



October 15, 2023

Dear Valued Rite Aid Customer,

Since 1962, Rite Aid has worked to keep our customers and their families healthy by serving as their trusted neighborhood drugstore. Today, we are taking steps to position Rite Aid for long-term success as we accelerate our ongoing business transformation and continue delivering on our purpose to help people achieve whole health for life.

With the support of certain of our financial stakeholders, we have initiated a voluntary Chapter 11 process that will enable us to both reduce Rite Aid's debt and help our business be more successful.

We recognize the important role we play in serving you and meeting your healthcare needs, so we want to make sure you understand what this means for you:

- Our pharmacies are continuing to fill prescriptions, and you can still visit our stores and find the products and services you rely on.
- You can continue to shop online for easy store pick-up or delivery.
- We are continuing to offer promotions and other opportunities for savings.
- Rite Aid Rewards members continue to have access to special deals and member-only promotions.
- If you are an Elixir Insurance member, your coverage remains unchanged.

As part of this process, we are going to be closing certain of our underperforming stores. If your local store is one of those that is affected, we will make every effort to ensure you have access to health services, whether at another Rite Aid or other nearby pharmacy. We will also work to transfer prescriptions accordingly so that there is no disruption of services.

We will keep you informed as we move forward through this process. As always, if you have any additional questions, please do not hesitate to reach out to our Customer Care team at 1-800-RITE-AID (1-800-748-3243) for assistance.

Our commitment to you is stronger than ever. We are tremendously grateful for your business and look forward to serving you for many years to come.

Sincerely,

Jeffrey S. Stein
Chief Executive Officer