

## MEDIA RELEASE

### **Cordlife to Hold Townhalls for Affected Clients in Singapore; Explores Improvements to Proposal for Affected Customers**

**SINGAPORE, 23 June 2025** – Cordlife Group Limited (“**Cordlife**” or the “**Company**” and together with its subsidiaries, the “**Group**”) announced today that it will begin holding a series of in-person and online townhalls with affected customers from the damaged and high risk tanks this week to (a) explore and put forward possible ways to enhance support and expand the coverage for these affected customers (“**Enhanced Proposal**”); and (b) receive feedback from the affected customers on the Enhanced Proposal.

The townhalls, which follow the full resumption of Cordlife’s operations in January 2025, are part of the Group’s ongoing customer engagement efforts, and will serve as an opportunity for Cordlife’s management and laboratory team to directly address the questions and concerns of affected customers.

In February and April 2024, Cordlife offered affected customers a refund of the annual fees received from such customers from the start of the temperature excursion, and to waive all subsequent fees for active customers until their child turns 21. In the event the transplant physician determines the cord blood cannot be successfully used for an approved cord blood transplant solely because it does not meet the viability criteria, Cordlife will use its best endeavours to find a suitable replacement.

As of 30 May 2025, approximately 56% of affected customers have accepted the Company’s offers.

Since then, Cordlife has continued to engage affected customers. Cordlife has also been exploring potential improvements to its existing resolution offer based on customer feedback.

At this stage, the Enhanced Proposal is still under consideration and may, subject to further discussion and input at the townhall sessions, include areas such as: (i) further provisions relating to storage of the cord blood units; (ii) further areas of coverage for the customer not previously set out in the customer contracts; and (iii) medical care support if the child requires a cord blood transplant.

The intention is for any Enhanced Proposal to be offered to take into account the best interest of the child. Further, any Enhanced Proposal (when offered) would be available to all affected customers from the damaged and high-risk tanks and not only the balance 44% of affected customers who have not accepted the Company’s offers made in February and April 2024.

Ms Chen Xiaoling, Cordlife’s Group Executive Director and Group CEO, said, “The management team takes all our customers’ feedback seriously. Over the past several months, we have been actively reviewing how we can further improve our offer. I would like to reiterate that our original offer remains available for clients who have yet to respond. For the 56% of affected customers who accepted the earlier offer, rest assured you will automatically be entitled to any improvements made. We will keep all affected customers and stakeholders updated in an open and timely manner.”

### End ###

## ABOUT CORDLIFE GROUP LIMITED

Cordlife Group Limited (“Cordlife”, together with its subsidiaries, the “Group”), founded in 2001, owns and operates Asia’s largest network of private cord blood banks. The Group is committed to ensuring the health and well-being of both mother and child, amongst others. Listed on the Mainboard of the Singapore Exchange since 2012, the Group is a pioneer in private cord blood banking in Asia with extensive transplant experience, having processed and stored more than 400,000 cord blood, cord lining, cord tissue, and placenta stem cell samples. Cordlife is an industry leader in Hong Kong, Indonesia, and the Philippines and one of the top three market leaders in India and Malaysia. Through its majority-owned subsidiary in Malaysia, Stemlife Berhad, Cordlife has an indirect stake in Thailand’s largest private cord blood bank, Thai Stemlife. In addition to cord blood, cord lining, cord tissue, and placenta banking, Cordlife offers families a comprehensive suite of clinical diagnostics, including non-invasive prenatal testing, paediatric vision screening, and newborn metabolic screening. Cordlife strives to ensure reliable quality and is committed to a customer-centric approach. For more information, visit <http://cordlife.listedcompany.com>.

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