



September 4, 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. We know how much you are depending on us and how critical our services are to you and your cancer patients.

This week we moved into our new expanded space in our Aliso Viejo laboratory and it's an exciting time for our Pharma team. Due to the growth we've experienced over the last few years we had become quite crowded in our laboratory space and this expansion was planned for some time, even before anyone had ever heard of COVID-19. The additional space will help us quite a bit with social distancing and also will allow us to increase our capacity to handle future growth.

Aliso Viejo wasn't the only location that added space as we also opened our new "Admin" suite in Singapore. As you may be aware, our laboratory in Singapore is directly across the hall from PPD's laboratory so we can seamlessly work on projects together. We have added some additional space for our administrative staff and to handle our future growth. We remain quite optimistic about the long-term potential of our operations in Singapore, which can service the entire AsiaPac region.

There really haven't been any changes in our operations since the last update. Our team members that had 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. Since I have to go into the lab areas to talk to my team, I've been tested three times already and have a fourth test schedule next week. We strongly believe at Neo 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. We will 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. Our Project Management team is always available and can help answer questions you have. Should you have any questions or concerns regarding NeoGenomics' actions regarding COVID-19, please let us know.

Sincerely,

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

George Cardoza
President, Pharma Services