

March 12, 2020



A Message to our Customers Regarding Coronavirus

Dear Valued Customer,

I want to provide you with an update on how we at Macy's are addressing the challenges of the coronavirus (COVID-19). We have stores nationwide and know that many of our communities have already been impacted.

As always, the health and safety of our customers and colleagues is our top priority. We have put in place enhanced cleaning measures including additional cleaning staff in each store during open hours. This means more frequent cleaning of heavily trafficked areas and hard surfaces including entrances, customer service stations and checkout stands, escalators and elevators, restrooms and colleague break rooms.

We are prepared to address the needs of each store and facility on a case-by-case basis to combat any potential health concerns and will follow the Centers for Disease Control's recommended preventative protocol.

We are being proactive with our colleagues to both protect their health and provide support for those who develop medical issues related to the virus. We have enacted the Macy's, Inc. COVID-19 Emergency Leave and Pay Policy which ensures that any colleague who is confirmed to be infected with COVID-19 or who is required by the government or Macy's to self-quarantine will receive compensation during that two-week period.

March is also our annual Bag Hunger campaign, and each of our stores and corporate offices are engaged in raising funds and providing volunteer hours for food banks across the country. This is the 21st year of the Macy's Bag Hunger campaign, and we are deeply committed to helping support food security for our communities.

Our stores are open to serve our customers and we hope to see you soon. However, we understand that in the current environment, some customers prefer not to visit a store. We are here for you 24/7 through [macys.com](https://www.macys.com) or on our mobile app.

Macy's is proudly America's department store. And we're committed to take the necessary actions to help support our customers, colleagues and communities in this challenging time.

With respect,

A handwritten signature in black ink, appearing to read "JG", written in a cursive style.

Jeff Gennette

Chairman and CEO of Macy's, Inc.

