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Dear Families and Friends:

From the earliest days after 9/11, we promised to do whatever it takes for as long as it takes to identify your loved ones. I write to assure you that we keep our promises and that we will never quit. However, we have reached a point when we must pause because we have exhausted the limits of current DNA technology.

We are certain that future scientific advances will yield new DNA technology that is more sensitive than currently available methods. When such new technology is available and validated, we will renew our efforts on your behalf. Our commitment to you is no less binding now than it was 3 1/2 years ago. Enclosed with this letter is a form you can use to tell us your wishes should future efforts yield new identifications. Please sign and return it to us in the enclosed envelope.

Families waiting for an "end point" to claim identified remains can do so now. It is unlikely that a large number of new identifications or linkage of remains to identified bodies will occur prior to the introduction of new methods.

Common inquiries that we receive by telephone are answered in the following points.

- All unidentified and unclaimed remains will be kept at Memorial Park, the large white tent at the east end of 30th Street. Remains will never be sent to city burial or disposed of in any other fashion. All remains are kept separate with a unique identification number.
- Families and friends who wish to visit Memorial Park may do so Monday - Friday from 9:00 AM to 5:00 PM. We ask that you call (212-447-7884) to make an appointment for your visit. We no longer have regular visiting hours on weekends, but will make special arrangements for those unable to visit on week days if you call to request a Saturday or Sunday appointment.
- All unidentified and unclaimed remains will be kept in perpetuity at the World Trade Center Memorial, to be constructed on the site of the World Trade Center. Until they go into the Memorial, the remains will stay here.

- The World Trade Center Operations Hotline will continue to operate. You can reach us during business hours at 212-447-7884.
- Enclosed with this letter is an update which may address other questions you may have.

My colleagues and I have done everything possible to identify your loved ones, and we have left no potential method untried. We know how painful and frustrating the wait has been for you, and we thank you for your patience and understanding. Please do not hesitate to call or visit if you have questions. We will always be here for you.

Sincerely,

Charles S. Hirsch, M.D.
Chief Medical Examiner

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