May 5, 2025

Dear Valued Rite Aid Customers,

For over six decades, Rite Aid has been a proud provider of pharmacy services and products to loyal customers like you. During that time, we've honored our commitment to helping make everyday life a little easier and healthier for the communities that we serve.

Recently, Rite Aid has experienced a number of financial challenges that have intensified as a result of the rapidly evolving retail and healthcare landscapes in which we operate. After considering all alternatives to address these issues, the only viable path forward is to once again commence Chapter 11 proceedings to pursue a sale of our prescriptions, pharmacy and front-end inventory, and other assets.

We recognize the important role we play in making your lives healthier, and one of our top priorities during this process is ensuring that you maintain uninterrupted access to your pharmacy needs. Accordingly, please know that:

- The majority of our stores will remain open and operating for the next few months where you can continue to access pharmacy services and products in stores and online, including prescriptions and immunizations.
- We are working to facilitate a smooth transfer of customer prescriptions to other pharmacies.
- You can find the latest information about stores open in your area on our website – www.riteaid.com/locations/.
- Our Customer Service Department is continuing to assist customers at 1 (800) 748-3243 or 1 (800) RITE AID.

Thank you for your support and patronage!

Sincerely,
The Rite Aid Team