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November 25, 2024

We would like to thank you for your loyalty and for allowing us to assist your business. We appreciate our partnership.

Over the past 18 years, we at Exact Scientific Services, Inc. have taken pride in providing every client with the best customer service and quality. Our mission is to provide you with precise and accurate data.

The past year has seen a continued rise in business costs. Our suppliers have added fees, and all our reagents have increased in cost. While we resisted increasing our prices last year, we have spent the last few months evaluating our operational costs. Even with our best efforts to minimize our expenses, we cannot adequately offset the escalating prices of employees, goods, and materials. Therefore, we are implementing an increase on all standard prices.

Effective January 1, 2025, Exact Scientific Services will raise pricing. We will no longer supply environmental swabs. Swab costs have skyrocketed, and at one point, we were able to absorb this cost, but we no longer can. Instead of raising our prices significantly to cover this cost, we can provide you with a list of our swab suppliers. We will maintain a short supply on hand if you need it. We have made every effort to keep this increase to a minimum. You are our most important asset; we do not take this increase lightly. Please consider this letter your official notice of the price adjustments.

We are grateful for our loyal clients like you, who have helped us grow. Our primary goal of delivering the best service and customer support possible remains steadfast. Know that we value you and your selection of Exact Scientific Services, Inc. for your analytical testing service needs.

If you have any questions about your current or future pricing, please feel free to contact me directly at [k.oostra@exactscientific.com](mailto:k.oostra@exactscientific.com)

Thank you for your continued support of Exact Scientific Services, Inc.

Sincerely,

*Kent Oostra*

Kent Oostra  
Executive Team