

Message

From: Ryan Karpel [/O=Theranos Organization/OU=Exchange Administrative Group (FYDIBOHF23SPDLT)/CN=Recipients/CN=Ryan Karpel72]
Sent: 8/23/2015 11:32:05 PM
To: Elizabeth Holmes [eholmes@theranos.com]; Daniel Edlin [dedlin@theranos.com]
Subject: Updated Guest Quotes & Phlebotomist Anecdotes | Access

Attached are updated guest quotes & phlebotomist anecdotes. Below are highlights from this week's additions.

Highlights:

- [Guest Quote] *I am a physician myself, in the radiology department at Stanford. I ordered a test for myself at Theranos late Saturday afternoon, and for \$25 received the result in 4 hours! At Stanford, that test probably would have taken 3 days because of weekend and would have probably cost around \$750! I have had some other routine blood tests done at your lab and cross checked the results with Stanford and they were all congruent. Thank you.*
- [Guest Quote] *What a great experience. Quick and painless. Love the finger draw since I'm an older lady and veins aren't good. Thank you for making this so much easier AND affordable.*
- [Guest Quote] *So great! Especially for students who are on a budget. Making my blood tests more affordable is really great. Thank you.*
- [Phlebotomist Anecdote] Guest is an Internal Medicine Physician who sends most of his patients to Theranos, it was time for him to get some blood work so he came to check us out, he said the main concern is cost with all the other labs. He has paid up to \$1,200 dollars for the same labs that he got done here today. He was thrilled and satisfied with everything he said the experience was great and he is glad that Theranos is around!
- [Phlebotomist Anecdote] This was the guests first time at Theranos. She was amazed and really happy with us. She said she went down to Lab Corp and was told it would cost her \$200 for her labs. When she came here and it only cost her \$40. She is cash pay with no insurance.

Ryan Karpel
 Program Manager
 Theranos, Inc.

rkarpel@theranos.com

CONFIDENTIALITY NOTICE: This e-mail transmission (including any attachments accompanying it) is intended only for the use of the intended recipient, is Theranos, Inc. confidential information, and may contain information that is privileged and/or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this e-mail transmission is strictly prohibited. If you have received this transmission in error, please promptly notify the sender by replying to this e-mail and then destroy all copies of the transmission.