

## Message

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**From:** Tracy Masson [/O=Theranos Organization/OU=Exchange Administrative Group (FYDIBOHF23SPDLT)/CN=Recipients/CN=Tracy Masson/C60]  
**Sent:** 12/1/2015 7:11:35 PM  
**To:** Ryan Karpel [rkarpel@theranos.com]  
**CC:** Danielle Hunt [dhunt@theranos.com]  
**Subject:** FW: Very positive guest experience!!

Danielle and Dan have this too. I know Danielle has contacted this person a couple of times but didn't reach her.

**From:** Tracy Masson  
**Sent:** Friday, October 09, 2015 6:55 PM  
**To:** Daniel Edlin <dedlin@theranos.com>  
**Subject:** Fwd: Very positive guest experience!!

Sent from my iPhone

Begin forwarded message:

**From:** Brandi Luzania <bluzania@theranos.com>  
**Date:** October 7, 2015 at 9:02:49 AM MST  
**To:** Tracy Masson <tmasson@theranos.com>, Chris Terry <cterry@theranos.com>  
**Subject:** Very positive guest experience!!

Good morning!

I wanted to share with you information relayed to me by a guest this a.m. I asked her if I could share her story with management and she was adamant that I do. I felt that through you was the proper channel to share with Elizabeth.

The guests name is [REDACTED] ([REDACTED]).

The guest had come in to Theranos with a routine lab order to include thyroid testing that she has done for years. During the visit she was given information regarding the mobile and web applications available to her so that she could have access to her results. When she received the results on the mobile app she took the information and went online to see what they could mean. She said that when she put in the result information she was given information indicating the possibility of a problem with her pituitary gland and realized that she had every single symptom. She has been frustrated with having symptoms with no resolution or diagnosis as to what the root cause was. She took the information she had gathered and encouraged her primary care doctor to order an ultrasound. The doctor obliged and it was discovered that she has a tumor in her pituitary gland and 2 more in her brain. She feels strongly that had she not been able to get her blood test results and be proactive in her healthcare that her primary doctor would not have ordered an ultrasound and she would still be going in circles trying to figure out what was wrong with her. She is now seeing an Oncologist whom she has informed that she will not go anywhere but Theranos for blood testing. She also said

that she was able to be more mentally prepared to hear the news of her current condition and accredits it to Theranos giving her access to her results. She reiterated that she will never go to another company.

The guest told of her experience with teary eyes and it was obvious how much appreciation she has for Theranos. Experiences like hers remind me of how fortunate I am to be a part of the Theranos team.

Thank you,

**Brandi Luzania, PBT (ASCP)cm**

**Certified Phelebotomy Technician**

**Theranos, Inc.**

**Mobile:** [REDACTED]

**[bluzania@theranos.com](mailto:bluzania@theranos.com)**

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**[650-838-9292](tel:650-838-9292) | [www.theranos.com](http://www.theranos.com)**