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April 14, 2020

To Our Stockholders:

We are writing to inform you of recent developments related to NorthStar Healthcare Income, Inc. (“NorthStar Healthcare”). On April 7, 2020, NorthStar Healthcare’s board of directors (the “Board”) suspended all repurchases under the existing share repurchase program effective April 30, 2020. As a result of this suspension, NorthStar Healthcare will not repurchase any shares on or after April 30, 2020, including shares submitted for repurchase during the first quarter of 2020, unless and until the Board reinstates the share repurchase program.

The Board’s determination to suspend the share repurchase program is driven by concerns surrounding the impact of the COVID-19 virus on NorthStar Healthcare. At this time, it is difficult to accurately predict the full extent of the financial impact of the COVID-19 virus on NorthStar Healthcare and its properties, as it depends on the extent and nature of exposure of residents and staff to COVID-19, the availability and timeliness of adequate tests, better access to supplies and the duration of the crisis, among other factors. As a result, after considering NorthStar Healthcare’s current financial condition, liquidity sources and capital needs, the Board believes that suspending repurchases is necessary to ensure NorthStar Healthcare has sufficient liquidity to protect the health and safety of the residents and staff at its properties, as well as preserve long-term value for stockholders.

We thank you for your continued support of NorthStar Healthcare. If you have any questions, please contact us at (877) 940-8777.

Sincerely,

A handwritten signature in black ink, appearing to read "Justin", written in a cursive style.

Chairman

NorthStar Healthcare Income, Inc.