



Former Associate and Retiree 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 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 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 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. What does this mean for former associates? Will I still receive my retirement benefits / payments?

- This process is not expected to impact your benefits.
- Assets in your 401(k) account are held in a protected trust and will not be impacted by this process.
- If any changes are made that affect you or your specific benefits, you will be notified in a timely manner.

6. Is my 401(k) plan at risk because of the Chapter 11 filing?

- Under U.S. federal law, the assets in your 401(k) plans are held in a protected trust for you and are not available to the Company or its creditors – even in a Chapter 11 process.

7. Does Rite Aid have sufficient liquidity?

- 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.

9. Why did I receive a Notice of Commencement from Rite Aid?

- We are required to periodically send out legal notices during this process to a wide range of our stakeholders, including current and former associates, vendors, suppliers, business partners and others who have interacted with Rite Aid 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.
- These notices do **not** affect your employment, compensation or benefits.
- 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.



10. What is a Notice of Commencement?

- The Notice of Commencement provides formal notice of the beginning of Rite Aid's Chapter 11 proceedings.
- This notice provides details about the Chapter 11 proceedings, including the case number of the filing and other related information.
- The Notice of Commencement was mailed to a wide range of our stakeholders, including current and former associates, suppliers, customers, business partners and others who have interacted with Rite Aid over the past few years.
- You are not required to take any action in response to this notice, and it has no effect on your employment, compensation or benefits.

11. I did not receive a Notice of Commencement. How can I obtain one?

- If you would like to obtain a copy of the Notice of Commencement, it was filed on the Court docket at Docket No. 397. The Court docket is available on Kroll's website at <https://restructuring.ra.kroll.com/RiteAid>.

12. How can I obtain more information?

- Additional information is available at www.riteaidrestructuring.com.