



On June 28<sup>th</sup>, iMedia Brands voluntarily filed petitions for relief under Chapter 11 of the U.S. Bankruptcy Code in the U.S. Bankruptcy Court for the District of Delaware. During this process, customers can continue to visit Christopher & Banks in store and online.

The following FAQs are intended to provide information to Christopher & Banks' customers regarding our stores and customer programs during the Chapter 11 process.

- 1. Will the Christopher & Banks website continue to operate during this process?**  
Yes, we expect Christopher & Banks stores to remain open and the website to continue operating and delivering for customers during this process.
- 2. Are there any changes to customer programs?**  
At this time, we do not anticipate any modifications to customer programs during this process.
- 3. Can I continue to use my coupon or gift card?**  
Yes, we expect customers can continue to use their coupons and gift cards for Christopher & Banks products during this process.
- 4. Can I submit a return or receive a refund?**  
Yes, we expect Christopher & Banks will still process returns and refunds as usual during this process.
- 5. Is Christopher & Banks honoring warranties during this process?**  
Yes, we expect Christopher & Banks to continue to honor warranties during this process.
- 6. I am a VIP Member. Can I continue to use my program benefits?**  
Yes. We expect VIP Members will continue to receive program benefits including 5% cash back, free shipping returns, 5% cash back at marketplace retailers during this process.
- 7. Can I continue to use my ShopHQ credit card?**  
We expect the ShopHQ credit card program will continue to operate as usual during this process.
- 8. Where can customers find more information?**  
Chapter 11 is a transparent process and information about our cases is available at all times at [cases.stretto.com/iMediaBrands](https://cases.stretto.com/iMediaBrands). Stakeholders with questions may call the Company's Claims agent Stretto at (855) 794 – 3801 or (949) 340 – 0398 if calling from outside the U.S. or Canada, or email at [Teamimedia@stretto.com](mailto:Teamimedia@stretto.com).

*Updated as of: June 29, 2023*