

## **Prior Residents & Families Q&A**

### **1. Can you guarantee that new ownership will pay outstanding entrance fee refunds?**

We cannot make any guarantees about the treatment of unpaid entrance fee refunds under new ownership, and we cannot provide you advice on this matter. If you have any questions about our Chapter 11 case and this sale process, there is a Creditors' Committee that was formed in this case that is represented by legal counsel that can answer those questions. You may reach out to them via the contact at the end of this document.

### **2. How does Sage intend to treat unpaid entrance fee refunds for former residents?**

As part of its offer, Sage will not be assuming any obligations associated with entrance fee refunds of any former resident, neither triggered nor untriggered. With the sole exception of Escrowed Residents, anyone that paid an entrance fee deposit and is not a Resident as of the Closing Date, shall be treated as an unsecured prepetition creditor in the case. It is too early to determine what distributions will be made to unsecured creditors at this time.

While we cannot disclose any specifics of the other proposed offers, we can say that no offer submitted indicated interest that would have resulted in former residents receiving full payment or greater payment offered by the Qualified Bids for unpaid entrance fee refunds. After careful consideration of all offers with the bondholder trustee and the Unsecured Creditors Committee, Sage was chosen as the highest and best bidder.

We cannot speak on behalf of Sage, only to what its stated intentions are according to the asset purchase agreement.

### **3. What information about residents or prior residents is available? Can I see contract information publicly on the claims website?**

The information of all residents, current or prior, remains confidential. We made the decision early in our process to protect the privacy of HFV community members as part of our commitment to their safety.

While coded identification numbers are part of the public documents, the people to whom those numbers correspond are not identified for privacy purposes. A form will soon be available on the KCC website, <http://kccllc.net/HFV>, that will allow a claimant or the estate representative to obtain claim information.

### **4. Where should I go for advice about my claim?**

We cannot provide advice on this matter and recommend you reach out to your financial or legal counsel if you have additional questions.

### **5. How will I be kept informed of the process?**

Information about HFV's Chapter 11 case and information on filing a claim can be found at <http://www.kccllc.net/HFV> or by calling (866) 476-0898 for U.S./Canadian calls or (781) 575-2114 for international calls. As holders of a contract with HFV, you will also likely receive communications about our restructuring throughout the process from our external claims agent, KCC. We plan to share additional information on some of these communications and you may always contact KCC at with any questions.

**If you have additional questions, please contact the counsel to the Unsecured Creditor's Committee at:**

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