



February 19, 2021

Dear Valued Client,

We wanted to provide you with an 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.

In California, our laboratory is considered an essential business by the State of California. That does mean that our California team has been prioritized in the first phase of their vaccination program. Many members of our teams in Aliso Viejo and La Jolla have now been vaccinated at least with the first shot, and several have recently completed receiving their second dose. We're very pleased with the recognition by the State of how important laboratory testing is and how much cancer patients rely on NeoGenomics. In other locations where laboratories have not been as fortunate, and our teams are waiting for next phases allowing health-care workers without direct patient contact to be vaccinated. We are actively promoting the vaccines to our workforce and the teams seem very eager to get them.

We have been impacted by the record-breaking cold snap in the Central United States and the snowfall and ice that hit the Houston region. Due to snow-and-ice covered roads, as well as flight cancellations, we did not receive samples from FedEx on Monday or Tuesday in Houston. We are working with our team and conditions are improving in the region. We may have some slight delays with respect to turn-around-times from Houston but our team is very committed and will do everything they can to have service levels back to the levels of excellence you've come to expect from our Texas team.

We are currently aware of 15 COVID-19 cases for our team, across all of our Pharma locations. We are extremely fortunate that all of those team members have made full recoveries. Our diligence in the laboratory remains as strong as ever and 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 you have any questions or concerns regarding NeoGenomics' actions regarding COVID-19.

Sincerely,

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

George Cardoza
President, Pharma Services