



September 10, 2020

To Our Loyal Century 21 Customers:

For nearly 60 years, we have been proud to be New York's Best Kept Secret, bringing you real deals direct from the designer and providing you unmatched access to the most coveted brands at amazing prices. Whether browsing our extensive selection of one-of-a-kind fashionable merchandise was part of your weekly routine or Century 21 was at the top of your must-visit list during a once-in-a-lifetime family trip to the Big Apple, we hope that you have fond memories of shopping with us.

Given our last six decades offering devoted customers the best blend of luxury and value, it is all the more difficult to share with you that we will soon be closing our doors. This unfortunate news comes after doing everything we could to save our business from the devastating effects of COVID-19. Sadly, while we have extensive business interruption insurance – which helped us to rebuild after we suffered the impact of 9/11 – nonpayment by our insurers under our policies has forced us to begin a wind down process that we fought hard to avoid.

Century 21 isn't going away just yet, however. All of our stores are open, and our team members are continuing to deliver the same amazing experiences to our guests, taking necessary [precautions](#) to keep our stores safe. You can also continue to shop at [C21stores.com](https://www.c21stores.com) for a limited time.

We invite you to take advantage of even deeper discounts on the designer brands you love by shopping us now, while the merchandise selection is best!

We are beyond proud of the pioneering role that Century 21 has played in off-price retail, revamping the traditional industry model to allow those who love fashion as much as we do to access true designer merchandise at steep discounts. From the opening by Al and Sonny Gindi of a modest flagship store in Downtown Manhattan in 1961 to becoming an iconic brand and must-see shopping destination for so many, it has been a true honor to be a part of the vibrant New York City fashion scene and to serve millions of locals, tourists, and celebrities, side by side.

On behalf of the entire Century 21 team, we would like to express our deepest gratitude for your valued business over so many years. We thank you for your unwavering loyalty, appreciate your continued support, and look forward to helping you create some final memorable Century Stories.

Sincerely,
The Gindi Family