

Exiqon Diagnostics Transition Customer Q&A

Why are you changing the name?

The adoption of the new name is to solidify the integration of Oncotech and Exiqon into one company and to show our continued commitment and focus in personalized cancer diagnostics.

When does this go into effect?

We have started the process of transitioning from Oncotech to Exiqon Diagnostics. This process is very involved and may take many months to fully complete. In the meantime, the business processes remain the same during this transition and you do not need to change anything at this time. Just be aware that you may see both names used interchangeably during the transition period.

What does the name change mean for me?

The name change symbolizes our commitment to personalizing medicine for cancer patients. We will strive to commercialize cancer diagnostics that meet the needs of the cancer patients and to establish ourselves as a trusted partner in the years to come. This includes initiatives to improve the Oncotech EDR Assay and to offer new diagnostics for the benefit of your cancer patients.

How does this affect the ordering point, the specimen process, and the results for the Oncotech tests that I already order?

There is no change in the way we do business. You can continue to send specimens to us in Tustin, California and you will receive an assay report as always. The only difference is that you will begin to see Exiqon Diagnostics name show up on documents instead of Oncotech in the future.

Will there be any change to Oncotech's customer service or technical support or contact information?

There is no change to our contact information or our customer and technical support. We will continue to provide you with the same exceptional and friendly service that you have come to expect from us.

Will this change affect my existing contract(s) for services signed under the Oncotech name?

The change in name from Oncotech to Exiqon Diagnostics will not affect your current contract(s) for services with us. The contract(s) will remain active for the length of the agreement. Just be aware that subsequent contract renewals may contain the new company name.

Who do I contact regarding questions on the topics written in the newsletter?

If you have questions regarding a topic written in the newsletter, please contact us via phone at 1-800-576-6326 or via email at info@oncotech.com. One of our knowledgeable department staff will put you in contact with a representative who can best answer your questions based on the topic in question.

If I send a specimen to you using the Oncotech transport box and requisition form, will it get to you?

Yes, the current Oncotech transport box and requisition forms will be acceptable for specimen submission throughout the entire transition process. We will send out new transport boxes and requisition forms with the new branding once they are available. In the meantime, please continue to use Oncotech transport boxes and requisition forms to send specimens to us for testing.

Do I need to renew my standing order agreement?

No, the current standing order agreement will remain active for the length of the agreement. Subsequent standing order renewals may contain the new company name once the transition is complete.

Will your website remain as www.oncotech.com?

In the future, our website address will become www.exiqondiagnosics.com. However, you will still be able to view our website at the www.oncotech.com domain name since it will be rerouted to the www.exiqondiagnosics.com website.