

1. What did Neiman Marcus Group announce?

- On May 7, 2020, Neiman Marcus Group announced that it has entered into a binding agreement with a significant majority of its creditors to undergo a financial restructuring that will substantially reduce our debt load and interest payments, and provide us access to considerable financing to ensure business continuity. To implement this agreement, the Company has commenced voluntary Chapter 11 proceedings.
- As part of the process, we have secured \$675 million in debtor-in-possession ("DIP") financing from our creditors during the Chapter 11 proceedings. Our creditors have also committed to fulfill a \$750 million exit financing package that would fully refinance the debt incurred for the bankruptcy process and provide additional liquidity for the business. This will allow us to complete our transformation over the long term.

2. Does this mean all Neiman Marcus Group stores are closing?

- No. While most stores remain temporarily closed due to COVID-19, we continue to serve our customers remotely and digitally through our associates and style advisors, as well as on our Neiman Marcus and Bergdorf Goodman websites and apps.
- We will reopen our doors as it is safe to do so based on the status of the pandemic. The Chapter 11 process will not impact the timing of our store re-openings, but it will ensure we are stronger financially when we do. So far, a number of stores nationwide are now open for curbside pickup – all Texas Neiman Marcus stores, as well as Tampa, Las Vegas and Tysons Corner stores. And on May 4, the Atlanta and NorthPark Neiman Marcus stores became available to customers by private appointment.

3. How do I handle returns?

- Our return policy is unaffected by the Chapter 11 process.
- In light of COVID-19, we have extended our return policy. If a purchase was made on or after February 15, 2020, customers will be eligible to return 30 days after stores reopen. All other terms and conditions remain in effect.

4. Can I still use my gift cards?

- Yes, there is no change to gift cards.

5. Is there a change to my credit card?

- No, there is no change to your credit card.

6. Will my order be delayed?

- Your order will not be delayed due to the Chapter 11 process.
- We have; however, experienced some delays recently due to COVID-19.

7. Are your hours of operation the same?

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- As we reopen our doors, hours of operation will be available on our store websites.

8. I'm an InCircle member. What happens to the earned points/InCircle points I have earned?

- There is no impact to your earned points related to the Chapter 11 filing. You can use them as you have previously.
- There is no change to the InCircle program related to the Chapter 11 filing.