



December 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.

While we all may have a bit of COVID fatigue the virus continues to spread and we've seen record case counts in the United States and Europe. On our Pharma team this week we just had our seventh confirmed case. The first six individuals who came down with the virus all have thankfully made a full recovery. In addition to the confirmed case we also have another individual in quarantine right now due to an exposure to a confirmed carrier. We are very fortunate that our lab performs COVID testing in-house, and our team has been very proactive about getting tested frequently especially when someone in the lab tests positive. We've taken every precaution we can in the laboratory from universal precautions on PPE, masks at all time in the buildings, social distancing and deep cleaning and we've been able to keep our labs up and running. Our teams have done a fantastic job of maintaining excellent turn-around-times even in the face of the pandemic.

We all have to do our part. Unfortunately the amount of COVID cases around the globe are still increasing. We were all cheered by the news of vaccines this past week and there are several other vaccine trials that are still underway. Hopefully, the vaccines will solve the riddle of COVID and enable a return to normalcy. Even in the best case though, that will be several months away as the vaccines need final approval, and then have to be manufactured and distributed around the world. We will be living with COVID for at least another few months. We know that COVID fatigue is real, but we're asking our team to stay diligent and we certainly encourage everyone to remain as vigilant as ever against this deadly disease.

We are doing everything we can to keep our team safe and reduce the possibility of infection. We will return to communicating to you every other week 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