



October 15, 2013

Dear CryoMed Parents:

As you are aware, on August 12, 2013, CryoMed, which previously marketed in Ecuador the cord blood services of Cryo-Cell International, Inc. ("Cryo-Cell International"), was closed by the National Institute of Organic Donation, (INDOT).

Cryo-Cell International is governed by the highest level of professional ethics and these principles provide the foundation for our method of operation. This is, in fact, why more than 500,000 parents worldwide have entrusted their children's stem cells with Cryo-Cell International. Cryo-Cell International supports the activity that CryoMed has conducted during the past 10 years in Ecuador. The specimens from Ecuador are in perfect condition and are kept stored at Cryo-Cell International's laboratory located in Oldsmar, Florida. The information regarding each of your stored specimen(s) was sent to you when the specimen(s) were processed. Please be advised that once a specimen is stored in Cryo-Cell International's cryogenic freezers, it remains stored in the same location and the status of the specimen will not change as all metabolic activity ceases.

Cryo-Cell International is registered with the U.S. Food and Drug Administration (FDA) and accredited by the AABB (formerly the American Association of Blood Banks). Cryo-Cell International has operated in the United States for over two decades and is the only major cord blood bank that can say that 100% of its specimens have been viable upon thaw when called upon for therapeutic use.

Due to the current situation in Ecuador and to ensure the channels of communication with Cryo-Cell International, we are requesting that you follow the guidelines below;

- For inquiries or consultations regarding the situation with CryoMed Ecuador, you can contact:
  - Anat Zoldan: 0992416081
  - Andres Lopez: 0992525425
  - Email: [informacion@cryomedecuador.com](mailto:informacion@cryomedecuador.com)
- For questions regarding your annual storage fees: please contact Cryo-Cell International's billing department at 813-749-2100, option 3 or send an email to [billing@Cryo-Cell.com](mailto:billing@Cryo-Cell.com).
- In the event of that your child needs his/her specimen for transplant or medical treatment in Ecuador or in another country, please contact Cryo-Cell International directly at 813-749-2111 or send an email to [transplant@Cryo-Cell.com](mailto:transplant@Cryo-Cell.com). In addition, you will need to obtain the relevant authorizations imposed by the local authorities.
- If your contact information changes, please update your information by clicking on this [link](#).
- As of October 1st, 2013, the annual storage fees should be paid directly to Cryo-Cell International by credit card. Invoices will be sent via email to the email address on file with directions on how to proceed with the payment when your annual storage fee is due.



Finally, we would be pleased to give you a personal tour of our world class laboratory and facility should you ever visit the Tampa area. Although we are disappointed in the closing of CryoMed, you may rest assured that you, together with more than 500,000 other parents worldwide, made the best choice by selecting Cryo-Cell International to store your family's stem cells. Your specimen will be here for you when you need it.

Sincerely,

A handwritten signature in black ink, appearing to read "David Portnoy", is written over a light gray rectangular background.

David Portnoy  
Chairman/Co-CEO