



Cell Care

by CooperSurgical®

FAQs

IMPORTANT INFORMATION CELL CARE NEW ZEALAND

Are my baby's stem cells safe?

Yes. Your baby's stem cells are securely stored at our specialist facility in Melbourne, Australia. This announcement does not impact the safety or availability of your stored cord blood and/or tissue cells. They remain readily accessible should they ever be needed for future medical use.

What if I need to use the stem cells?

If you require access to your stored stem cells for a medical treatment or an approved clinical trial, please contact Cell Care directly. We will guide you through the necessary steps, including meeting the Therapeutic Goods Administration (TGA) approval requirements.

Please note: Cell Care does not charge a fee to release samples.

Can I store stem cells for another baby in the same facility?

Yes, for parents who have stored with us for previous children and want to store for subsequent children, we will accommodate your needs. You'll need to enrol via our Australian website: www.cellcare.com.au. Please be aware that additional fees apply for international transport.

To ensure everything is in place ahead of your baby's arrival, we recommend contacting us well in advance of your estimated due date.

Is Cell Care experiencing financial difficulties?

No. Cell Care is part of CooperSurgical, a global life sciences company committed to supporting families through reproductive health, newborn stem cell services, genetic screening, and medical technologies.

CooperSurgical is listed on the NASDAQ and maintains a strong financial position.

How can I contact you for more information?

If you have any questions or would like to speak with someone directly, our experienced Client Services team is here to help.



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