



## **CUSTOMER FAQ - July 2020**

### **1. How will the restructuring process affect customers?**

- Briggs & Stratton will continue normal business operations throughout the process. Our products will continue to be produced, distributed, sold, serviced and fully backed. Our employees will continue to be paid.
- The first few days post-filing may be busy, but after things settle down in the first few days after the filing, it should be “business as usual.” This filing will not distract from our continued focus on providing our customers with unsurpassed service and dependability, while continuing to support our suppliers as we always have.
- We remain focused and well positioned to continue serving you with innovative products and solutions.

### **2. Why should I continue to do business with the Company?**

- Briggs & Stratton will continue normal business operations throughout the process. Our products will continue to be produced, distributed, sold, serviced and fully backed. Our employees will continue to be paid. For you, it should be “business as usual.”
- We remain focused and well positioned to continue serving you with innovative products and solutions.
- Our partnership with you is core to our future.
- We appreciate your continued confidence and support.

### **3. Will this impact your ability to continue to supply in the normal course?**

- No. Briggs & Stratton has good relationships with our suppliers and we are an important customer for them. We will continue normal business operations throughout the process.
- We intend to pay suppliers and vendors in full for goods and services provided on or after the Chapter 11 filing date. We also expect to pay vendor obligations on a go-forward basis according to the terms of our current contracts and consistent with applicable court orders.
- We anticipate that they will continue to provide goods and services to us under appropriate terms that will sustain our commercial relationships.

### **4. I have a warranty, protection agreement, or service contract with the Company. Do I need to file a claim?**

- A motion was filed seeking to continue to honor certain pre-filing obligations to customers and to continue to maintain related customer programs in the ordinary course of business. A copy of the motion regarding utilities is available at: <http://www.kccllc.net/Briggs>.
- At this time, customers do not need to file a claim that arises out of any warranties, protection agreements, or other service contracts for the goods and services of Briggs & Stratton sold or performed prior to the filing date.

### **5. Do customers have the same contact person?**

- Yes, Briggs & Stratton will continue to operate as usual, and normal business relationships should not change as a result of this process.