

Recent shortening of Liberty Cyclor cassette lines

I attempted to send the following email to you on 10/7/2024 but was blocked by your mail server:

to helen.giza,

The recent shortening of the drain and patient lines on the Liberty Cyclor cassettes to 15 feet from 20 feet has caused me and numerous other patients a lot of problems.

For many of us, we are no longer able to reach our toilets anymore at night to relieve ourselves; we need the extra 5 feet. We are not able to perform other functions because of the shorter patient line. We can no longer check for fibrin in the drain line because the "bubble" has been removed. And the list goes on!

For me, I have been adding the offered 20-foot drain line extension, cutting it to five feet, and disposing of the extra 15 feet resulting in much more waste entering our environment. This is contrary to your Sustainability goals!

This change was made without ANY interface with patients NOR Fresenius personnel at clinics. This is completely out of sync with extant knowledge about putting the customer's needs first. Your accounting and financial background is obviously lacking in this area.

You state in various places that "Creating a future worth living. For patients. Worldwide. Every day. This is our vision that unites all of us at Fresenius Medical Care. I truly believe in our mission to improve patients' quality of life by delivering even better products and treatments, and I am incredibly proud to lead this fantastic company as CEO. Together Ahead!

**This action on your part violates every tenant in this statement. Please bring back the former cassettes with the longer drain and patient lines!**

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