

Dear Valued Neiman Marcus Group Customers,

We have been on a journey to carry on the love and magic that makes Neiman Marcus, Neiman Marcus Last Call, and Bergdorf Goodman such a unique place and bring you the most exceptional and personal luxury experience. However, like most businesses today, we are facing unprecedented disruption caused by the COVID-19 pandemic, which has placed inexorable pressure on our business.

Therefore, on May 7, 2020, Neiman Marcus Group LTD LLC announced that it has entered into a binding agreement with a significant majority of our creditors to undergo a financial restructuring that will substantially reduce the Company's debt load, and provide access to considerable financing to ensure business continuity. To implement this agreement, we commenced voluntary Chapter 11 proceedings in the U.S. Bankruptcy Court for the Southern District of Texas, Houston Division. You can read the press release, which is [available here](#), for additional details.

This is not a liquidation of our business.

This is simply a process that allows our Company to alleviate debt, access additional capital to run the business during these challenging times, and emerge a stronger company with the ability to better serve you and continue our transformation over the long term.

What does this mean for our customers?

You should not notice any change as a result of this news. We continue to be focused on creating the magic you know and love through unparalleled luxury experiences, and the service and attention you receive from our outstanding sales associates is unchanged.

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 the 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 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. And on May 4, the Atlanta and NorthPark Neiman Marcus stores became available to customers by private appointment.

This process will have no impact on our gift cards, credit cards, or return policies. 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.

If you'd like more information, please reach out.

Answers to your questions about the Chapter 11 process can be found by visiting <https://cases.stretto.com/NMG> or calling +1 877-670-2127.

We are proud of our long history which spans over 100 years. We are resilient, and we will continue to bring you the luxury experience and relationships you cannot find anywhere else.

The entire Neiman Marcus Group family joins me to thank you for your continued support.

Best Regards,

Geoffroy Van Raemdonck

Chairman & Chief Executive Officer, Neiman Marcus Group