

To: Elizabeth Holmes[eholmes@theranos.com]
Cc: Christian Holmes[cholmes@theranos.com]
From: Sunny Balwani
Sent: Tue 5/21/2013 11:26:40 PM
Importance: Normal
Subject: Re: chiat day
Received: Tue 5/21/2013 11:26:42 PM

You can share with them directly. Jeff Dan and Christian were on the call and I asked the to follow up with you as none of these points below have been or were communicated to them by anyone and since I am not in any of the com call anymore, it is difficult for me to know she there is genuine new stuff vs them bullshitting.

Sent from my iPhone

On May 21, 2013, at 4:23 PM, "Elizabeth Holmes" <eholmes@theranos.com> wrote:

That is the only thing I have discussed with them related to insurance companies (you asked them to work on it and then they followed up and I said exactly that). The only conversation I had with them related to PPT was they asked if they could present what you had asked for in a PPT and I said yes.

I will handle Chiat.

I hope you told them that we are not adding more and more – they had all the sections of the website missing in their layout they had done so far (ie no doctor section at all, no section for retail at all, no test list at all) and we are putting the bare bones in for a functional site. If we wanted something with no content we'd keep our current site up. That does not mean that they can charge us more for it – so far everything they've done has not been good enough to move forward with so the monies we've already paid them should be applied to this work to get it functional.

From: Sunny Balwani
Sent: Tuesday, May 21, 2013 4:10 PM
To: Elizabeth Holmes
Cc: Christian Holmes
Subject: Re: chiat day

No

Sent from my iPhone

On May 21, 2013, at 3:59 PM, "Elizabeth Holmes" <eholmes@theranos.com> wrote:

This was not about co-branding (our billboard content equivalent etc.) with the insurance companies?

From: Sunny Balwani
Sent: Tuesday, May 21, 2013 3:16 PM
To: Elizabeth Holmes; Christian Holmes
Subject: chiat day

I spent few minutes with Lorane and chiat day on insurance sales slide deck. They are claiming that the insurance slide deck request (to complete it now) came from Elizabeth and that you (Elizabeth) said this is important and that we could definitely use it because we are talking to insurance companies now. I told them seems like they are getting 100% opposite and conflicting requests from you and I and is really confusing everyone. This deck was lot less important in mind at this point – if at all.

I would like to **COMPLETELY** disengage myself from all things chiat day so you and the guys can manage all that is asked from them, all that is needed to be delivered etc. and all communications and I can focus on operations manufacturing, supply chain, materials management, walgreens, capsys etc.

Earlier in the .com call they said that you are asking them to add more and more and because of that .com SOW estimate is going to be higher.

Can you guys please schedule a call with them around the SOW for Q2 and Q3 and discuss all these points. I can provide you details of all I communicated to them but because I am not in any chat day meetings anymore, seems like we are pulling them in different directions and they are working off of different expectations and therefore charging us more than I want to pay them.

Thanks