

From: Audra Zachman </O=CCFW/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=AZACHMAN>
Sent: Monday, April 9, 2018 9:00 AM
To: Steven M. Linnerson, M.D. <slinnerson@swcwc.net>
Subject: FW: Theranos - following up 1

From: Client Solutions [mailto:clientsolutions@theranos.com]
Sent: Wednesday, October 22, 2014 6:38 PM
To: Audra Zachman
Cc: Kimberly Alfonso
Subject: Theranos - following up

Audra,

I hope this finds you well. I'm hoping that we can connect for a phone call in the coming days, but in the meantime I wanted to pass along information in follow up to your recent questions.

We have investigated the matter that you brought to our attention recently and have discovered that, in three out of four cases, post-analytical human errors resulted in the reporting of incorrect result values. Our assays and our systems performed perfectly well, however, we identified 1 step in post processing that was cause of this error. In all 3 cases the values for assay in question reported were 1/100th of the true clinical values that should have been reported. We sincerely and deeply apologize for this error and assure that though these errors are extremely rare. We have already taken the corrective action and removed human intervention in this part of post-analytical processing in order to prevent such errors in the present and future. We have also initiated appropriate corrective action per CLIA in light of this specific error.

I can fax or email the corrected reports for these patients - I just first wanted to ensure it was okay to email patient results to the email address (AZachman@swcwc.net) I have for you.

Again, please accept our apology for this error. We would very much like for you and your office to continue getting experience with us, and will certainly do whatever is necessary to ensure your confidence and comfort with our platform.

Please let us know if you have any questions or would like to discuss the matter further. My email is cholmes@theranos.com and my cell is 650-561-2151.

Best regards,
Christian