



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 have 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 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 COVID-19 updates as we are effectively in the "new normal." Regarding the pandemic, there truly isn't much to update you on anymore and we're certainly pleased that our labs have continued to operate with minimal COVID-19 spread. 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.

Should you have any questions or concerns regarding NeoGenomics' actions regarding COVID-19, please let us know. If there is a significant change related to COVID-19 that impacts any of our labs or our ability to continue to service you, we will put a communication out 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 'R. Shovlin', is positioned above the typed name.

Robert J. Shovlin
President, Clinical Services