

L'OCCITANE

EN PROVENCE

Dear Valued Supplier,

We wanted to update you on an important step forward that L'Occitane, Inc. has taken to best position our business for the future.

In a difficult time, we have been proactive in addressing COVID-related challenges head on and have accelerated our retail transformation already well underway to best serve customers across multiple channels. While we have been successful in advancing many of our strategic initiatives, including significant e-commerce growth, our U.S. business continues to be impacted by disproportionately high store rent obligations that are no longer tenable.

To address this issue, on January 26, 2021, L'Occitane's U.S. business voluntarily filed Chapter 11 in the U.S. Bankruptcy Court for the District of New Jersey. We plan to use this process to right-size our brick-and-mortar presence following repeated endeavors to engage with our landlords on this front. This initiative will allow us to create a sustainable U.S. store platform for the long term as part of our omnichannel strategy.

A few important things for you to know:

- **During this process – which we anticipate completing in short order – it is business as usual for L'Occitane, Inc. and with respect to our valued partnership with you.** We continue to serve our customers across all channels here in the U.S., just like in our other markets around the world.
- **We have ample liquidity to fund our day-to-day operations and meet our ongoing obligations.**
- **You can expect that we will continue to pay you in the ordinary course – without interruption – for goods received and services rendered after the filing, just as we had been prior to the filing.**
- As you may be aware, under bankruptcy law, the Company is generally prohibited from making any payments to suppliers for goods received or services rendered before the filing date. Those seeking payment on account of any potential "prepetition" claims will need to do so through the Chapter 11 claims process. Our claims agent, Stretto, will be managing this process. Further information is available at <https://cases.stretto.com/LOccitane> or by calling (855) 434-5886 (toll-free) or (949) 202-5399 (international). You can also email LOccitaneInquiries@stretto.com.

At the end of this process, we will be in an even better position for the future – making L'Occitane an even stronger partner to you going forward. We value our relationship with you, look forward to our ongoing partnership, and thank you for being part of the continued success of the iconic L'OCCITANE en Provence brand.

Sincerely,
Your L'OCCITANE Team