

**To:** Sunny Balwani[sbalwani@theranos.com]; Elizabeth Holmes[eholmes@theranos.com]; Nishit Doshi[ndoshi@theranos.com]  
**From:** Daniel Young  
**Sent:** Tue 9/23/2014 8:12:10 PM  
**Subject:** RE: Customer Issue

I sent Adam the Co2 data last week and indicated that we can release these results normally now. He had a few questions for me that I discussing with him today.

-----Original Message-----

**From:** Sunny Balwani  
**Sent:** Tuesday, September 23, 2014 1:08 PM  
**To:** Daniel Young; Elizabeth Holmes; Nishit Doshi  
**Subject:** RE: Customer Issue

did you communicate to CLIA to release all CO2 and also educate Adam on this. if not the ask Chinmay and or Nishit to communicate this to Adam.

thanks

-----Original Message-----

**From:** Daniel Young  
**Sent:** Tuesday, September 23, 2014 1:00 PM  
**To:** Elizabeth Holmes; Sunny Balwani; Nishit Doshi  
**Subject:** RE: Customer Issue

Calcium results are looking good and stable since recalibrations were performed last week. (Other protocols variations were tested, but not change was seen.) This is still being monitor closely, and we may have to impose tighter QC criteria and calibration criteria.

Potassium reference range study is ongoing this week in both Pheonix in Palo Alto.

CO2 has been looking good since we instituded time dependent bias corrections.

-Daniel

-----Original Message-----

**From:** Elizabeth Holmes  
**Sent:** Tuesday, September 23, 2014 12:58 PM  
**To:** Daniel Young; Sunny Balwani; Nishit Doshi  
**Subject:** RE: Customer Issue

What's the latest on this

-----Original Message-----

**From:** Daniel Young  
**Sent:** Thursday, September 11, 2014 7:02 PM  
**To:** Sunny Balwani; Nishit Doshi  
**Cc:** Elizabeth Holmes  
**Subject:** RE: Customer Issue

We've processed and reviewed all the most recent data and crafted a resolution plan. Unfortunately, the pCTN FDA study and TEDMED pre-studies have been fully occupying the team, delaying the next steps on this plan. We have not been able to execute any new in-house studies either due to limited phlebotomists related to both the FDA study and TEDMED (we've been working to resolve this with temps etc).

The reference range study will commence next week, and next steps on Ca optimization/refinement will also be starting shortly.

-Daniel

-----Original Message-----

From: Sunny Balwani  
Sent: Thursday, September 11, 2014 6:30 PM  
To: Daniel Young; Nishit Doshi  
Cc: Elizabeth Holmes  
Subject: RE: Customer Issue

why haven't we already done this given the issues we have consistently having with these 2 assays along with CO2.

-----Original Message-----

From: Daniel Young  
Sent: Thursday, September 11, 2014 6:20 PM  
To: Sunny Balwani; Nishit Doshi  
Subject: RE: Customer Issue

Yes, we discussed next steps on both of these matters.

For Ca, we believe we may need some fine tuning and/or additional criteria for the calibration.

For K, establishing a new reference range for FS (or equivalently translating this to the venous range) is going to be initiated. We also will review our sample flagging process, as we know sample quality can impact K results.

Nishit and I will review the timeline for resolution on these and Nishit will track progress.

-Daniel

-----Original Message-----

From: Sunny Balwani  
Sent: Thursday, September 11, 2014 5:49 PM  
To: Daniel Young; Nishit Doshi  
Subject: FW: Customer Issue

are you guys on top of the K and Ca. this has lost us a lot of doctors and we cant lose this one or any more.

Nishit this is genesis of my email about prioritizing. we need to get this 100% now.

thanks.

-----Original Message-----

From: Christian Holmes  
Sent: Thursday, September 11, 2014 3:31 PM  
To: Sunny Balwani  
Subject: FW: Customer Issue

FYI - looking into this

-----Original Message-----

From: Kimberly Alfonso  
Sent: Thursday, September 11, 2014 3:09 PM  
To: Christian Holmes  
Subject: Customer Issue

Please see below.

-----Original Message-----

From: Genna Hill  
Sent: Thursday, September 11, 2014 10:50 AM  
To: Kimberly Alfonso; Mike Phebus  
Subject: Issue: high CA and K

Dr Shahvar's office has concerns about two patients reports coming back high. They have had several patients in the past have high Ca and K from us so they reran the same tests at Sonora and they have been coming back in the normal range:

1.) Patients initials: [REDACTED]  
DOB: [REDACTED]  
Theranos Results: K 5.5 and Ca 11.8 both flagged high.

Sonora results: 4.5 and 9.1 both flagged normal

2.) [REDACTED] theranos 11.2 Ca (high) and same patient came back normal from Sonora

Sent from my iPhone