

Customer FAQ

1. What was announced?

- Shopko has filed voluntary petitions for a court-supervised financial restructuring under Chapter 11.
- During the restructuring process, Shopko will continue to operate and serve its customers, vendors, partners and employees.
- In order to position the Company for future success, Shopko has announced that it will be closing an additional 38 stores, relocating over 20 Optical centers to freestanding locations, and conducting an auction process for its pharmacy business.
- Throughout this process, all Shopko Optical centers and pharmacies remain open and continue to deliver the high-quality products and services to which its customers are accustomed. All other stores remain open as the Company continues to optimize its store footprint.

2. Why did Shopko have to take these actions?

- Business trends for us, like many retailers, have been difficult over the past few years.
- The actions we are taking are intended to give us additional time and financial flexibility to evaluate options for our business, including a possible sale of the Company or certain of our assets, while we continue to engage in constructive discussions with potential investors and our debtholders on a financial restructuring plan.
- During this court-supervised process, we plan to continue operating in the normal course and executing on our key initiatives to drive improved performance. The Company's continuing stores as well as our e-commerce and mobile platforms are open and operating as usual.
- We expect to move through this process as expeditiously as possible.

3. Does this mean Shopko or its brands are going out of business?

- No. We expect to continue operating in the normal course.

4. Why is operating a smaller overall footprint the right go-forward strategy for Shopko?

- Given the current retail environment and ongoing competitive pressures, operating a smaller overall footprint is the right strategy for Shopko.
- Shopko will be able to allocate the resources and capital needed to build a stronger company that is well-positioned to serve its customers, vendors, employees and other stakeholders.

5. What stores are you closing?

- A complete list of store closings can be found on our microsite at <http://info.shopko.com>

6. Could this have been avoided?

- Shopko has had to make very tough choices in a challenging retail environment, but it is confident that through the process it will be able to build a stronger Shopko for its customers, vendors, employees and other stakeholders.

7. Will the Company continue to run their typical sales and promotions?

- Other than at the stores that are closing, we expect to continue operating our stores and our websites as usual during this process. This includes the continuation of our typical sales and promotions.
- In short, it's largely business as usual.

8. What will happen to my reward points? Can I still use Shopko Rewards?

- We plan to honor customer gift cards, merchandise credits and our return policies, as well as the Your Rewards program.
- There will be no impact to your reward points. You can continue to use your Shopko Rewards at our remaining Shopko locations

9. Can customers still use gift cards or merchandise credits?

- We plan to honor customer gift cards and merchandise credits.

10. Will there be any change in the range of merchandise available in our stores?

- With the exception of the closing stores, we expect our stores will generally continue to offer the same selection of merchandise.
- We expect customers will see positive changes in their shopping experience as we complete this process, strengthen our business and enhance our merchandising.

11. I need to make a return at a Shopko store that closed, what should I do?

- Currently, our return policy remains unchanged other than at the 42 locations where we are holding special store closing sales.
- Please visit any of our remaining locations (a full list can be found on our website) or visit Shopko.com

12. Will there be a liquidation sale?

- For the stores that are closing, there may be a liquidation sale on select items.

Health Services Related Questions

13. How do I know if my Shopko pharmacy is being sold or closed?

- A complete list of pharmacies that have been sold or have closed can be found on the restructuring website at <http://info.shopko.com>.
- This list will continue to be maintained and updated as further sales occur. In addition, Shopko will notify pharmacy customers via US Mail when a pharmacy will close and to where their prescriptions have been transferred.
- In the interim, your Shopko pharmacy will continue to deliver the high-quality products and services to which you're accustomed.

14. If I have a prescription at a Shopko pharmacy that is closing, where will it go?

- Shopko will notify pharmacy customers when a pharmacy will close and to where their prescriptions have been transferred.
- A complete list of pharmacies that have been closed or will close can be found on the restructuring website at <http://info.shopko.com>. This list defines who bought the prescription files.
- This list will continue to be maintained and updated as further sales occur at <http://info.shopko.com>.

15. For the pharmacies that are slated to close, how immediate will that happen?

- The timing of a pharmacy closing depends on when the buyer will take over the prescription files. In addition, Shopko is entering into an auction to sell the remaining pharmacy business.
- We cannot be certain how long this process will take, but we will continue to keep the restructuring website updated with further updates about pharmacy sales.
- In the interim, your Shopko pharmacy will continue to deliver the high-quality products and services to which you're accustomed.

16. How do I know if my Shopko Optical center is impacted?

- Unless your eyecare center is in a closing store, it will remain in full operation and continue to provide for your eyecare needs.
- If your local store is closing, the Optical center will remain in operation until the store closes. If there is another Optical center in the area and your store has closed, we will transfer your eyecare information to another local Shopko that is remaining open.
- In addition, we are actively seeking to relocate many of our eyecare centers to a free-standing location nearby.
- The optical business is a strong growth strategy for our Company.
- A full list of the Optical Centers which we are seeking to relocate can be found on our restructuring website at <http://info.shopko.com>.

17. If I have a eyecare prescription at a Shopko optical center that is closing, where will it go?

- You can contact your optical center and get your vision prescription transferred to another Optical retailer of your choice.

18. How are you ensuring my private medical records are being protected during this transition?

- As has always been Shopko's practice, your medical records are protected by HIPAA and will continue to receive the same level of privacy protection as has always been our practice.