



To our valued Macy's customers,

The health and safety of our customers, colleagues and communities is our utmost priority.

As a result of the recent COVID-19 developments, we have made the decision to temporarily close our stores March 18 through March 31. This includes all Macy's, Bloomingdale's, Bluemercury, Macy's Backstage, Bloomingdale's the Outlet and Market by Macy's stores. Macy's, Inc. will provide benefits and compensation to its impacted workforce.

Closing our stores will also require us to close or reduce activities at some of our distribution centers. We will provide both compensation and benefits for these impacted colleagues, as well.

We will continue to evaluate the situation in partnership with health officials to assess when we will reopen our stores and safely bring our colleagues back to work. In the meantime, you can continue to shop with us 24/7 on [macys.com](https://www.macys.com) or on the Macy's app.

I know these are very difficult times for all of us. Please know that we will keep working (remotely) to earn your business every day.

With gratitude,

Jeff Gennette  
Chairman and CEO of Macy's, Inc.