



### **Customer Information Concerning Our Reorganization**

On February 2, 2010, Movie Gallery, Inc. filed voluntary petitions for reorganization under Chapter 11 of the United States Bankruptcy Code. This action enables Movie Gallery to restructure its debt while continuing to operate the business.

The reorganization process also includes the liquidation and closure of a number of Movie Gallery, Hollywood Video and Game Crazy store locations. We are closing these stores because they are not profitable and because funds from liquidating them can help us moving forward. To confirm the status of Movie Gallery, Hollywood Video and Game Crazy store locations, please log on to [moviegallery.com/restructure](http://moviegallery.com/restructure). There you will find links to store locator tools for Movie Gallery, Hollywood Video and Game Crazy locations. By using these tools, you can check the status of individual stores within certain geographical areas. Stores that are holding liquidation sales before they close are labeled "Closing Sales-Savings Storewide." Once these sales are completed, these stores will be removed from the locator tools.

Here are some key things we want you to know:

#### **We Are Continuing Business through the Chapter 11 Reorganization Process.**

- We will continue to operate our business throughout the restructuring process.
- When you rent from our stores, we ask that you continue to return rental items within the appropriate timeframe.
- You will be expected to pay any outstanding late fees as usual when renting from our stores.

#### **We Will Continue to Serve You.**

- Meeting the entertainment needs of customers remains a top priority.
- We are committed to continuing to deliver the quality products and service you expect from us. Our reorganization filing will not affect that commitment.
- Our quality, selection, service and prices will remain competitive.

#### **We Will Continue to Honor Our Customer Programs.**

- We received permission from the Court to continue to honor customer programs, including memberships (such as *PowerPlay*, *Game Access Passes*, *Game Crazy MVP*, *tanning subscriptions*, *service contracts*, *Game Guard*, etc.), gift cards, store credits, etc.
- We are also introducing new enhancements to our customer programs, including our "True \$" discount program, which enables PowerPlay members to rent movies in our Core Collection for \$1.

If you have additional questions, please contact our Customer Relations Representatives at 1-877-244-6684. We thank all of our customers for their patronage, and we intend to continue to serve you throughout this reorganization process.