

SPECIALTY LABORATORIES NAME CHANGE  
FREQUENTLY ASKED QUESTIONS  
10/25/10

**What exactly is changing?**

After being part of the Quest Diagnostics family for three years, the decision has been made to change the Specialty Laboratories name to Quest Diagnostics Nichols Institute of Valencia. This will enable us to more simply and powerfully communicate our complete value proposition and provide service to our customers. Quest Diagnostics Nichols Institute is an industry leader in innovation, research and development and thought leadership in highly specialized, complex genetic and molecular testing. Specialty Laboratories has been developing relationships and affiliations with the existing Quest Diagnostics Nichols Institute site over the last three years. Our shared expertise in esoteric testing servicing hospitals and industry partners offers our customers a transparent and integrated network of highly sophisticated and dedicated laboratories.

**When will the change happen?**

While we are announcing the name change today, the effective date for the name change will be 01/25/2011. From this date, it will take several months to complete the full transition. Your account and servicing teams will be able to update you and answer any questions you may have throughout the Brand transition process.

**What impact will there be to customers?**

It is business as usual. You can expect to continue to receive attentive and prompt service. Your account and service teams will remain in place as well as all client services phone numbers and your testing will continue to be performed in Valencia.

**Will my specimens still be tested at the Valencia facility?**

Yes, your specimens will continue to be tested at the Valencia facility. Our infrastructure remains in place just as before.

**Why is this change important to Quest Diagnostics and to its customers?**

Over the past three years, Quest Diagnostics has supported the growth of the specialized testing services offered by Specialty Laboratories and will now unify our specialized and complex testing assets under the Quest Diagnostics Nichols Institute name and brand. This change will more easily identify the full complex and specialized services offered throughout our network of laboratories.

**Do contact numbers remain the same?**

Yes, the client services infrastructure that exists to support you will remain in place.

**Does the test ordering process remain the same?**

Yes, the current test menu will continue to be performed at the Valencia facility. Our infrastructure remains in place just as before. Customer interfaces and the web-based ordering product (DPMD®) will remain active and will be supported exactly as they are today.

**Will forms change?**

The company name on all forms will change to Quest Diagnostics Nichols Institute over the next few months. All patient reports will contain the new name on the effective date. There may be slight format and color changes. Your account and servicing teams will be able to answer any questions you may have throughout the transition process.

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**Are any tests or services going away?**

No, the current test menu and all available services will continue to be offered at the Valencia facility.

**Will any IT services be affected such as DPMD or reporting?**

Customer interfaces and the web-based ordering product (DPMD®) will remain active and will be supported exactly as they are today.

**Will my invoices be affected by the change?**

Because it will take several months to complete the transition of all materials, your invoice will continue to reflect the Specialty name for a few months after the effective date of 01/25/2011. Your invoices will, in time change to reflect the Quest Diagnostics Nichols Institute name. You will receive regular communication regarding the timing of any changes. Your account and servicing teams will be able to answer any questions you may have throughout the transition process.

**Will the CLIA number for Specialty Laboratories change?**

No. Name change documentation will be submitted to all appropriate agencies to be effective on 01/25/2011.

**Will my existing Laboratory Services Agreement be honored?**

Yes, all existing Laboratory Services Agreements will continue to be in effect through the current terms and conditions stated within them.