



## Important Questions You Should Ask Any Surrogacy Agency

We understand that choosing the right agency to work with can be confusing. We believe that the questions below should be asked of any agency you are considering. Our company is committed to providing you with all of the information you need to make an informed decision. Trust is the cornerstone of a successful surrogacy process and it starts with selecting the right agency for you.

### 1. How long have they been in business?

There are few barriers to entry in starting a surrogacy agency. Every year, we see them come and go. Many work out of their homes and set up a web site. But, are you willing to trust the most important process of your life to a new operation with little or no track record of success? Our company has been in business since 1996 and is one of the largest and most successful surrogacy agencies in the world.

### 2. How many clients have they assisted?

Our company has assisted more than 800 clients from 18 countries and continues to achieve double-digit growth every year.

### 3. Do they screen their surrogates medically and psychologically before matching them with clients?

Most agencies do not screen their surrogates medically or psychologically prior to introducing them to a potential client. Some haven't even met the surrogate in-person and are relying on nothing more than an online application. This puts you at a large risk as many surrogates won't pass medical or psychological screening. All of our surrogates are fully screened medically, psychologically, financially and criminally prior to admission to our program. We meet all of our surrogate candidates, in-person, regardless of where they live. This screening process takes approximately 2-4 months, and only about 1 in 10 of our surrogate applicants makes it through the screening to become a surrogate in our program.

### 4. Have they been sued by clients or surrogates?

Our company has never been sued by a client or surrogate, and we have also never had clients and surrogates involved in legal disputes. We take the legal aspects of our business practices very seriously and are proud of our long-standing record of providing the highest level of professional service to our clients and surrogates.

### 5. Are the prices they quote estimates of what their clients actually pay?

Our company provides you with a very detailed estimate of costs. We encourage you to compare our estimates with those of any agency to see if they are actually quoting all of the expenses related to the surrogacy process. While some agencies may quote lower costs, our experience has shown that almost everyone spends within 10-20% of the same amount. However, the service you'll receive during the process varies greatly.

### 6. What type of insurance do they use for their surrogates?

Many agencies will recommend that you use the surrogate's work-related insurance policy or a private health policy purchased specifically for the surrogacy maternity. This is potentially very

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## Important Questions *(Continued)*

dangerous as many insurance companies have exclusions for surrogacy, or her employer may be providing a self-insured plan that will deny the claims if the surrogacy is discovered. There are agencies that have experienced these insurance denials and, worse yet, have been accused of committing insurance fraud. Ask about their track record, and before using any insurance policy for your surrogate, request in writing from the insurance company that they will cover your specific surrogate by name. Don't accept a blanket letter from any insurance provider, as their policies are subject to change without notice to you.

Our company worked directly with Lloyd's of London to create a specific health insurance plan for surrogates that is now the Gold Standard in the industry. While it does add some costs to your process, it is a legitimate policy that will give you peace of mind throughout the process.

### **7. Have they had parental judgments or adoptions denied or delayed?**

Some agencies work in states where surrogacy is not legal, or the climate for surrogacy is uncertain. This has caused cases where intended parents have had difficulty obtaining parental rights for their children, or the surrogacy has been contested. Our company only works in states where we have a proven track record of obtaining parental judgments and second-parent adoptions. We have never had a case where the intended parents have not been named as the sole parents of the child in a timely and efficient manner.

### **8. What services do they provide?**

Many agencies simply don't have the staff or expertise to provide you with anything more than an introduction to a surrogate and referrals to a clinic or attorney. Our company provides comprehensive admissions, case management and trust administration services throughout each phase of the process until your child is delivered safely and legally into your arms. The surrogacy process is complex and requires knowledge and expertise throughout the process, not just at the beginning.

### **9. How many staff do they have?**

Many agencies have only one or two employees. They may tell you that this provides a more "personal" approach to your case, but in actuality usually means less service, not more. As one of the largest surrogacy agencies, we have 20 professionally trained staff members in our admissions, case management, and trust administration departments. In addition, we invest our resources to continually add new staff as our clientele grows. We are proud that our staff-to-client ratio is one of the lowest in the industry. And, because of our size and stability, we have invested in cutting-edge technology, which allows our staff to work efficiently and effectively—leaving them more time to personally serve you and your surrogate.

### **10. Are they financially stable?**

Our company is profitable. But profit is just one piece of the equation. We also have extensive business insurance policies, including a \$3 million errors and omissions policy, embezzlement insurance for our trust, and liability insurance on all of our employees. While we have never been involved in a lawsuit where we have had to use our insurance, we are confident that any potential lawsuit or employee misconduct would pose little threat or jeopardy to our business.