
From: [REDACTED]
Sent: 18 June 2021 16:46
To: [REDACTED]
Subject: FW: Eurofins Forensic Services

From: [REDACTED]
Sent: 24 May 2021 13:08
To: [REDACTED]@eurofins.com; [REDACTED] <[REDACTED]@dhsc.gov.uk>
Subject: RE: Eurofins Forensic Services

Hi [REDACTED]

Thank you for reaching out, we appreciate the candid approach and any updates you can provide us. We are also glad to see that you have worked hard to resolve any issues you have been experiencing. I'd be grateful if you could also confirm that there are no outstanding issues to be resolved and that customers have all been refunded where they were not supplied with an adequate service?

Have you managed to speak to [REDACTED] at [REDACTED] about test kit delivery?

If you are experiencing any issues please do not hesitate to reach out to us. We will support you where we can and will also take action where required.

Best wishes,

[REDACTED]

From: [REDACTED]@eurofins.com <[REDACTED]@eurofins.com>
Sent: 24 May 2021 11:47
To: [REDACTED] <[REDACTED]@dhsc.gov.uk>; [REDACTED] <[REDACTED]@dhsc.gov.uk>
Subject: Eurofins Forensic Services

[REDACTED] & [REDACTED]

You may have received or seen some negative feedback on the Covid testing services provided by Eurofins Forensic Services in the last days. Please be reassured that, after some significant supply problems with our third party kit assembler and distributor at the back end of last week and over the weekend, we have now dealt with the issues. We have also vastly increased our customer service centre to deal with calls from passengers - this has included the commissioning of a specialist call centre to deal with 5,000 calls per day if required, and the tripling of lines and people taking calls within EFS. We have also now moved our own customer services team into newly rented 600m2 premises adjacent to our laboratory so we can expand further if required. Unfortunately, the issues with the kit supplier came on top of the continuing Royal Mail issues meaning kits are often delivered late.

[REDACTED] (I hope that is the correct name? – broken voicemail) at the DHSC tried to call on Friday but we missed each other- I returned his call this morning. I didn't get through but I'd be happy to speak to [REDACTED] or anyone else to discuss the learning for us in the last week.

As an side we are also building our sampling site network and, having started with 5 locations, we now have 11 of our own (17 more in final lease stages in London), 98 sampling sites around the UK in partnership with the Travel Network Group and 36 secure drop boxes for self-sampled kits nationwide. We are also currently in discussions with a national supermarket chain which will provide a further 65 sampling stations.

Apologies for the negativity our issues might have created regarding the arrivals scheme and passenger testing overall.

Kind Regards

[REDACTED]

[REDACTED]

Eurofins Forensic Services

[REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

M: [REDACTED]

Email & Skype: [REDACTED]@eurofins.com

Website: <https://www.eurofins.co.uk/forensic-services/>



Forensic Services

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