



Information for Clients



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Leading the field in egg donation

With over 25 years' experience, Altrui is the only independent organisation in this country who proactively helps people in need of donor eggs to find an altruistic egg donor here in the UK, and we are proud to be one of the very few that are mentioned on the HFEA website.

We will make your egg donation journey as personal, successful and as easy for you as we can. The way we have structured Altrui with the child in mind gives you the highest chance of becoming pregnant and creating your family.

Our donors are second to none and are genuinely the kindest people you could hope to meet.

Each and every one just wants to help.



Becoming an egg donor recipient

Thanks to the fantastic generous women in the UK who donate eggs through Altrui, egg donor recipients do not need to travel abroad for treatment. Altrui will help to find you that one, very special, altruistic egg donor here in this country, where you and any future child are supported and protected by UK legislation.

Egg donation with Altrui

The HFEA website says: *“A great clinic isn’t just one that can give you effective treatment, it’s one with compassionate staff, clear pricing, seamless administrative processes and exceptional emotional support.”* We are not a clinic, but this is exactly what we offer at Altrui.

As the first organisation of its type in the UK, Altrui has set the ‘gold’ standard in terms of egg donation, which has resulted in hundreds of successful pregnancies, and families, from our amazingly kind altruistic UK donors. We are delighted to be amongst the handful of organisations that are mentioned on the HFEA website and on the NGDT website.

You may have already discovered from your research that there is no other service in this country that offers the same unique combination of:

- 👉 **exclusive 1:1 donation**, with
- 👉 **altruistic donors – all from the UK**,
- 👉 **carefully matched** with you, and providing
- 👉 **detailed information** about the donor.

Altrui helps deliver the **highest pregnancy rates**, the greatest fulfilment and has also led to many families who have been able to have **genetically related children**.

We have **no waiting list**, as such, because for us it is about getting the right donor for each recipient and so the only wait is for us to take the time to get this right for you.

We have carefully structured our service to give the very greatest chance of a pregnancy whilst at the same time supporting and looking after the donors. Just read our testimonials, or look at our 5 star rating on Facebook, to see how much it all means to these amazing young women.



Altrui is a small dedicated team, specialising in the care of everyone involved in the process. We help you by finding an egg donor so you can undergo treatment at a clinic here in the UK. You can be confident that you will receive ongoing care from an expert clinical team, backed up by Altrui, and that your egg donor has been through fully regulated screening with full protection of UK law.

Cost effective egg donation

Why Altrui's approach to Egg Donation is so Cost Effective

Our '**one donor to one recipient**' policy means that when we have carefully matched you to an Altrui egg donor, all eggs from that one treatment cycle will be donated exclusively to you. Given that the average egg collection is 15 eggs, this is what makes this policy so cost effective and successful. However, please also refer to the section '**Frozen Eggs**'.

Unlike most other programmes in the UK, with Altrui you will not share eggs with another woman and will therefore most likely have more than enough embryos to give you the opportunity of more than one treatment from that one donation.

Having an exclusive altruistic egg donor in the UK with Altrui is **cost effective** because:

1. The best embryos can be selected for transfer, which gives you the **highest chance of a pregnancy** – currently **78% with our egg donors**.
2. **81% of our recipients have blastocysts to freeze**. This means that it is possible to use frozen embryos from the same donation in the future, and not have to start all over again with a different egg donor, with all the related costs.
3. Having one exclusive egg donor means you could potentially have **several opportunities to become pregnant** from this one donation, saving massively on costs.
4. Additionally, if you do become pregnant, your frozen embryos from this one egg donor provide the opportunity of having further **genetically and biologically related children in the future**.

Compare the cost of one egg donation treatment cycle with Altrui plus one (or more) follow-up frozen embryo transfers, with two separate full egg donation treatment cycles elsewhere and we think that you will be convinced of the cost effectiveness of our approach.



Frozen Eggs

The technology of freezing and thawing eggs is so far advanced now that some circumstances of donation mean that we may have some frozen eggs available, e.g. when a donor wishes to complete her donation before we have been able to match her with a recipient. Using frozen eggs should give you the same, or very similar, chance of getting pregnant.

If, in our opinion, the best donor match for you is with one who has some eggs frozen then we may offer you access to these eggs. However, in these circumstances, where we have already removed much of the uncertainty for you, we may be able to offer only a set number of eggs. This will be balanced by the fact that the donor has already been through treatment so that you have the real benefits of:

- 🌀 Speed. We will know very quickly whether one of these donors is a good match for you, so there is no waiting.
- 🌀 Certainty. The eggs have already been collected so you know that they are available.
- 🌀 Assurance. The donor will have already passed all the tests and screening.

With the child in mind

Egg donation with Altrui not only offers you the best chance of getting pregnant but we also care about your family in the future.

Our whole ethos at Altrui is not just to get egg donation right for our donors and recipients but, most importantly, for any child, or children, that may be born. Whilst we are fully focused on helping you to get pregnant, we also look longer term which is why we have taken such care in planning the way Altrui works and what makes us so different.

UK Egg Donation

We believe that by finding **altruistic egg donors in the UK** we are providing the very best for you and your family. This is partly because of the carefully considered regulatory structure in place (HFEA), which makes egg donation so safe for both donors and recipients. Given that children born from donor eggs or sperm in the UK have a legal right to find out about their donor when they reach 18, we wanted to get everything right from the outset with the future child in mind.

Donor Information

We totally support the principal of allowing children from donated gametes to find out as much as they can, or need, about their genetic origins. This is both for their own sense of identity and for medical reasons that might become necessary in the future, which is why we advocate egg donation in the UK. It is also why we provide such a comprehensive set of information about your donor to you. This not only allows you to learn something about her yourself but also gives you a great deal for you to tell a child when you feel the time is right.



Matching

When we match you with a donor we are doing so with the child in mind. We are not just trying to meet certain standard criteria. Our aim is to ensure, as much as we can, that a future child will fit comfortably into your family. We would like him or her to have characteristics in common with you not just physically but in personality as he or she grows up in your family.

Family

We know that some of you would like to go beyond having just one child to create a larger family. Altrui's exclusive one-to-one egg donation policy enables excess embryos (blastocysts) to be frozen for your future use. 81% of our recipients have the potential, through frozen blastocysts, to have a family where all the children are genetically related. The exciting part for us is that we are now seeing families with 2, and even 3, children from one kind donor who donated many years ago through Altrui. It is the perfect solution for recipients wishing to have a family and we believe this is unique to Altrui in the UK.



Egg Donor Information

Our aim is to provide recipients with as much information as possible about their carefully matched egg donor. Altrui donors provide non-identifying information about themselves – you'll learn more about your donor than from any other organisation in the UK; including her physical details, personal profile and childhood photos.

Is egg donation anonymous?

Confusingly, the answer to this question is both 'Yes' and 'No' as there are two different aspects to consider about anonymity:

1. Yes, egg donation is anonymous at the time of donation. You will receive only non-identifying information about the donor.
2. No, egg donation is not anonymous in the long term. In the UK at 18 donor-conceived people have the legal right to know who their donor is.

In the UK, the legal position is that egg donors (and sperm donors) have no rights, claims or responsibility towards any child conceived with their help. They cannot find out who you or your family are at any point. Similarly a donor-conceived person has no claim, rights or responsibility for, or on, the donor.

Anonymous egg donation

Many Altrui donors are naturally interested to know a little about you and your journey to egg donation. For egg donors, it makes their donation important and personal, and gives them the motivation to help someone they don't know. It is a big 'ask' of a woman to go through these procedures to donate eggs. We will check with you in the first instance what you might like her to know, we never give any information that could enable her to identify you, and neither will we reveal her identity. We refer you and the donor to the same clinic for your treatment cycles, and you can be assured that they will keep all identifying information entirely confidential and separate.

Being anonymous in this way makes the experience of egg donation much clearer for both you and the donor, keeping confusing emotions and relationships separate. However, this does not mean that it is any less special. The way that we match you with a donor, makes this a very personal donation and enables you both to feel a connection with each other despite not being known to one another.



The Law – knowing the donor

UK law states that, once they reach 18, any child born as a result of egg (or sperm) donation has the right to find the identity of their egg donor.

It is recommended that parents of children born as the result of egg donation are completely open with the child about their origins. Experience has shown that, where this happens from an early age, the child grows up with a much more secure sense of their personal identity, so that issues about being donor conceived become inconsequential.

Discovering the identity of the donor is no casual matter and there will be plenty of opportunities to handle the process sensitively. There is a definite process that the child (or young adult as they will then be) will have to go through. They will need to apply to the HFEA (the government regulatory authority) to get access to this information. The HFEA will then contact the donor to let her know that they have received such a request, and they will manage things from that point.

We advise you to discuss this with an experienced fertility counsellor who will guide you through these implications.

Reasons why women donate eggs

We are often asked ‘What motivates Altrui donors to donate their eggs?’ As you know, all our egg donors are altruistic and we are always so impressed by their desire and willingness to come forward and help someone in need of help. Having had some amazing conversations with these women, we have discovered that many of them share the same reasons for wanting to become an egg donor.

Friends or relations with fertility problems

Many women who are thinking of donating their eggs, have witnessed the anguish experienced by close friends or family members struggling to become pregnant. They realise just how infertility affects everyone around, and want to do all they can to help – even when they don’t know you!

They appreciate their own family

Those who are mums already, have said that they can’t imagine what it must be like not having children, especially at particular times of year that tend to revolve around children and family.



Natural donors

Some egg donors are 'natural donors'. In other words, they are innately generous women who spend much of their time giving and donating to others. Very often we find that they are on the organ donor register, regularly give blood, support charities and work in the caring professions.

On the receiving end of donation

A number of donors have experienced being the personal recipient of somebody else's help. However this has come about, it has engendered a strong urge to reciprocate and find a way that they can 'give back' to others in some way.

Finished their own family

Many women feel that it is a waste for their eggs to be lost every month. They love the thought that they could help another woman experience the joy of motherhood by donating their eggs.

Spontaneous givers

For others, donating their eggs is something they had never heard about before and, very frequently, didn't even know was possible to do until they heard of Altrui or read one of our advertisements and felt moved to help. They frequently say that they'd love to know that if they ever needed help themselves in the future, then someone would help them.

There are many different reasons why women decide they would like to become an egg donor. Interestingly, the question of financial gain rarely features in our conversations – these are genuinely altruistic donors. In our eyes they are all amazing women.

Information about your egg donor

We aim to give you as much information as we can about your egg donor, but it is all non-identifying, and it will be significantly more than you will get from anywhere else. When you have been matched with a donor, you will receive:

- 👤 **Her physical characteristics.** We will send you information about the egg donor that we use for matching including whether or not she has children and their ages.
- 👤 **A personal profile.** Each donor is asked to complete a more extensive personal profile, written in her own words, giving a greater insight into her character and



personality. In this she will give a reason why she has decided to become an egg donor.

 **A childhood photograph.** If possible, we will give you a photograph of the donor as a baby or child up to the age of 6, but she is under no obligation to provide one if she prefers not to, or for some reason cannot. If it is too similar to how she looks as an adult, we will not be able to pass this on in case it identifies her.

What will your egg donor know about you?

All Altrui egg donors are altruistic and anonymous; many are mums themselves. Choosing to donate to you (albeit anonymously) and not to a general bank makes this a very personal egg donation.

We have found that egg donors like to know a little about the people they are helping and are interested to know why their help is needed. Quite understandably, being reassured that any child conceived through their egg donation will be wanted and loved helps them to feel a sense of commitment and purpose, and means they are less likely to change their minds about proceeding with the donation.

Although they don't know you, they will of course create a mental picture for themselves – just as you will about them. With your full agreement, we will give the egg donor non-identifying information about you that gives her the reassurance she might need. This might include your approximate ages, what you do, why you need her help and how long you have been trying for a baby.



What's involved

Altrui seeks women who wish to donate eggs to help others. You will get to know that the way we work is completely different, specialised and unique. The Altrui way gives you the greatest chance of becoming pregnant and creating a family using donated eggs here in the UK. We help make the impossible, possible.

Finding an egg donor

Unless you are lucky enough to have a friend or family member who will be an egg donor for you, Altrui provides the next best thing.

We completely understand what a stressful time this might be, and so we are here to support you and take as much of the strain off your shoulders as we can. Searching for an egg donor on your own can take up so much time and energy, as well as being an emotionally draining experience should your efforts be unsuccessful.

We will find an anonymous, altruistic egg donor right here in the UK – someone who will donate her eggs exclusively to you in that donation treatment cycle. In working with Altrui, we take the pressure and stress off your situation. We do 'the asking' – from someone you don't know, but who will be happy to provide a great deal of non-identifying information so you and your family will feel comfortable about egg donation.

Altrui totally believes that this is the best way forward, giving you the highest chance of starting or completing your family.

How we find an egg donor for you

At Altrui we can offer an egg donation programme that is personally tailored to meet your needs, with a highly experienced and knowledgeable team ready to help find and recruit an egg donor. There are two principal strands to our recruitment, which make it so effective:

- Because of our excellent reputation for supporting and caring for our egg donors, many interested women contact us via email, telephone or through our website. This can sometimes enable us to match you with an egg donor very quickly. People often ask how long it will take and, although it is difficult to say, we can usually find a suitable donor within 3-4 months – occasionally sooner.



- We employ marketing experts to attract women to come forward using a variety of advertising methods. A key focus is to raise awareness of the need for egg donors and inform the right demographic group of what egg donation really means to people like yourself. We ask those people for help.

Our work starts with assessing and screening all potential egg donors for suitability then supporting them into an egg donation cycle and beyond on your behalf. We ensure that every donor understands exactly what is involved in donating eggs, and the level of commitment that is expected throughout the process.

The part that Altrui plays is to make this as easy a journey for everyone as possible.

How we prepare our egg donors

Recruiting an altruistic egg donor is both complex and time consuming. It requires knowledge, skill, sensitivity and a deep level of understanding to take a woman from the point where she is expressing an early interest in egg donation, to the point where she is fully prepared to become an actual egg donor – ready, committed, suitable and fully aware of what to expect.

Being able to call upon our combined expertise in this situation is the massive underlying quality of Altrui and where our true value lies.

We are perfectly placed to offer every potential egg donor the guidance and support they need to make an informed decision. This takes years of experience to do well and is what we refer to as 'due diligence'.

There are three main phases involved when finding an egg donor:

1. Engaging in concerted and continuous advertising and marketing to raise awareness of the need for young altruistic women in the UK. All our egg donors are UK residents; they are not brought in from abroad.
2. Giving and receiving comprehensive information and guidance, to all potential egg donors supported by knowledge, experience and patience. Through this process, Altrui assesses the suitability of all prospective donors and ensures that donors are well prepared for what lies ahead.
3. Providing ongoing support throughout the entire egg donation treatment cycle, being on call, offering logistical help with travel arrangements, prompt reimbursement of expenses and access to a designated person at Altrui for reassurance and advice.

Because we value, respect and appreciate all our egg donors for the kindness and generosity they have shown, once we have found a suitable egg donor, it is unlikely that



they will withdraw from the donation cycle for anything other than serious reasons. Our preliminary assessment, means that they are rarely found to be unsuitable to continue once they start the clinical process.

It normally takes around eight weeks to prepare an egg donor at Altrui before being able to match her with someone who needs help.

Matching you with an egg donor

We understand that for some people an important part of coming to terms with egg donation is feeling that care has been taken to match you with the right egg donor – one with whom you would feel comfortable and would like, if you knew her. Given that you won't meet or know her, it is even more important for us to do the best for both you and your donor.

However, over and above this, when we match you with a donor we are doing so with the future child in mind. We are not just trying to meet certain standard criteria. Our aim is to ensure, as much as we can, that a future child will fit comfortably into your family. We would like him or her to have characteristics in common with you, not just physically but in personality and character as he or she grows up in your family.

Altrui's child, and family, centred approach is one of the factors that sets us apart in the field of egg donation and particularly appeals to those recipients who have a similar longer term vision. Our intention is that should your child, or you, and the donor have any contact in the future, then none of you need have any concerns about this.

Information gathering

In registering with us you will have given us details of your physical characteristics on the registration form, as will all our donors. We take these into account when we are looking for an egg donor for you, but we will also want to find out about your backgrounds, interests and hobbies and look for similarities in personality and character between you. Additionally we will ask you for a photograph of yourself on your own, and one of you together if you are a couple. We will do the same with the egg donor as we use these as an extra guide when matching.

The information that we use is based on what you and the egg donor provide. We understand that you are unique and we will do our best to find someone who fits really well with you.



How long does it take to find an egg donor?

At Altrui our emphasis is on getting egg donation right for you, for your donor and, most importantly, for any child that you might have. To this end we do not operate a waiting list but let you know as soon as we think that we have found the right donor for you (see 'Matching you with an egg donor'). This makes it very difficult to give an accurate prediction of exactly how long this might take. For some we have been able to offer an ideal match within days, whilst for others it has taken a few months before a donor who is a good match has come forwards. Having said that, generally speaking we are able to find a suitable egg donor within 6 months, and very often within 3 to 4 months.

In special circumstances, such as when searching for an egg donor from a specific heritage or culture, who are very rare, please contact us directly first to check about availability of potential donors and to understand your options.

Of course luck can always be on your side; even if you have just registered with us, a donor may have already come in from our recruiting who is a good match for you, and waiting to go ahead. Sometimes we can match you very quickly, which can come as a bit of a surprise and you must be prepared for this and be ready to continue into treatment fairly quickly. That is the way it works – and it often does! There is no waiting list at Altrui, everything hinges purely on the right match for every donor and each recipient is unique.

The ability to match you with a particular donor is also based on other information, such as where she lives in the UK. Whilst it may not be obvious from the information you are given, it's an important factor when considering her for you, so it's very helpful if you can be flexible about which clinic you are prepared to go to for treatment. Some centres that we work with have satellite units around the country where donors can attend for the frequent monitoring appointments needed during a donation cycle. Realistically, this can make the difference between a donor being able to help you or not. Without being able to make the treatment cycle as simple and as easy as possible for a donor, and despite her being a great match and willing to help, she would have to be discounted as a donor for you simply because it would be too difficult for her to attend the many appointments.

Without exception, at Altrui we will do everything within our power to find and carefully match an egg donor who is right for you and any child. We will not recommend a donor unless we are sure that you are similar and share common ground, character and personality. Of course, if you are not happy with any potential match, for whatever reason, then that is your choice and we will continue the search. Should a donor withdraw for any reason, we will do our utmost to find another donor at no extra charge.