



October 16, 2020

Dear Valued Client,

We wanted to provide you with our bi-weekly update as we all continue to adjust to changes driven by the Coronavirus (COVID-19) pandemic. All of NeoGenomics' main lab facilities still remain open and we are focused on continuing to provide the highest quality testing services for our clients.

For the past few months we have provided you weekly, and then bi-weekly, updates on the impact that COVID-19 has had on our laboratory operations. We hope you've found the updates to be informative and we certainly wanted to keep everyone up to date on what was happening at Neo. We wanted to be very transparent and to be an "open-book" regarding our actions around COVID-19. We know how much you count on us, and we always keep in mind that there are cancer patients depending on us. We have made the decision to discontinue these updates as we are effectively in the "new normal". There truly isn't much to update you on anymore and we're certainly pleased that our operations have continued throughout the pandemic. While things may be "normal", rest assured we are not letting down our guard and are as focused as ever on being diligent and making sure we're doing everything possible to keep our teams safe.

Our lab teams have done terrific work in meeting and exceeding our turn-around-time goals even during these challenging times. The dedication of our labs teams has been inspiring, as many of them told me they were quite worried about contracting the virus. Seeing laboratorians put aside their personal anxiety to make sure we deliver for the cancer patients counting on us was truly inspiring. I simply could not be more proud of our lab teams and what they've done over the past few months.

Should you have any questions or concerns regarding NeoGenomics' actions regarding COVID-19, please let us know. Our Project Management team is always available and can help answer questions you have. If there is a change related to COVID-19 that impacts any of our labs or our ability to continue to service you, we will put out a communication at that time. We know the past months have been challenging for everyone, including our customers, so we'd also like to thank you for your business and your loyalty.

Sincerely,

A handwritten signature in black ink, appearing to read 'George Cardoza', written in a cursive style.

George Cardoza
President, Pharma Services