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10, May 2010

To: Genzyme Diagnostics Customers

From: Donald E. Pogorzelski  
President, Genzyme Diagnostics

Re: Business Update

As I'm sure many of you have heard, for strategic reasons, Genzyme Corporation has made the decision to pursue alternatives for its Genetic Testing, Diagnostic Products and Pharmaceutical Intermediates businesses. Options open to Genzyme Corporation include divestiture, spin out, or management buy-out for these businesses. We have enjoyed 28 years as part of the Corporation, but recent Board decisions have resulted in a corporate focus in therapeutics space. While disappointed that this decision has been made, I speak for myself, my management team and the entire Diagnostics workforce when I pledge that business will continue as usual and you can expect the same high level of product quality, support and service during this time of transition.

In the past 3 decades we have differentiated our products in large part attached to our service and support and we clearly view these as assets we will continue to hone and preserve. At this moment, while we contemplate our options, intuitively I hope you will agree that it is obvious that now, more than ever, customer support, product availability and continuation of service is most critical to our ongoing and future success.

While some may misunderstand and assume that our business is closing, nothing could be further from the truth. We remain committed – more than ever – to our business and expanding our product and customer base.

If you have questions regarding our products, commitment or plans, please feel free to contact me through my assistant, Debbie Moreau, 508-271-6743.

As usual, thank you for your ongoing business.....warmly appreciated.

A handwritten signature in black ink that reads "Don Pogorzelski". The signature is written in a cursive style and is positioned above a faint, light-colored circular stamp.