to pay another fee only after the prepaid period has ended.

FamiCord Group has endeavored to provide transparent information to Bulgarian customers. In 2019, at FamiCord Group’s expense, it hosted representatives of families, lawyers, and journalists from Bulgaria who visited its office and laboratory to confirm their belief that the samples are now completely safe. Shortly thereafter, FamiCord Group established a Bulgarian hotline to facilitate access to information for all families seeking their samples. FamiCord Group is fully committed to cooperating with all customers of the previous service provider whose samples were transferred to Poland, as well as with relevant institutions and authorities.

If you didn’t find the answer you’re looking for, we encourage you to review the answers to the most frequently asked questions [here](https://famicordcryobank.ch/bg/for-clients/questions-and-answers) or the dedicated website at [www.famicordcryobank.ch](https://chat.openai.com/c/www.famicordcryobank.ch). Should you have any questions, you may contact FamiCord Group at [info@famicordcryobank.ch](mailto:info@famicordcryobank.ch) or its Infoline at **+48 221 230 299.**