



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

January 25, 2022

VIA OVERNIGHT MAIL

Dr. Lian Liu, M.D.
CEO and President
PacGenomics
28222 Agoura Rd., Suite 200/201
Agoura Hills, CA 91301

Re: Misleading advertising and statements regarding timing of COVID-19 test results

Dear Dr Liu:

The New York State Office of the Attorney General (“OAG”) has become aware that some individuals have been waiting over ten days for COVID-19 test results from a New York PacGenomics test site, even though in some cases they were promised results in as little as 24 hours. Additionally, some individuals report receiving test results that incorrectly state the date that they took the test. Misleading statements about when individuals can expect COVID-19 test results is concerning since many individuals are relying on these test results to make decisions about whether they can travel, report to work, or attend family gatherings. Moreover, providing individuals with test results that do not accurately indicate the date the test was taken raise concerns about whether proper protocols are in place to ensure that your test results are accurate.

Pursuant to New York Executive Law § 63(12) and General Business Law §§ 349 and 350, the OAG has the authority to investigate and commence legal action to enjoin deceptive, fraudulent or illegal business practices, including but not limited to false advertising.

Upon receipt of this letter, please update the PacGenomics website and any signage at your New York test sites immediately to accurately reflect how long individuals can expect to wait before receiving COVID-19 test results. In addition, please immediately email any individuals who are awaiting COVID-19 test results from your New York test sites to inform them of whether there will be any delays in receiving their results, and when their results can realistically be expected. We also request that you instruct individuals working at your New York testing sites to provide accurate information concerning wait times to receive results. Additionally, please contact me immediately to discuss why individuals may be receiving COVID-19 test results that incorrectly indicate the date the test was taken.

We appreciate your prompt response and anticipated cooperation in this matter.

Very truly yours,

A handwritten signature in black ink that reads "mary alestra". The signature is written in a cursive, lowercase style.

Mary Alestra

Special Counsel

Bureau of Consumer Frauds and Protection

(212) 416-6698

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