



Frequently Asked Questions

1. What did CraftWorks Holdings announce?

We announced an agreement that would substantially reduce our debt, strengthen liquidity, and better position the Company and our popular brands for long-term growth and success. We are serving loyal guests at all of our 338 locations as usual, including honoring all gift cards and all loyalty programs.

We've been working hard and have made significant progress on many fronts to transform our business and position our brands for long-term growth, including:

- Undertaking steps to enhance the overall dining experience to meet and exceed guest expectations and drive same-store sales;
- Evaluating ways to strengthen our balance sheet; and
- Importantly, optimizing our real estate portfolio by exiting 37 of our underperforming locations in recent weeks.

Following a thorough analysis, we determined that a sale of the Company to our senior lender through a Chapter 11 process would be the best and most expedient path to substantially reduce our debt, strengthen liquidity, and better position the Company and our brands for the future – all while operating as usual.

2. Why has CraftWorks Holdings filed for Chapter 11? How does this path position CraftWorks Holdings and its brands for long-term growth and success?

The Company filed for Chapter 11 to implement the transaction with our senior lender in an efficient and expedient manner. The goal is for the Company to emerge with a stronger balance sheet and a further optimized real estate portfolio that will allow us to execute on our growth strategy, compete more effectively in the casual dining environment in areas in which we have a proven track record of success, and continue to invest in enhancing the dining experience for our millions of loyal customers nationwide.

3. What is Chapter 11?

Chapter 11 of the U.S. Bankruptcy Code allows a company to reorganize or sell its business while continuing to operate in the ordinary course. Chapter 11 is a tool used by companies to operate as usual while they work to strengthen their balance sheets. In fact, many companies like ours have gone through this orderly, proven process and emerged stronger.

4. Do CraftWorks Holdings and its restaurants have enough money to continue operating in the ordinary course while in Chapter 11?

Yes. We have obtained approval of \$23 million of new money debtor-in-possession ("DIP") financing, \$12 million of which can be accessed on an interim basis. The DIP financing will provide the liquidity necessary to support our ongoing operations during the process.

5. What does CraftWorks Holdings' announcement mean for customers?

We are open for business! We look forward to continuing to create perfectly crafted dining experiences at all of our breweries and restaurants. Customers can expect the same great food, drink, service, and atmosphere, as we take steps to put the Company in a stronger financial position for the future.

6. Will all of CraftWorks Holdings' brands continue to be open to serve guests?

Yes, all of our brands – Logan's Roadhouse, Gordon Biersch, Old Chicago, Rock Bottom, Big River, ChopHouse, A1A, Ragtime, Seven Bridges, and The Big Bang – will operate normally during the process, continuing to serve loyal guests nationwide in our restaurants and through our online delivery platforms.

7. Will employees be paid their wages/salary as usual? What about their benefits?

Yes, employees will be paid their wages/salary and receive benefits as usual.

8. What does CraftWorks Holdings' Chapter 11 mean for vendors?

We are operating our business as usual and intend to pay vendors in the ordinary course for all goods delivered and services rendered after the filing.

9. How does the Chapter 11 filing impact franchisees?

Our franchised locations are not included in the proceeding and continue to operate as usual. They are an important part of our business, taking our proven brands into new markets and helping us to create perfectly crafted dining experiences for even more loyal guests.

10. Will CraftWorks Holdings continue to be active in its local communities?

We have a history of being a positive force in our local communities. Through the CraftWorks Foundation and other initiatives, we are committed to positively impacting hunger in our communities, helping teammates in crisis, and inspiring a culture of giving and volunteerism. This will not change.

11. Where can I go for more information about the Chapter 11 process?

Court filings and other documents related to the Chapter 11 process are available at <https://cases.primeclerk.com/CraftWorks>.

For vendors, we have set up a dedicated hotline at (877) 720-6590 (toll-free) or (646) 979-4413 (international). Vendors may also submit an inquiry via email to CraftworksInfo@primeclerk.com.

Customers should continue to call Guest Services at (800) 815-9056.

Employees should continue to reach out to their general manager or direct supervisor.