



Frequently Asked Questions for Vendors

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 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.

4. Does the Company have the liquidity to meet its obligations?

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 determines whether an invoice is “prepetition” or “postpetition”?

The indicator is *when* the goods were delivered or services were rendered. “Prepetition” means *before* the filing of the petition commencing the Chapter 11 case. “Postpetition” means *after* the filing. Therefore, in our case, Monday, March 2 is prepetition, and Tuesday, March 3 is postpetition.

6. Where do I send my invoice?

Vendors should send invoices as an attachment to AP@craftworksholdings.com or mail them to CraftWorks Holdings, 3011 Armory Drive, Nashville, TN 37204.

7. Will vendors/service providers be paid for goods delivered/services rendered to CraftWorks Holdings *after* the filing?

Yes. CraftWorks Holdings can, will, and is required to pay vendors and service providers in the ordinary course of business for all goods delivered and services rendered after the filing.

We have obtained a commitment for \$23 million of new money debtor-in-possession (“DIP”) financing. Subject to Court approval, the DIP financing will provide the liquidity necessary to support our ongoing operations during the process.

8. Will vendors/service providers be paid for goods delivered/services rendered to CraftWorks Holdings *before* the filing?

Under the Bankruptcy Code, which is U.S. federal law, CraftWorks Holdings is prohibited from making any payments to vendors or service providers for goods delivered or services rendered prior to the Chapter 11 filing absent Court approval. Treatment of these “prepetition” obligations will generally be determined at the conclusion of the Chapter 11 case.

9. I have a claim. What do I do?

In due course, you will receive materials with instructions on how to submit your claim from Prime Clerk, CraftWorks Holdings’ noticing and claims agent.

In the meantime, vendors may contact (877) 720-6590 (toll-free) or (646) 979-4413 (international), visit <https://cases.primeclerk.com/CraftWorks>, or email CraftworksInfo@primeclerk.com with any questions.

10. What if I have more questions about the Chapter 11 filing?

For information about CraftWorks Holdings’ Chapter 11, including access to Court documents, please visit <https://cases.primeclerk.com/CraftWorks>. You can also call (877) 720-6590 (toll-free) or (646) 979-4413 (international) or email CraftworksInfo@primeclerk.com.