



August 10, 2009

Dear Valued Customer,

As previously communicated, Immucor sent a formal response to the FDA on July 10, 2009 regarding an FDA administrative action letter, dated June 30, 2009, concerning quality issues. We promised that a more detailed response would follow.

Today, we submitted our formal, 30 working day response, which details our remediation plan and timelines to correct the FDA's noted concerns. However, our response goes further by including the progress we have made through our Quality Process Improvement Project, which began in early 2009. The Project's goal is to establish a world-class quality system.

Immucor's entire organization, starting with our executive management, is focused and committed to implementing systemic level corrections to achieve a sustainable world-class quality system. Since the FDA inspection in January 2009, we have made important changes to support our quality-improvement efforts:

- We reorganized the **Complaint Handling** process and established the **Product Surveillance and Improvement Department** to provide a single internal focal point to monitor quality issues and initiate corrective actions when necessary. This new department supports our commitment to provide a consistent supply of high-quality products.
- Executive management is personally involved in the ongoing communication process with our employees that **QUALITY** is our top priority.

I want to assure you that we are working diligently to resolve the FDA's concerns, and we are actively instilling quality into every aspect of Immucor in order to deliver better value to our customers.

**As previously communicated, the administrative action taken by the FDA in June 2009 does not impact our ability to manufacture or distribute reagents. We have experienced no interruptions to manufacturing or distribution related to these events.**

We appreciate your partnership and continued support during this process.

Sincerely,

A handwritten signature in black ink, appearing to read "Nino De Chirico". The signature is written in a cursive, flowing style.

Dr. Nino De Chirico  
President and CEO  
Immucor, Inc.