



## **Retail & Pharmacy Customer FAQ**

### **1. What did Rite Aid announce?**

- Rite Aid is taking an important action that will enable us to strengthen the Company's financial foundation and ensure we are well-positioned for long-term success.
- With the support of certain of our financial stakeholders, on October 15, 2023, we initiated a voluntary Chapter 11 process to reduce our debt and enhance financial flexibility.
- We will also use this process to accelerate our turnaround strategy, including optimizing our store footprint to better serve customers and communities, implementing a sale of Elixir Solutions and equitably resolving litigation matters.
- As we move through this process, Rite Aid is continuing to serve customers, clients and members across our retail and online platforms, including our Elixir Solutions, Elixir Insurance, and Health Dialog businesses.
- We remain focused on providing leading healthcare products and services that improve the health outcomes of the nearly one million customers that we serve daily.
- Rite Aid also separately announced that Jeffrey S. Stein has been appointed as Rite Aid's CEO, Chief Restructuring Officer, and a member of the Board of Directors, and that Marc Liebman has been appointed as Chief Transformation Officer. Each brings with him decades of experience leading companies through financial restructuring processes and important transformations.

### **2. What is Chapter 11?**

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to implement agreements with financial stakeholders and reorganize their debt while they continue operating their businesses in the normal course.

### **3. Why did Rite Aid file for Chapter 11? How does this action benefit Rite Aid? Why now?**

- Rite Aid has served customers and communities across our country for more than 60 years, and the important actions we are taking today will enable us to move ahead as a stronger company.
- With the support of our lenders, we look forward to strengthening our financial foundation, accelerating the execution of our turnaround strategy and enhancing our competitive position.
- In doing so, we will be even better able to deliver the healthcare products and services our customers and their families rely on daily.



**4. Is Rite Aid going out of business?**

- No. Rite Aid is continuing to serve our customers and members across our retail and online platforms, including our Elixir Solutions, Elixir Insurance, and Health Dialog businesses.

**5. Why is Rite Aid closing stores?**

- Rite Aid regularly assesses our retail footprint to ensure we are operating efficiently while meeting the needs of our customers, communities, and associates.
- In connection with the court-supervised process, we intend to close certain underperforming stores to further reduce rent expense and strengthen overall financial performance.
- The decision to close a store is not one we take lightly. In making it, we take into consideration the impact on our associates and the customers and communities we serve.
- For our customers, we will make every effort to ensure they have access to health services, whether at another Rite Aid or other nearby pharmacy. We will also aim to transfer associates to other Rite Aid locations where possible.

**6. How many stores is Rite Aid closing? Which stores are closing?**

- We are continuing to assess our store footprint and will make these decisions as we move forward.
- We will continue to keep our website updated with information about which stores are open (<https://www.riteaid.com/locations/search.html>) and keep our associates informed as we have additional information to share.

**7. Does Rite Aid have sufficient liquidity to continue operating throughout this process?**

- Yes. On December 19, 2023, the Court granted Rite Aid final approval to access up to \$3.45 billion in debtor-in-possession financing we received from certain of our lenders.
- This financing is expected to provide sufficient liquidity to support Rite Aid throughout this process.

**8. When does Rite Aid expect to complete the court-supervised process?**

- We intend to move through this process as quickly and efficiently as possible.
- We will keep you informed of important milestones as we move forward.



**9. How does this impact customers?**

- Rite Aid is continuing to serve customers across our retail and online platforms.
- We are committed to delivering the leading healthcare products and services that you expect from us.
- You can still find what you are looking for at our stores and fill your prescriptions at our pharmacies.
- We value our relationship and look forward to continuing to serve you.

**10. Can I still get my prescription filled at Rite Aid?**

- Yes, you can still fill and pick up your prescriptions at our pharmacies.
- Rite Aid also offers prescription delivery services for your convenience.

**11. Will there be any change in the range of products available in stores?**

- We expect that our stores will generally continue to offer the same selection of products.

**12. What stores are currently open?**

- Please look on our website – <https://www.riteaid.com/locations/search.html> – for the latest information about stores open in your area.

**13. How does this impact the Rite Aid Rewards program? Will my points balance change? Can I still use my points?**

- We do not anticipate any changes to the Rite Aid Rewards program.
- Your points balance remains the same, and you can continue to use your points normally.
- You should also fully expect to continue earning points through Rite Aid Rewards, whether you shop online or at our stores.

**14. Does this announcement impact my Rite Aid gift card?**

- No. Gift cards can continue to be redeemed in accordance with their terms and conditions.

**15. Will there be any changes to your return policies?**

- You should expect our return policy to remain unchanged.

**16. How can customers get updates and additional information?**

- Additional information is available at [www.riteaidrestructuring.com](http://www.riteaidrestructuring.com).