

19 April 2024

Dear Esteemed Clients,

Re: Stability Assurance and Commitment to Excellence

We hope this letter finds you in good health. As valued clients of Cordlife (Hong Kong) Ltd. ("Cordlife Hong Kong"), we would like to extend our heartfelt gratitude for your continued trust and loyalty.

In light of recent events surrounding the cord blood banking facility in Singapore owned by our parent company, Cordlife Group Limited ("CGL"), we wish to reassure you that these events have no impact on Cordlife Hong Kong's operations in Hong Kong. Our facility operates independently, with a dedicated team of medical and technical professionals overseeing every aspect of our laboratory.

We are pleased to share that Cordlife Hong Kong has once again achieved reaccreditation from AABB (Association for the Advancement of Blood & Biotherapies), marking our 8th consecutive validation of our steadfast commitment to upholding the highest standards of quality and excellence. AABB is a globally respected authority in setting and upholding standards for blood banking, transfusion medicine, blood management, and cellular therapies. The accreditation process includes an intensive on-site inspection conducted by expert assessors, ensuring compliance with AABB's rigorous standards across medical, technical, and administrative domains.

Our primary focus remains firmly on delivering value to you and maintaining the trust of our stakeholders here in Hong Kong. Our facility operates 365 days a year, guided by a robust quality management system that outlines stringent protocols and procedures to safeguard the integrity and security of stored cord blood samples. Furthermore, all our cryogenic storage tanks are equipped with a sophisticated lab monitoring system, ensuring continuous, real-time temperature monitoring, round the clock. Additionally, these tanks are connected to a liquid nitrogen supply, which replenishes liquid nitrogen automatically when levels fall below the set threshold. Should any temperatures deviate from the acceptable range, our personnel are promptly alerted to take appropriate action swiftly.

Once again, we extend our sincere appreciation for your continued trust and support. We remain committed to serving you with the highest standards of professionalism and excellence, ensuring the well-being of you and your loved ones for years to come.

Yours sincerely,

Management of Cordlife Hong Kong Limited