

NORDSTROM

A COVID-19 Update from Nordstrom

March 17, 2020

On behalf of everyone at Nordstrom, our hearts go out to all those impacted by COVID-19 – this includes not only those diagnosed with the virus, but also their friends and family, those whose jobs and schools have been impacted and so many more. Our focus is, as always, on the health and safety of our employees, customers and communities.

The situation is changing rapidly, and to do our part in slowing the spread of the virus, we have decided to temporarily close all our stores. The two-week closure will go into effect on Tuesday, March 17. This decision includes all our U.S. and Canada stores. We remain open and ready to serve you through our apps and online at Nordstrom.com, Nordstromrack.com, HauteLook and TrunkClub.com – including digital styling, online order pickup and curbside services at our full-line stores, as we are allowed by local regulation.

We realize the impact a closure can have on our store employees, and this is not a decision we made lightly. We want to take care of them as best we can and will be providing them with pay and benefits during this two-week period as well as providing additional resources to help them through this challenging time.

There is no question this is a time of great uncertainty. While we don't know exactly what the future may hold, we feel confident that by sticking together and supporting each other, we'll emerge from this stronger than before.

Thank you for your loyalty,

Erik & Pete