



LBY Vendor FAQ

1. What did Libbey announce?

- Libbey filed voluntary petitions for a court-supervised reorganization under Chapter 11 of the U.S. Bankruptcy Code.
- Entering this process is a necessary step to address our liquidity, strengthen our balance sheet and better position Libbey for the future.
- We are continuing constructive discussions with our lenders and other stakeholders on a financial restructuring plan and are focused on moving through the process as efficiently as possible.
- Libbey's international subsidiaries in Canada, China, Mexico, the Netherlands and Portugal are not included in the Chapter 11 proceedings and are operating in the normal course of business.

2. Why take this action now?

- The COVID-19 pandemic has been truly unprecedented in its dramatic and prolonged impact on our business, particularly within the food service industry where our order volumes have decreased significantly.
- We've responded by making difficult, yet prudent decisions to ensure the well-being of our associates and company.
- During the last two months, we temporarily closed our U.S. manufacturing plants, distribution centers and outlet stores, implemented layoffs, furloughs and pay reductions among associates, eliminated all non-essential SG&A spending and capital expenditures, and took significant comparable measures across our locations in Mexico, EMEA and China.
- We believe this process will help Libbey become an even stronger, more influential partner to our customers, vendors and end users as we continue to create the most rewarding experiences with our extensive line of high-quality glassware and other tabletop products.

3. How long have you been planning to file for Chapter 11? Would Libbey still have filed without COVID-19?

- The COVID-19 pandemic has been truly unprecedented in its dramatic and prolonged impact on our business, particularly within the food service industry where our order volumes have decreased significantly.
- We've responded by making difficult, yet prudent decisions to ensure the well-being of our associates and company. Despite the progress we made in Q4 2019 and the steps we have already taken to control costs and preserve liquidity in 2020, we need to do more.
- We believe this process will help Libbey become an even stronger, more influential partner to our customers, vendors and end users as we continue to create the most rewarding experiences with our extensive line of high-quality glassware and other tabletop products.



4. Does this mean Libbey will go out of business?

- No, we are continuing to operate and expect to complete the restructuring process later this year.
- We are continuing to serve customers and end users globally, and we will continue to evaluate the operating environment and make adjustments, as necessary.
- Certain of Libbey's existing lenders have agreed to provide up to \$160 million in debtor-in-possession ("DIP") financing, including a \$100 million revolving credit facility and a \$60 million term loan. We expect this financing, together with cash flow from operations, will support the business during the court-supervised process.
- We believe this process will help Libbey become an even stronger, more influential partner to our customers, vendors and end users as we continue to create the most rewarding experiences with our extensive line of high-quality glassware and other tabletop products.

5. How will this process impact operations?

- We are continuing to serve customers and end users globally, and we will continue to adjust operating levels based on demand given the current environment.
- We are already seeing some improvement in our end markets with the gradual lifting of stay-at-home restrictions.
- During the past few weeks, we have reopened our U.S. distribution centers and restarted several production lines in Toledo, Ohio, and Shreveport, Louisiana. Additional production lines will be started as demand increases.
- Certain of Libbey's existing lenders have agreed to provide up to \$160 million in debtor-in-possession ("DIP") financing, including a \$100 million revolving credit facility and a \$60 million term loan.
- We expect this financing, together with cash flow from operations, will support the business during the court-supervised process.

6. What are the next steps? How long will this process take?

- We are continuing constructive discussions with our lenders and other stakeholders on a financial restructuring plan and are focused on moving through the process as efficiently as we can.

7. How does this announcement impact Libbey's international operations? What does it mean that only Libbey's U.S.-based entities have filed for Chapter 11?

- The Chapter 11 process only relates to our U.S.-based business and does not include our international subsidiaries in Canada, China, Mexico, the Netherlands and Portugal, which are operating in the normal course of business.

8. What does this mean for vendors that work with Libbey's international subsidiaries?

- Libbey's international subsidiaries are not part of the Chapter 11 process and are operating in the normal course.
- We are continuing to serve customers and end users globally, and we will continue to evaluate the operating environment and make adjustments, as necessary.



9. Do you have sufficient liquidity to meet your business obligations?

- Certain of Libbey's existing lenders have agreed to provide up to \$160 million in debtor-in-possession ("DIP") financing, including a \$100 million revolving credit facility and a \$60 million term loan.
- We expect this financing, together with cash flow from operations, will support the business during the court-supervised process.
- We are continuing to serve customers and end users globally, and we will continue to evaluate the operating environment and make adjustments, as necessary.

10. Will vendors be paid for goods received and services provided to Libbey on or after the petition date?

- We intend to pay vendors in the ordinary course for all goods and services provided on or after the Chapter 11 filing date of June 1, 2020.

11. Will vendors be paid for goods received and serviced provided to Libbey prior to the petition date?

- U.S. bankruptcy law mandates that unpaid debts for goods received and services rendered prior to the filing date cannot be paid without specific court approval.
- If you provided goods or services before the filing date and have not been paid, you can file a proof of claim with the U.S. bankruptcy court.
- Information and documents related to the Company's Chapter 11 cases, including information regarding how to file a claim, will be available on a separate website administered by our claims agent, at <http://cases.primeclerk.com/libbey> or by calling Prime Clerk, at 877-429-7404 (or +1-646-214-8836 for international calls).
- The Bankruptcy Court has set the general Bar Date for August 10, 2020, at 5:00 p.m. ET, which is the date by which you must file a claim form.
- Vendors have received notice and additional information regarding the process and deadline set by the court for filing claims.

12. I received a Bar Date Notice and Proof of Claim but have already filed a Proof of Claim. Do I need to complete this new claim form?

- No. As long as you have already properly submitted a claim using the Proof of Claim form, you do not need to file another proof of claim for the same claim.
- You should only submit a Proof of Claim if you believe you have an unpaid claim against the Company that arose before the filing date of June 1, 2020.
- If you have any questions regarding a claim you submitted or how to use the Proof of Claim form, please contact the Company's claims agent, Prime Clerk, by visiting <http://cases.primeclerk.com/libbey> or by calling (877) 429-7404 (or (646) 214-8836 for international calls).



13. I received a Proof of Claim form but it was already filled out. Do I need to amend this form or file a new claim?

- If you are a vendor, many of the Proof of Claim forms were personalized with prepetition scheduled liability amount. Vendors that did not have a prepetition liability reflected on the Debtors' books as of the time of filing the schedules received a blank Proof of Claim form.
- If you agree with the amount listed on the pre-printed form and if it is not listed as contingent, unliquidated, or disputed, you do not need to file a claim form.
- If you believe the amount listed on the claim form has been paid pursuant to relief granted by the court to pay vendor claims, you do not need to file a claim form.
- If on the other hand you disagree with the amount and/or it is listed as contingent, unliquidated or disputed you must file a claim by the bar date.
- If you have any questions regarding a claim you submitted or how to use the Proof of Claim form, please contact the Company's claims agent, Prime Clerk, by visiting <http://cases.primeclerk.com/libbey> or by calling (877) 429-7404 (or (646) 214-8836 for international calls).

14. Can I submit a Proof of Claim after the Bar Date?

- Claims received after the Bar Date will be processed and docketed, but are subject to objection and ultimately to disallowance.

15. Can I amend a claim after the claims Bar Date?

- The general Bar Date in the bankruptcy case is August 10, 2020, at 5:00 p.m. ET.
- Prime Clerk will process claim amendments received after this date, but are subject to objection and ultimately to disallowance.

16. Will Libbey continue to order goods and services from its vendors?

- Our vendors are essential to the success of our business. Our long-standing vendor relationships will ensure the continuity of our manufacturing operations and the delivery of merchandise throughout this process.
- We intend to pay vendors in the ordinary course for all goods and services provided on or after the Chapter 11 filing date of June 1, 2020.

17. Why should I sell you goods now?

- We intend to pay vendors in the ordinary course for all goods and services provided on or after the Chapter 11 filing date of June 1, 2020.
- You are essential to the success of our business. Our long-standing vendor relationships will ensure the continuity of our manufacturing operations and the delivery of merchandise throughout this process and provide you with an opportunity to continue to generate income and be paid on new goods or services provided.
- Certain of Libbey's existing lenders have agreed to provide up to \$160 million in debtor-in-possession ("DIP") financing, including a \$100 million revolving credit facility and a \$60 million term loan.
- We expect this financing, together with cash flow from operations, will support the business during the court-supervised process.



18. Can vendors renegotiate or change the terms of their contracts?

- If you have a contract with Libbey, U.S. bankruptcy laws require that you continue to perform services or provide goods under that agreement unless otherwise ordered by the court.
- We appreciate your continued cooperation, which will enable our mutual growth and success.

19. Will there be a critical vendor motion? How will I know if I am included in the motion?

- Libbey has received authority to honor a portion of the pre-petition claims of a limited number of critical vendors subject to an interim cap of \$1 million and specific criteria as ordered by the court.
- We will evaluate each vendor according to a specific set of legal criteria to determine eligibility and will be in contact with eligible vendors.
- We have sought authority to condition payments to critical vendors upon agreement to continue to provide customary trade terms.
- We value all of our vendor relationships and appreciate your continued support during this process.

20. Will there be a foreign vendor motion? How will I know if I am included in the motion?

- Libbey has received authority to honor a portion of the pre-petition claims of certain foreign vendors subject to an interim cap of \$3 million and specific criteria as ordered by the court.
- We will coordinate with vendors via normal channels to discuss foreign vendor eligibility.

21. Will vendor contacts remain the same?

- Yes. You can continue to contact your normal Libbey representative.