



March 20, 2020

Dear Valued Client,

We want to provide you with an update as we all continue to adjust to changes driven by the Coronavirus (COVID-19) pandemic. All NeoGenomics facilities remain open and we are focused on continuing to provide the highest quality testing services for our clients. We realize that despite the intense attention to COVID-19, cancer patients around the world are still depending upon us for their care. We will do everything we possibly can to continue to provide these critical services to our patients.

NeoGenomics has implemented a travel ban, and I know that many of our partners have done the same with their teams. Most in-person meetings have been postponed, yet we are replacing those with virtual WebEx meetings instead. This is certainly a new and unique experience for everyone, but with a "spirit of cooperation" we will work our way through it. These are trying times for all, but our attention remains on our employees, our clients, and the patients we serve.

In order to further minimize the potential spread of COVID-19 to one of our lab facilities and to maintain our service levels:

- We have asked more employees to work from home, and we would ask that you please be understanding if there is background noise from a dog or child
- NeoGenomics staff is relying more on conference calls and WebEx meetings
- We are no longer allowing visitors to our facilities, except those critical to patient care
- All of our laboratories have implemented more spacing between our team members and we continue to follow the CDC Preventative Guidelines
- We are also working with our supply chain partners to ensure we have the necessary supplies on hand to sustain operations

Our teams have been doing terrific work and we're all trying to work through these challenging times as best we can. We will communicate to you each Friday to give you a status update, and certainly should there be any significant changes in the status of any of our labs we will let you know immediately. Should you have any questions regarding NeoGenomics' actions regarding COVID-19, please let us know. Our Client Services and Sales teams are available to help.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Shovlin", with a long horizontal flourish extending to the right.

Robert J. Shovlin
President, Clinical Services Division