



May 5, 2016

To Our Valued Customers –

As you may have heard, we decided to take action to put our Company's financial challenges behind us. Specifically, we have initiated a voluntary process under Chapter 11 of the U.S. Bankruptcy Code – a process that is specifically designed to allow companies like ours to remain open, continue serving customers and be strong employers while they work to achieve their financial goals. We look forward to providing you with the Aéropostale styles you love for many years to come.

Please be assured that Aéropostale stores are open, and we will continue selling the latest styles at the same great prices both in stores and online. We will also honor all gift cards and coupons at full value and continue offering new promotions on the latest summer and back to school looks.

The only change certain customers may notice is that our go-forward strategy will require us to close some of our stores. On May 4, 2016, we announced that 113 U.S. stores and all 41 of our stores in Canada will close in the coming weeks. A full list of closing stores is available on this website.

We hope you know that these were not easy decisions to make as we will certainly miss seeing our regular customers in these closing stores, but we are confident this is the right path for the long-term health of our business. We hope customers of the closing stores will take advantage of the sales beginning in the next week. Please also check out our [store locator](#) to find another nearby store, and of course, you can always find all of your favorite looks at www.Aeropostale.com.

If you have any additional questions, please contact our customer service team at +1 (877) 289-2376 or contactus@aeropostale.com.

We truly appreciate your continued support and loyalty. We hope to see you again soon!

Sincerely,

Julian R. Geiger
Chief Executive Officer
Aéropostale, Inc.

Frequently Asked Questions for Customers

1. Will I still be able to use coupons?

Yes. We are continuing all of our customer programs, including honoring coupons at full value.

2. Does my gift card still have the same value?

Yes. We are honoring gift cards at full value.

3. Should I expect changes in pricing or promotions?

No. Customers should expect to see the same great selection of merchandise, with the same great promotions.



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4. Will Aéropostale go out of business?

Aéropostale fully expects to emerge from the Chapter 11 process in the next six months as a financially stronger company with an optimized store footprint, increased operating efficiencies and reduced expenses.

5. Will my local Aéropostale store remain open?

All stores are currently open for business. A list of stores that will close as part of this process is posted to this website. Please note that even the closing stores will remain open for a period of time.

6. When will you know more about any additional store closures?

We expect to complete a store review in the next 120 days. We will provide updates as there is additional information to share.

7. What is Chapter 11?

Chapter 11 is the section of the U.S. Bankruptcy Code that allows a company to continue to conduct business as usual while completing a financial and/or operational reorganization. For Aéropostale, our Chapter 11 filing represents an opportunity to achieve long-term financial stability for our business while also achieving resolution in our dispute with our second-largest merchandise supplier.

8. Why is filing Chapter 11 necessary?

While initiatives such as the implementation of our two-chain Factory and Mall strategy and our merchandise repositioning have started to gain traction, the ripple effects of an ongoing dispute with our second-largest merchandise supplier put substantial strain on our liquidity while also preventing us from realizing the full benefits of our turnaround plans. As a result, we have chosen to take more decisive and aggressive action to create a leaner, more efficient business that is well-positioned to compete and succeed in today's retail environment.

9. How long is the Chapter 11 process expected to take?

We expect to emerge from this process in the next six months.

10. Who should I contact if I have additional questions?

If you have any additional questions, please contact our customer service team at +1 (877) 289-2376 or contactus@aeropostale.com.