

September 29, 2022



# NeoGenomics Hurricane Ian Emergency Response

Dear Investors,

As you are aware, Hurricane Ian made landfall near the location of headquarters in Fort Myers, FL. Our number one priority is patient care. We have been working around the clock for several days and have focused our efforts to ensure patient samples that would be performed in Florida are performed elsewhere within our extensive network across the country and that turnaround time delays are minimized.

Simultaneously, we have activated an emergency response plan to support the safety and well-being of our NeoGenomics employees and their families.

Communication is a critical component of our emergency response plan and over the next several days and weeks, you can expect regular updates.

As of today, here is what you should know:

- Logistics: We have taken steps to re-route inbound Florida samples.
- Staffing: We have re-directed all resources to our other clinical labs within our network to prioritize in-bound clinical samples, including re-allocating technical staff from our pharma services division.
- Fort Myers, FL Headquarters: Our Fort Myers HQ is designed to withstand a Category 5 Hurricane and we are ready re-start operations once our FedEx and courier teams can resume services and our employees can safely return to this facility.
- Resource allocation: We have allocated all resources to the Hurricane Ian Emergency Response Team and will spare no expense to ensure our patients and employees come first as we navigate thru this storm.

On a personal note, I am humbled, inspired and so incredibly proud of our Neo family, as they bring to life our Mission to “save lives by improving patient care.” Our values of Teamwork, Quality and Accountability are shining through during this difficult time.

Sincerely,

Chris Smith  
Chief Executive Officer  
NeoGenomics Laboratories