



Client Update

NOVEMBER 2020 – THANKSGIVING CLOSURE

Dear Valued Client,

BioReference Laboratories and its subsidiaries will be observing the Thanksgiving holiday on **Thursday, November 26, 2020**, and our various locations will be on a limited and/or closed schedule. Customer Service will remain open at our main campus in Elmwood Park, NJ and our Logistics/Transportation Team will be working at a limited capacity.

For clients within the local New York/New Jersey network:

- **Courier Pick-up:** If you require a pick-up on Thursday 11/26/2020 and/or earlier pickup on Wednesday 11/25/20, please call by Monday, 11/23/20, and select option 3 (Specimen Pick-up/transportation).

FedEx: FedEx will be observing the Thanksgiving holiday on Thursday, 11/26/20.

- On Wednesday 11/25/20, FedEx will be running a Modified service for Overnight deliveries.
 - No overnight packages after 12:00pm.
 - Anything sent after 12:00pm will not arrive until Friday 11/27/20
- On Thursday 11/26/20, there will be NO FedEx services provided.
- On Friday 11/27/20, FedEx will be running a Modified service for Overnight deliveries.
 - No overnight packages after 12:00pm.
 - Anything Sent after 12:00pm will not arrive until Monday 11/30/20
- Please make alternative arrangements with our Logistics Department.

For clients outside the NY/NJ area, please be advised of the schedules for our nationwide locations:

- **Campbell, CA:** Closed on Thanksgiving Day and will resume operations on Friday, 11/27/20
- **Burbank, CA:** Closed on Thanksgiving Day except for COVID-19 testing and will resume operations on Friday, 11/27/20
- **Melbourne, FL:** Closed on Thanksgiving Day and will resume operations on Friday, 11/27/20
- **Houston, TX:** Closed on Thanksgiving Day except for COVID-19 testing and will resume operations on Friday, 11/27/20
- **GeneDx; Gaithersburg, MD:** Closed on Thanksgiving Day except for COVID-19 testing and will resume operations on Friday, 11/27/20

We wish you a happy and healthy holiday.

Best Regards,
The BioReference Team