BP HEALTHCARE GROUP
Leader in Health Check

Date: 19 January 2021
Our Ref: LEEKINYEE/19012021/001

Mr Lee Kin Yee
[redacted]

BY EMAIL

Dear Mr Lee,

RE: COVID-19 TEST BY BP LAB
[redacted]

We refer to the above matter and your Facebook post on 18 January 2021.

2. Firstly, we understand and empathize with the anxiety you are going through. For the past 40 years, BP Healthcare Group has been serving yearly millions of customers. We are committed to **Accuracy, Reliability and Timeliness** of our test results to meet the patients' expectations.

3. We wish to assure you that at BP Healthcare we take every complaint very seriously. We have since undertaken a **thorough investigation** on this matter and are pleased to set out our findings on the same.

3.1 Findings:

(I) We note that you had undergone subsequent tests at different labs whereby the results had come out to be negative. We note however that the tests were taken at later dates.

(II) Congratulations! **You are amongst the 83% of patients** who were **detected and have since recovered** from the COVID-19 infection.

(III) Based on the BP COVID-19 detection curve of the test result dated 12 January 2021, the [redacted]. We do not usually release such detailed test results as it will confuse the customers. Since you have raised this issue, your graph results are attached herewith at **Annexure 1** to clear your doubts.

(IV) We are a **Government Covid-19 Panel Laboratory** and we abide by **all of MOH's guidelines strictly**. We are proud to state that our government, the Ministry of Health has always been quick in adapting its guidelines to match the international standard. BP always follows the prescribed way of reporting style obediently.

(V) For your information, it is **MANDATORY** for us to submit all Detected COVID-19 test results accordingly to the MOH **daily** for collation and epidemiology study purposes. In addition, all our laboratory systems and procedures are approved and frequently audited by the MOH and the relevant authorities. So far, we have never failed any of the abovementioned audits!

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(VI) **WE ARE AGAINST THE PRACTICE OF POOL TEST WHICH IS UNETHICAL**. Below are our accreditations and we have to abide to the guidelines:

(i) **ISO 15189** Medical Laboratories – (Eighth Cycle since 1996); and

(ii) **JCI Accreditation**, American Gold Standard in the healthcare industry – (Fourth Cycle since 2011) we are the first Asian pathology lab to achieve this accreditation.

(VII) BP's Covid-19 Laboratory is armed with **FULLY DIGITIZED AND AUTOMATED SYSTEMS**. No other provider has reached this level of **DIGITIZATION AND AUTOMATION** except for China.

(VIII) We have an extensive digitized and robust laboratory information system (LIS) that is **fully cloud-based** and interfaced with all **Roche COVID-19 equipment**.

All processes are **QR coded**, from the moment of you register either at our Outlets or through online platforms to the release of result onto our Doctor2U Portal. With such digitization, we can assure you that all Pre-Analytical and human errors are **ZEROISED**.

(IX) BP Lab is fully automated with the following systems:

(A) Robotic Auto-Sampler Preparation
(B) Liquid Handling System
(C) Auto Extraction System
(D) Roche 384 Detection System

All results are transmitted into our cloud-based LIS and then disseminated accordingly to the patients via e-mail and WhatsApp notification.

(X) The fully automated process allows BP to **scale up the CAPACITY AND CAPABILITY** to tens of thousands RT-PCR tests per day with **minimal manpower** and we manage to **zeroize the unnecessary human errors** on the testing.

(XI) We are a humble and conservative healthcare provider and we have been discreet in disclosing our **CAPACITY** and **CAPABILITY** to the public as we do not wish to put our competitors down. We believe the credits of flattening the curve should be shared by all and not BP alone.

(XII) For your information, we have invested hundreds of millions on this fully **AUTOMATED AND DIGITIZED TESTING SYSTEM**. Such productivity and economy of scale have allowed us to handle voluminous amounts of samples within a quick turn-around time ("TAT"), precisely and at the most affordable cost to the nation. **As such BP Lab afford to charge the right price and saving the nation hundreds of million ringgits.** Tens of thousands Malaysians have been enjoying the **50% discount** for Senior Citizens and **FREE** for all Persons With Disabilities ("OKU").

4. We suggest you check with the other providers if they are adopting fully automated or manual COVID-19 testing processes.

5. Rightfully, there should be an antibody test to check on the immune status of patients. Due to the rapid mutation of the Covid-19, the Government has not decided on which is the right Covid-19 Antibody Test. We will immediately introduce this test once the government

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approves the same. **We will notify you once we have started the Covid-19 Antibody Test and we shall invite you for a complimentary Covid-19 Antibody Test.**

For now, out of the goodwill of BP, we would like to offer you **2 complimentary Covid-19 RT-PCR screening tests** for 2 weeks consecutively (once a week) **FREE OF CHARGE** to help put your mind at peace.

For further information, you may refer to our **"10 Frequently Asked Questions Between RT-PCR & RTK COVID-19 Test"** as attached herewith in Annexure 2.

Thank you.

Yours faithfully,

Dato' Dr Beh Chun Chuan
Chairman & Founder
BP Healthcare Group

Copy to:

Tan Sri Dato' Seri Dr. Noor Hisham bin Abdullah
Director General of Health Malaysia

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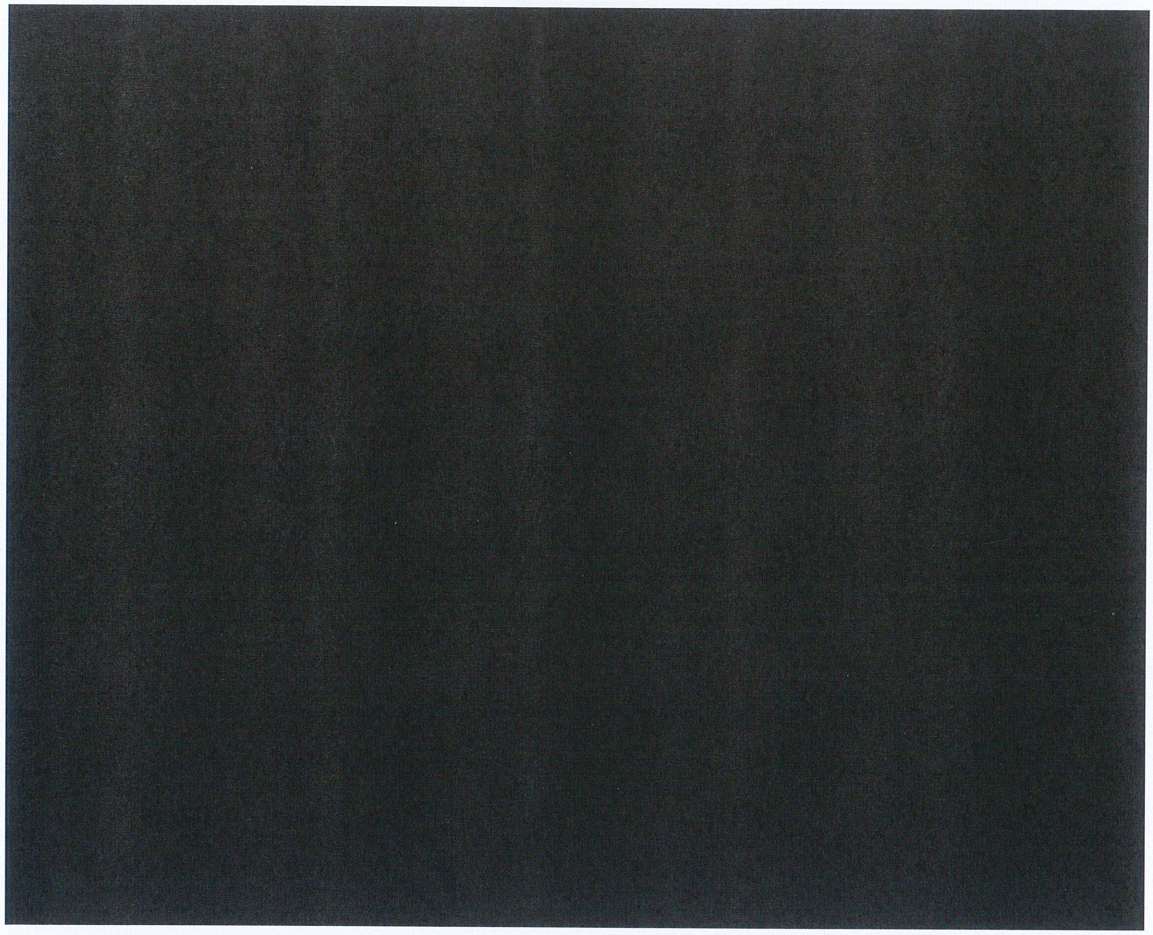
ANNEXURE 1



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Annexure 2

10 FREQUENTLY ASKED QUESTIONS BETWEEN RT-PCR & RTK COVID-19 TEST

TEST METHOD	RT-PCR Real Time- Polymerase Chain Reaction 'BP using this' ✓	RTK Rapid Test Kit 'BP not using this' ✗
1) TECHNOLOGY	**SYSTEM AUTOMATION*** ✓	**MANUAL**** ✗
2) DETECTION	COVID-19 Nucleic Acid*** (specific) ✓	Coronavirus protein fragments (non-specific) ✗
NEW! 3) MUTATED COVID-19	Detectable ✓	Non-Detectable ✗
4) ACCURACY	>95% ✓	75% (approx.) ✗
5) RESULT	Better detection rate ✓	Poorer detection rate especially when viral load is low ✗
6) BATCH TEST TURNAROUND TIME	192 samples/hr ✓	6 samples/hr ✗
7) INVESTMENT	Multi-million ✓	Minimal cost ✗
8) TESTING REQUIREMENT	1 time ✓	2 times ✗
9) COST	RM240**** ✓	RM120 x 2 = RM240 ✗
10) WORLD HEALTH ORGANISATION (WHO) RECOMMENDATION	GOLD STANDARD ✓	EMERGENCY USE AUTHORIZATION (EUA)***** ✗

*Automation can reduce human error in Pre-analytical (Patient Registration), Analytical (Testing) & Result Transcription

**Manual testing can cause disastrous human error in Patient Registration, Testing and Result Transcription

***Also Known As (AKA) SARS-CoV-2

****FREE for Persons With Disabilities (PWD) / Orang Kurang Upaya (OKU) & 50% discount for senior citizen

*****EUA- an authority granted to the Food and Drug Administration (FDA) under sections of the Federal Food, Drug, and Cosmetic Act as added to and amended by various Acts of Congress, including by the Pandemic and All-Hazards Preparedness Reauthorization Act of 2013 (PAHPRA). It does not constitute approval of the drug in the full statutory meaning of the term, but instead authorizes FDA to facilitate availability of an unapproved product, or an unapproved use of an approved product, during a declared state of emergency from one of several agencies or of a "material threat" by the Secretary of Homeland Security.