



Supplier & Vendor FAQ

1. What did Rite Aid announce?

- We are taking important actions that will enable us to strengthen Rite Aid'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, Rite Aid initiated a voluntary Chapter 11 process to reduce debt, enhance financial flexibility and advance our business priorities.
- We will 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 our 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?

- Rite Aid has served customers and communities across our country for more than 60 years, and the important actions we are taking will enable us to move ahead as a stronger company.
- With the support of certain of our financial stakeholders, 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 make Rite Aid a more competitive retail pharmacy and be even better able to deliver the healthcare products and services our customers 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. 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.

6. What does this mean for vendors and suppliers?

- Rite Aid is continuing to serve our customers and members across our retail and online platforms, including our Elixir and Health Dialog segments.
- We will pay you in full under normal terms for goods and services provided on or after the filing date.
- We are committed to working with you during this process, and we are relying on you to continue providing the products and services our customers expect and need.
- Your continued cooperation will promote our mutual success.

7. Will I be paid for goods and services provided to Rite Aid on or after the filing date?

- We will pay vendors and suppliers in full under normal terms for goods and services provided on or after the filing date.
- Invoices for goods and services provided on or after the filing date should be submitted through the typical accounts payable channels. Payments will be processed in accordance with contract terms, if applicable.

8. Will I be paid for goods and services provided to Rite Aid prior to the filing date?

- U.S. bankruptcy law mandates that unpaid debts for goods received and services rendered prior to the filing date cannot be paid without specific court approval.
- If you provided goods or services before the filing date and have not been paid, you can file a Proof of Claim with the Bankruptcy Court. We will provide notice to vendors of any deadline and requirements for filing a claim.
- Information regarding how to file a claim is available on a website administered by our claims agent, Kroll at <https://restructuring.ra.kroll.com/RiteAid>. You can also call Kroll toll-free at (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada, or email Kroll at RiteAidInfo@ra.kroll.com.



9. If I have an invoice that includes pre- and post-petition items, should I send two invoices?

- Yes. Please send two separate invoices – one for the pre-petition period and the second for the post-petition period. Submitting separate invoices will assist in expediting the review process.
- Alternatively, if only one invoice is submitted, please clearly identify the date of each shipment of goods or services received.
- Goods and services will be categorized as either pre- or post-petition claims according to the date the goods and services were received or rendered.

10. How do I file a Proof of Claim?

- Proof of Claim forms and other information about the claims process are available at <https://restructuring.ra.kroll.com/RiteAid>.
- If you have questions about filing a Proof of Claim, you can call Kroll at (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada, or email Kroll at RiteAidInfo@ra.kroll.com.

11. I received a Bar Date Notice and Proof of Claim but have already filed a Proof of Claim. Do I need to complete this new claim form?

- No. As long as you have already properly submitted a claim using the Proof of Claim form, you do not need to file another proof of claim for the same claim.
- You should only submit a Proof of Claim if you believe you have an unpaid claim against the Company that arose before the filing date of October 15, 2023.
- If you have any questions regarding a claim you submitted or how to use the Proof of Claim form, please contact the Company's claims agent, Kroll, by visiting <https://restructuring.ra.kroll.com/RiteAid> or by calling (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada.

12. 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 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.



13. Why did I receive a Notice of Commencement from Rite Aid? Do I need to take any action?

- We are required to periodically send out legal notices during this process to a wide range of our stakeholders, including vendors, suppliers, customers, business partners, associates and others who have interacted with Rite Aid, Health Dialog's parent company, over the past few years.
- This is an ordinary and required part of the process, and it is designed to keep you and our other stakeholders informed.
- You should review the materials you received. If you have questions, please call our claims agent, Kroll, toll-free at (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada, or consult with legal counsel.

14. 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.

15. How can I obtain more information?

- Additional information is available at www.riteaidrestructuring.com.
- Court filings and other information related to the proceedings are available on a separate website administrated by our claims agent, Kroll, at <https://restructuring.ra.kroll.com/RiteAid>; by calling Kroll toll-free at (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada; or by emailing Kroll at RiteAidInfo@ra.kroll.com.