

**Smurfit-Stone Container Corporation**  
**CUSTOMER Q&A**

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**Is Smurfit-Stone going out of business?**

Absolutely not. Be assured that we will continue to provide you with an uninterrupted supply of products and services.

**Why did Smurfit-Stone file to reorganize under Chapter 11 and CCAA?**

We are taking this action to make significant improvements to our capital structure and to become a more financially healthy company that is well positioned to meet the current market challenges and deliver on our long-term growth plans. We took this step only after very careful consideration and consultation with experienced financial and legal experts. We decided that this would be the most effective path for Smurfit-Stone—the path that would best protect and strengthen Smurfit-Stone’s long-term value.

**Does Smurfit-Stone have enough cash to stay in business?**

Yes. As part of our Second Day motions, we were granted final approval of our \$750 million debtor-in-possession (“DIP”) financing facility. Final approval of the DIP financing is an important step in our restructuring as it provides the company with ample liquidity to operate throughout this process.

**Will this impact the way you provide your customers with products and services?**

No. Nothing will change. We are continuing to fulfill customer orders and will continue to provide you with an uninterrupted supply of products and services of the same high quality you have come to expect from us.

**Will this affect our contract with you?**

We currently expect to continue our relationship with you under our existing contract and to renew contracts in the normal course of business.

**Will our relationship manager/point of contact change as a result of the filing?**

No. Your contact person will remain the same.

**Will this process have any impact on your ability to obtain the raw materials you need to produce your products?**

No, we have good relationships with our suppliers and are an important customer for them. We are conducting business as usual.

**Will you make any changes to your product offering as a result of the filing?**

No. We are conducting business as usual and will continue to offer our usual range of products.

**Will the filing have any impact on your distribution systems?**

No. We are conducting business as usual and all of our distribution systems are functioning as they normally do. We have strong relationships with all our transportation and logistics partners and do not anticipate any disruptions as a result of the filings.

**How long will the reorganization process take?**

There is no way to predict today how long the process will ultimately take, though cases frequently range from one to two years. We will have a better idea as the process unfolds and will keep you posted.

**How can I be reassured that you will emerge from bankruptcy and continue to supply me with product?**

Our plan is to utilize the Chapter 11 process to make significant improvements to our capital structure and emerge a stronger, more financially healthy company, as many companies have done before us. We are very confident that we can do this largely because of the strength of our business operations. Over the past three years, Smurfit-Stone has effectively transformed its operations, developing one of the most modern box plant systems in the industry while improving our productivity and efficiency. Our confidence in this process is further strengthened by the fact that we also have received court approval for our \$750 million in DIP financing commitments. These funds enable us to continue to pay our obligations and run our business in the normal course during the process.

Therefore, we strongly believe that the Chapter 11 process will enable us to reorganize our capital structure and better position the company for long-term success. We fully expect to be a strong industry competitor well into the future.

**How can I get additional information?**

Further information will be posted as available on the restructuring section of our website, [www.smurfitstone.com](http://www.smurfitstone.com), or you can always contact your Smurfit-Stone representative.