



Customer Information Concerning Our Reorganization

Movie Gallery, Inc., has filed voluntary petitions for reorganization under Chapter 11 of the United States Bankruptcy Code in order to restructure our debt. This was a difficult, but necessary, decision that resulted in large part from changes in the economic and competitive realities we face. We intend to emerge from the restructuring process with a new and sustainable business model.

The reorganization process includes the immediate liquidation of approximately 760 Movie Gallery, Hollywood Video and Game Crazy stores. We are closing these because they are not profitable and because funds from liquidating them can help us moving forward. To determine whether a store you shop at is being closed, go to the store locator tool on the Movie Gallery, Hollywood Video and Game Crazy Web sites. The company operates 2,090 Movie Gallery, Hollywood Video and Game Crazy stores in the United States and Canada. You can use our store locator tools to locate the store nearest you. 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.