

FREQUENTLY ASKED QUESTIONS FOR SYMS CUSTOMERS

Q: I really love Syms. Is there any chance any of the stores will stay open?

A: Unfortunately, that is not what is planned. The Board of Directors has been exploring options for several months. After much consideration, they came to the conclusion that liquidation was the best option.

Q: Why is this happening?

A: As I'm sure you know, we've been facing extremely challenging economic times. Like many other companies, Syms was affected and simply could not continue successfully.

Q: I bought merchandise recently? Can I return it?

A: Yes. We will continue to honor our return policy for the first 30 days of the going-out-of-business sale.

Q: I want to go to one of the going out of business sales. When will it start at my local store?

A: Approximately mid-November, subject to court approval. Check with your local store.

Q: What's going to happen to all those employees?

A: The employees have been a very valuable part of these chains. Some have worked there for years. We appreciate everything they've done and are going to treat them with the respect they deserve. Obviously, the specifics are going to be discussed directly with the employees.

Q: Will you be open through the holidays?

A: The schedule for store closings may vary from store to store, but at this point, we expect many stores to be open through the holidays.

Q: Will my Syms credit card remain active?

A: Our expectation is that you will be able to continue to use your credit card, however no new credit cards will be issued from now on.

Q: What about gift cards?

A: We intend to honor any gift cards that have been issued for as long as the stores are open. However, no new gift cards will be issued.

Q: I recently purchased something and left it for alterations. Will the alterations be done?



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A: Yes, you should be able to pick up your altered items on the date they were promised. However, we will not be offering alterations on clothing purchased during the going out of business sale.