



March 20, 2020

Dear Valued Client,

We wanted 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 doing our best to continue to provide testing services for our clients. In Pharma Services we know that patients being considered for a clinical trial are often among the sickest cancer patients and our testing can help them qualify for possibly life-saving treatment. We will do everything we possibly can to continue to provide these critical services.

NeoGenomics has implemented a travel ban and I know that many of our sponsors have done the same with their teams. We have had some sponsor audits that were postponed, but we have a few auditors that agreed to do the audits virtually. One auditor talked about this being a new experience for both sides, but that if we had a “spirit of cooperation” we could work our way through it. I would echo that comment as we work together to get through these trying times.

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

- All of our laboratories have implemented non-overlapping shift coverage schedules to minimize staff interactions and exposures and to increase spacing between our team members and continue to follow CDC Preventative Guidelines.
- We have adjusted the scheduling for laboratory personnel to ensure for continuity, with cleaning/decontamination between shifts.
- We have asked more employees to work from home, we would ask that you please be understanding if there is background noise from a dog or child.
- NeoGenomics staff will rely more on conference calls and webex meetings.
- We are no longer allowing visitors to our facilities.
- At this time, we are working at full force and do not expect any testing delays. We are also securing additional critical reagents to mitigate any delays in future testing.

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. Our Project Management team is also available and can help answer questions you have on a specific project. Should you have any questions regarding NeoGenomics’ actions regarding COVID-19, please let us know.

Sincerely,

A handwritten signature in black ink, appearing to read 'George Cardoza', written over a light blue horizontal line.

George Cardoza  
President, Pharma Services