

Dear Valued Client,

HemaCare has enacted measures to ensure the health and safety of our employees, donors, suppliers and visitors, and wish to express our commitment to continue supplying you with the highest quality and safest cellular materials to support your research.

We ask that if you foresee a shutdown/interruption of lab activities, please notify us of any changes as soon as possible so we can reschedule collections. HemaCare will waive all change fees for order modifications associated with coronavirus. Please contact your local BDE with requests if they arise or you can reach a customer support specialist at (877) 397-3087 or techsupport@hemacare.com.

In order to safeguard the health of our donors, and thus the supply of our donor supplied materials, we are closely monitoring all communications issued by the FDA, AABB and local health authorities to ensure we maintain compliance with any required changes. At this time, we are asking that donors refrain from donating for 28 days if any of the following situations apply:

- Travel within the past 28 days to any areas where the CDC has issued travel restrictions. (examples are: China, Italy, Iran) We continue to monitor the CDC website daily for any updates to the list of areas.
- Lived with anyone diagnosed with or suspected of having COVID-19 infection in the past 28 days
- Been diagnosed with or suspected of having COVID-19 infection in the past 28 days
- Had respiratory symptoms such as cough or trouble breathing with fever in the last 28 days

We are also actively monitoring changes from local, state and federal regulatory agencies. Any changes or recommendations that would result in potential product delays will be relayed to you post haste.

We are enacting these efforts to ensure the smooth and continuous operation of our site and supply of our products. Our dedicated recruitment team is in constant contact with our donors to ensure a consistent and safe supply of materials. In addition, we are in contact with couriers to remain aware of new or potential impacts to delivery locations or timelines.

We have the capacity to provide materials from both our Los Angeles area headquarters and our partner site in Florida. We also maintain cryopreserved inventory and will advise how we can supply this material in lieu of fresh, if the need arises.

Our primary concern is the safety of our donors, employees and you, our valued clients, who will eventually handle these materials and we are taking all necessary precautions and steps to ensure this.

For more information about HemaCare's coronavirus prevention measures please visit:
<https://www.criver.com/coronavirus-disease-covid-19-updates>

Please let me know if you have any questions or concerns. I can be reached at pvanderwal@hemacare.com.

Thank you,

Pete van der Wal
General Manager
HemaCare Corporation, A Charles River Company