

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. The binding agreement with holders representing over two-thirds of the Company's outstanding debt demonstrates broad commitment across creditor classes. 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. How does this announcement impact vendors?

- 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.
- This is not a liquidation of our business. We will emerge a stronger company with the ability to achieve our vision of becoming the preeminent luxury customer platform and be an even better partner to our vendors.
- As is typical in any Chapter 11 proceeding, outstanding invoices for goods and services we received prior to the filing date of May 7, 2020 will be subject to bankruptcy court approval.
- Vendors have the option to submit a claim to the court regarding any unpaid invoices, which the court will review and direct the Company regarding next steps. To submit a claim, please visit <https://cases.stretto.com/NMG>.
- With the additional financing we secured, we will honor our commitments with our vendors and be well-positioned to pay invoices for goods and services we receive from May 7, 2020, onward under our normal payment terms. In addition, there will be no impact to the orders we've placed.

3. Will vendors be paid for goods and services provided on or after the filing date?

- With the additional financing, Neiman Marcus Group secured, we will honor our commitments with our vendors and be well-positioned to pay invoices for goods and services we receive from May 7, 2020, onward under our normal payment terms. In addition, there will be no impact to the orders we've placed.
- As is typical in any Chapter 11 proceeding, outstanding invoices for goods and services we received prior to the filing date of May 7, 2020 will be subject to bankruptcy court approval.
- You have the option to submit a claim to the court regarding any unpaid invoices, which the court will review and direct the Company regarding next steps. To submit a claim, please visit <https://cases.stretto.com/NMG>.
- We will emerge a stronger company with the ability to achieve our vision of becoming the preeminent luxury customer platform and be an even better partner to our vendors.

- 4. Will Neiman Marcus Group continue to order goods and services from its vendors?**
 - Yes. 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 emerge a stronger company with the ability to achieve our vision of becoming the preeminent luxury customer platform and be an even better partner to our vendors.

- 5. We would like to cancel an existing order, is it possible to do that?**
 - The Chapter 11 process is driven by the court at this time.
 - Under the U.S. Bankruptcy Code, you are required to perform under your contracts with the Company.

- 6. We would like a completed order returned, is it possible to do that?**
 - At this time, we are unable to return any merchandise that we have already received.

- 7. What is the current status of our contract with Neiman Marcus Group? Can I renegotiate my contract terms with the Company?**
 - The Chapter 11 process is driven by the court at this time.
 - Under the U.S. Bankruptcy Code, you are required to perform under your contracts with the Company.