



CMA - Member Questions & Answers (FAQs)

If after you have read through these Frequently Asked Questions, and still have questions, please direct them to our restructuring call center at 866-967-1788 for callers in the U.S. and Canada or 310-751-2688 for international callers or by email to CMAinfo@kccllc.com.

1. Why did you file Chapter 11?

We filed for Chapter 11 protection to address our capital structure and legacy costs, primarily associated with a prior pension program, which are not sustainable given the current economic environment. We intend to transform CMA into a more financially stable and more fiercely competitive market leader in not only California and Nevada but up and down the West Coast over the long-term.

2. Is it safe to continue using CMA for their services?

Vendors and suppliers should be more comfortable working with us now that we have filed for Chapter 11. The bankruptcy code provides our vendors and suppliers with an administrative claim status. This means they must be paid for work or supplies in order for the company to reorganize. Our suppliers will be paid as they move forward in their relationships with us. And now that we are addressing our pension costs and cash flow issues we can devote more of our resources to serving our members with the same products and services as they have come to rely on.

3. Will I experience any increase in prices for services and products as a result of the reorganization?

We do not anticipate any price increases for our goods and services as a direct result of our filing for Chapter 11. We expect to continue to provide the same quality products and services at competitive prices. As we noted earlier, we anticipate that many of our vendor relationships will remain positive during the reorganization, with no impact on the cost of their goods and services.

4. Can I still take advantage of incentives you promised prior to the filing?

It is business as usual at CMA which means our member's satisfaction comes first. We are determined to meet the commitments we've made.

5. I'm worried that your bankruptcy will lead to cost-cutting and affect the quality of your services or products. How do I know the quality of your products and services won't be compromised?

We understand your concerns! But first and foremost, CMA means quality – and that won't change with our filing. Remember, too, that Chapter 11 is designed to allow a company to emerge as a reorganized, fully-functional business after the process is complete. In order to keep generating revenue, we must keep our high standards and excellent reputation intact, and we intend to do just that.

6. The bankruptcy filing makes me too nervous to move forward. Can I cancel my contract or account and receive my money back?

We are conducting business as usual and will be honoring our commitment to you. Any requested changes to our relationship with you will be addressed based on the terms of the signed contract or agreement.