



How does Living DNA present its data?

This complete view of your ancestry is delivered through an intuitive, interactive online platform, and a hardcover personalised coffee table book is also available to purchase - an ideal way to share your results with family and friends.

If you purchase the Full Ancestry kit, you will see:

- Recent ancestry report, this shows the regions, and where available, subregions your ancestors were from over the past 1000 years.
- Extended ancestry (haplogroup) exploring the migration routes your ancestors took out of Africa 80,000 years ago.
- A family matching service: The Family Matching tool helps you to discover genetic relatives in our system. Your genetic relatives are determined by comparing your DNA against potential matches. The amount of DNA you share is measured, along with the length of those matching DNA segments, to determine your predicted relationship to each person. Top tip - you must be opted into Family Matching. If you are not opted into matching click [HERE](#) for a guide. It can take up to 2 weeks for matches to appear once you have opted in.

If you have already done a DNA test with another company, you can upload your data to Living DNA for free. You will then be able to opt in to Family Matching at no cost to see your genetic matches. If you wish, you can also purchase upgrades, such as the 'recent ancestry upgrade'. You will need to create a Living DNA account and click 'upload DNA', then simply drag and drop the DNA file into the box and click upload.

Which companies do we accept?

We've done a lot of work behind the scenes to make sure that our systems can read data from the most common sites. These are:

- AncestryDNA
- 23AndMe



- MyHeritage
- FamilyTreeDNA (family finder)
- Illumina
- Gene by Gene
- National Geographic (Gene 2.0)

How do users of your DNA site track and communicate with their matches?

Messaging center:

We have recently rolled out a brand new messaging centre, to improve our messaging system.

You can find this if you click on relatives in the menu, then the 'messaging centre' tab at the top. All of your messages going forward will be shown in this section.

Notes:

We have added a notes section, so that you can keep notes for your own reference to help keep track of each of your matches.

The screenshot displays the Living DNA user interface. On the left is a dark blue navigation sidebar with icons for 'Living DNA', 'Lily', 'Dashboard', 'Ancestry', 'Relatives', 'Wellbeing', 'Store', 'Profiles', and 'Account'. The main content area has a top navigation bar with 'Relative list', 'Messaging centre', and 'Tree builder'. Below this is a 'Back to list' link. The main heading is 'Lily and Emily Smith's DNA story'. There are five tabs: 'Conversation', 'Relationship', 'Notes' (which is active), 'Shared map', and 'Shared DNA'. The 'Notes' tab contains a text input area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, list, link, link) and a 'Save notes' button. The match profile for Emily Smith is visible on the left, showing 'United Kingdom', '2nd - 3rd cousin', and '1.17% DNA shared (84.54 cM)'. There are also 'Coming soon' buttons for 'Shared map' and 'Shared DNA'.



What makes your site unique?

Updates:

Living DNA provides free lifetime updates.

The clever people behind the science team are always working hard on new panel updates. As a Living DNA customer, you will always receive any updates that you are eligible for free of charge.

Our most recent method update that we are in the process of rolling out will be available to customers with European ancestry outside of Great Britain and Ireland. We've been able to correct some systematic biases and improve the accuracy of our European results. Our team is working super hard to make this update available within the following weeks. If the upgrade is applicable to you, you will be notified.

For those more interested in the science, our new method uses the output produced by the chromosome painting algorithm, and is based on a bayesian model, improving the accuracy of ancestry estimation at a sub-continental level.

Sadly, not everyone will be eligible to receive this update, but if you don't hear from us this time around don't worry! We're still working on additional improvements and refinements for the rest of the world as well, so watch this space!

Sub regional breakdown:

Living DNA has been able to break down the British Isles into 21 distinct geographical sub-regions such as South Central England, South Wales border and Devon, allowing you to pinpoint your ancestry.



Living **DNA**

Living DNA offers the world's most detailed African ancestry breakdown of 72 distinct regions, five times more than any other company, allowing you to break through brick walls.

Contact:

If you have any questions about our testing, our customer service team are happy to help. Please email us at; help@livingdna.com