

## Master FAQ

### General

**1. What was announced?**

Douglas Wilson Companies announced that, on December 22, 2023, Zulily and its parent company entered into an Assignment for the Benefit of Creditors (ABC) and transferred all its assets to a third-party fiduciary, or "Assignee," who will liquidate these assets and conduct an orderly wind-down of the business. Douglas Wilson Companies will coordinate the liquidation effort on behalf of the Assignee, Zulily ABC, LLC and work to maximize value for creditors.

**2. How did Zulily come to this decision and why?**

Despite the Company's recent efforts to position the business for future growth, Zulily made the difficult decision to conduct an orderly wind-down of the business via an Assignment for the Benefit of Creditors to maximize the value of the business for the benefit of its creditors.

**3. What is an Assignment for the Benefit of Creditors (ABC)? How will this impact Zulily's operations?**

An Assignment for the Benefit of Creditors ("ABC") is a state statutory procedure by which an economically troubled entity ("Assignor" (Zulily LLC)) transfers legal and equitable title, as well as custody and control, of its assets and property to an independent third party ("Assignee", here, Zulily ABC, LLC) in trust, who is required to apply the proceeds of sale of the property to the assignor's creditors in accord with priorities established by law.

ABCs are a well-established statutory tool and alternative to formal bankruptcy proceedings.

**4. Does this mean Zulily is in Chapter 11 or Chapter 7?**

No. Through the Assignment of Benefit to Creditors Douglas Wilson will complete the wind-down and liquidation of Zulily, and distribute the proceeds from the sale of its assets, amongst the Company's creditors.

**5. What does an Assignee do?**

The Assignee is an unrelated professional liquidator. The Assignee gathers the Assignor's assets and sells the Assignor's rights, title and interest in those assets, then distributes the proceeds to creditors in accordance with statutory priorities.

The Assignee has a fiduciary duty to the creditors. Assignee's duties include protecting the assets of the estate, administering them fairly and representing the estate. Assignee is free to enter contracts to recover assets or liquidated claims, e.g. filing suit or taking other action.

**6. What are the next steps in this process?**

DWC will begin the process of informing creditors about the ABC and the administrative requirements around the filing of claims and claims processing. In addition, DWC will begin the sale of assets.

**7. How long will this process take?**

ABC's usually take approximately 12-18 months.

### Customers

**8. How will this announcement impact Zulily's relationship with customers?**

Zulily customers have always been the heart of the business and their support over the years is greatly appreciated. Zulily regrets any inconvenience as a result of this process.

**9. Is Zulily accepting new customers during this process?**

No. Zulily is winding down the business.

**10. Can I place a new order during this process?**

No. Zulily is winding down the business.

**11. I placed an order with Zulily but still haven't received it. Will I receive my order?**

Recently processed orders are currently in transit to customers. If you have placed an order and do not receive it by January 22, 2024, your order may have been cancelled and refunded. If you do not receive your order or a refund by that date, please contact Omni Agent Solutions, our claims agent, at <https://omniagentsolutions.com/ZulilyABC> to submit a proof of claim and for additional information, or you may call 888-202-5829 or (+1) 747-288-6406 outside the U.S.

**12. I have a gift card, can I get the money back?**

Unfortunately, pursuant to the ABC process, parties who may have a claim against the company—or believe they are owed money—will need to file a proof of claim. Please visit, <https://omniagentsolutions.com/ZulilyABC> for claim forms and additional information. We sincerely regret any inconvenience this may cause.

**13. Zulily owes me a refund for my order. Will I receive my refund?**

As result of this announcement, Zulily is legally unable to issue any refunds to its customers at this time and parties are required to file a proof of claim for outstanding amounts owed. Please visit, <https://omniagentsolutions.com/ZulilyABC> for claim forms and additional information. We sincerely regret any inconvenience this may cause.

**14. Who should I contact if I have questions about submitting a claim?**

For questions on how to submit a claim, please contact Omni Agent Solutions, our claims agent, at 888-202-5829 or (+1) 747-288-6406 outside the U.S., or visit <https://omniagentsolutions.com/ZulilyABC> for more information about this process.

**15. Will Zulily's customer service team be available throughout this process?**

No. Our customer service team will not be available throughout this process. If you have questions about this announcement, please contact Omni Agent Solutions, our claims agent, at 888-202-5829 or (+1) 747-288-6406 outside the U.S., or visit <https://omniagentsolutions.com/ZulilyABC> for support.

**16. How will I be kept informed during this process? Who should I contact if I have additional questions?**

We are committed to keeping you updated as there is information to share. Please contact our claims agent, Omni Agent Solutions, at 888-202-5829 or (+1) 747-288-6406 outside the U.S., or visit <https://omniagentsolutions.com/ZulilyABC> if you have additional questions about this announcement.