



January 8, 2021

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' lab facilities 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.

We certainly want to wish everyone a Happy New Year and we're all hopeful that 2021 will be a much better year for us all. On the upside, vaccine roll-outs are underway in the United States and they are starting in Europe and Asia as well. On the downside, the U.S. has been experiencing its highest level of daily COVID cases since the pandemic began. Many hospital systems are being stretched to the limits and rooms and ICU beds are in short supply in many regions. This is naturally impacting access and enrollment levels in certain clinical trials. If you are facing challenges in finding enrollees please reach out to us. As the leader in Oncology testing we perform one million cancer tests per year and we can often help identify trial candidates through our Informatics Services Division.

In the Pharma Services Division we did have 3 more COVID-19 positive cases within our team just this past week. We're up to 14 known cases, which is about 7% of our overall team. Thankfully our team members have all either fully recovered or are on the mend and feeling better. We're not aware of any cases being spread within our laboratories as our PPE and strict masking policies do appear to be working. The individuals believe they were infected outside of work, although clearly the virus doesn't provide a date-stamp or location of infection. Our universal precautions in the laboratory are working and our team always takes health and safety very seriously. Our lab teams are doing a great job of meeting turn-around-times even when facing staffing shortages due to people being out with COVID or quarantining due to an identified contact with an infected person. Our teams are very dedicated to say the least and are committed to providing the best service to our clients and patients.

We are doing everything we can to keep our team safe and reduce the possibility of infection. Our Project Management team is always available and can help answer questions you have. Please let us know if have any questions or concerns regarding NeoGenomics' actions regarding COVID-19.

Sincerely,

A handwritten signature in black ink, appearing to read 'George Cardoza', with a stylized flourish at the end.

George Cardoza
President, Pharma Services