



September 4, 2020

Dear Valued Client,

We want 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 remain open and focused on providing the highest quality testing services for our clients. We know how much you are depending on us and how critical our services are to you and your cancer patients.

In my last letter, I mentioned some of the challenges we were experiencing due to a significant increase in FISH testing being ordered by our clients, and I outlined the actions we were taking to improve the TAT by initiating an "all-hands-on-deck" effort to work through the backlog of cases caused by these higher volumes. I'm happy to report that as of today we have restored our FISH service levels to match those you were experiencing prior to this influx of cases. Thank you for your patience. And, we are now properly staffed to manage this growth on an ongoing basis. Should you have any concerns about a particular individual case though, please call Client Services so we can resolve any isolated issues.

As for COVID-19 testing, our laboratory does have the capacity to process additional testing from our hospital clients. If your hospital system has overflow PCR volume that you'd like assistance processing, and if you are willing to fulfill the local state and county reporting requirements, please contact liz.friese@neogenomics.com for more information.

Our team members that had tested positive for COVID-19 have recovered and all our laboratories are functioning as normal. Neo has been conducting voluntary testing for our employees and they have responded very favorably to that. At NeoGenomics, we strongly believe that frequent testing is a way to help keep people informed and help slow the spread of COVID-19. We are doing everything we can to keep our team safe and reduce the possibility of infection. As an extra precaution, we recently installed additional Plexiglas partitions between workstations in our labs.

We will continue to communicate to you every other Friday to give you a status update, and should there be any significant changes in the status of any of our labs we will let you know immediately. Should you have any further questions or concerns regarding NeoGenomics' actions regarding COVID-19, please let us know. Thank you again for your partnership and for trusting us with your patients.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Shovlin', is positioned above the typed name.

Robert J. Shovlin
President, Clinical Services