

Customer FAQ

1. What was announced?

On October 14, 2022, Kroger entered into an agreement to merge with Albertsons Companies, establishing a national footprint to serve America with fresh, affordable food. The transaction will combine two complementary organizations with iconic brands and deep roots in their local communities, to expand customer reach to provide fresher products to customers more quickly and efficiently. We are excited about what this announcement means for our associates, customers and communities.

2. Who is Albertsons Companies?

Albertsons Companies is a food and drug retailer in the United States, operating over 2,000 retail food and drug stores with 1,720 pharmacies, 402 associated fuel centers, 22 dedicated distribution centers and 19 manufacturing facilities. Albertsons Cos. operates stores across 34 states and the District of Columbia with 24 banners including Albertsons, Safeway, Vons, Jewel-Osco, Shaw's, Acme, Tom Thumb, Randalls, United Supermarkets, Pavilions, Star Market, Haggen, Carrs, Kings Food Markets and Balducci's Food Lovers Market. Importantly, Albertsons Cos. shares our passion for delivering high-quality products and great value to customers.

3. What does this announcement mean for customers?

As a combined company, we will be able to serve even more customers across the country with fresh, affordable food. We will be better positioned to provide our customers with the products and services they love anytime and anywhere with a more personalized and convenient omnichannel experience including in-store shopping, enhanced pickup capabilities, faster delivery times and stronger digital capabilities. We will also bring our customers a broader selection of the trusted supermarket banners and private label brands spanning all grocery categories, offering high-quality products at great values. In addition, we will build on our long track record of lowering prices and improving the customer experience. We plan to invest approximately \$500 million to reduce prices for customers and \$1.3 billion into Albertsons Companies stores to enhance the customer experience following the close of the transaction.

4. Will there be any changes to my local Kroger stores as a result of the transaction?

Our stores are open and serving our customers and communities as we always have. Importantly, until the transaction closes, which we expect to occur in early 2024, subject to the receipt of required regulatory clearance and customary closing conditions, Kroger and Albertsons Companies will remain separate, independent companies. This means that we are operating as usual, and customers should expect no changes as a result of the transaction process.

5. Will there be any changes to the brands and products you offer?

We do not expect any changes to the brands or products we offer as a result of the transaction process. This means customers can expect us to provide the same brands and products they love. Following the close of the transaction, we expect to be able to provide customers with an even wider selection of brands and fresh, high-quality products at great values.

6. Will there be changes to customer programs, including Fuel Points, Boost and the Kroger Credit Card?

We are continuing to offer our typical savings and promotions. This includes our Fuel Points program, Boost Membership, credit card, coupons, savings, and other loyalty programs. We are also selling and honoring gift cards as we always have. We encourage you to continue earning and using your points at our stores, fuel centers, pharmacies as well as online. In fact, as a combined company, we will provide an unmatched personalized experience by offering more relevant recommendations and promotions to save customers time and money.

7. Will I be able to use my Kroger customer programs at Albertsons Companies stores?

Until the transaction is completed, which we expect to occur in early 2024, subject to the receipt of required regulatory clearance and customary closing conditions, Kroger and Albertsons Companies will remain separate, independent companies. This means that your Kroger and Albertsons Cos. customer programs remain separate, and you cannot use your Kroger customer program at Albertsons Cos. stores or on their digital platforms. We will provide details on the exciting benefits this transaction will provide to our loyalty customers as we get closer to the close of the transaction.

8. When is the transaction expected to be completed?

The transaction is expected to be completed in early 2024, subject to required regulatory clearance and other customary closing conditions.

Forward Looking Statements

This communication contains certain statements that constitute “forward-looking statements” within the meaning of federal securities laws, including statements regarding the effects of the proposed transaction. These statements are based on the assumptions and beliefs of Kroger management in light of the information currently available to them. Such statements are indicated by words or phrases such as “accelerate,” “create,” “committed,” “confident,” “continue,” “deliver,” “driving,” “expect,” “future,” “guidance,” “positioned,” “strategy,” “target,” “synergies,” “trends,” and “will.” Various uncertainties and other factors could cause actual results to differ materially from those contained in the forward-looking statements. These include the specific risk factors identified in “Risk Factors” in Kroger’s annual report on Form 10-K for the last fiscal year and any subsequent filings, as well as the following: the expected timing and likelihood of completion of the proposed transaction, including the timing, receipt and terms and conditions of any required governmental and regulatory clearance of the proposed transaction; the impact and terms and conditions of any potential divestitures and/or the separation of SpinCo; the occurrence of any event, change or other circumstances that could give rise to the termination of the merger agreement; the outcome of any legal proceedings that may be instituted against the parties and others following announcement of the merger agreement and proposed transaction; the inability to consummate the proposed transaction due to the failure to satisfy other conditions to complete the proposed transaction; risks that the proposed transaction disrupts current plans and operations of Kroger; the ability to identify and recognize the anticipated benefits of the proposed transaction, including anticipated TSR, revenue and EBITDA expectations and synergies; the amount of the costs, fees, expenses and charges related to the proposed transaction; and the ability of Kroger and Albertsons Companies to successfully integrate their businesses and related operations; the ability of Kroger to maintain an investment grade credit rating; risks related to the potential impact of general economic, political and market factors on the companies or the proposed transaction. The ability of Kroger to achieve the goals for the proposed transaction may also be affected by our ability to

manage the factors identified above. The forward-looking statements by Kroger included in this communication speak only as of the date the statements were made. Kroger assumes no obligation to update the information contained herein unless required by applicable law. Please refer to Kroger's reports and filings with the Securities and Exchange Commission for a further discussion of these risks and uncertainties.