

## **General Q&A**

### **1. What did Shale Support announce on July 11?**

Shale Support announced that it filed voluntary petitions for relief under Chapter 11 of the Bankruptcy Code with the U.S. Bankruptcy Court for the Southern District of Texas; the Company's Louisiana operations are not included in the filing. The Company intends to restructure its balance sheet pursuant to a plan of reorganization.

The Company also announced that it has secured a \$16.6 million debtor-in-possession credit facility with its senior lender Benefit Street Partners to finance the Company's working capital needs and allow the business operations to continue as normal during the bankruptcy.

### **2. What is the benefit of a Chapter 11 bankruptcy?**

Under the protections of Chapter 11 of the Bankruptcy Code, the Company may continue managing and operating its businesses and pursue a restructuring while prohibiting creditors from taking recourse against the Company for amounts owed prior to the filing date of July 11, 2019.

### **3. How long will the plan process take?**

We anticipate that a Chapter 11 plan will be confirmed on or around October 15, 2019.

### **4. Does Shale Support have sufficient liquidity to continue operating?**

Yes. In addition to cash generated from daily operations, the Company's senior lender has committed to provide a \$16.6 million debtor-in-possession credit facility to allow the business operations to continue as normal during the sale process.

### **5. Is there any impact on employees?**

We do not expect the process to impact employees. We have already requested Court authority to continue compensating employees as normal. We expect the Court to consider this request in the coming days.

### **6. Is there any impact on vendors?**

The Company expects to pay vendors on normal schedules for goods and services provided on or after the July 11, 2019 filing date (the period known as the "post-petition" period).

Unfortunately, under the U.S. Bankruptcy Code, we are not able to issue payments as usual for any goods or services we received before our July 11, 2019 filing date without Court authorization (the period known as the “pre-petition” period).

**7. Is there any impact on customers?**

The Company anticipates that all customer contracts will be assumed and the Company will maintain good relations with customers going forward.

**8. Will utility providers continue to provide services?**

We have taken steps to ensure that all aspects of our locations and operations are not interrupted.

We are able to issue payments in the normal course for services provided to us on or after July 11, 2019. If our filing date falls in the middle of a pay period, we will be able to issue payment for the pro-rated portion of services received on July 11, 2019 and after.

Under a Chapter 11 filing, an “automatic stay” goes into effect, which prevents providers from changing the services they provide to us at this time. We are also filing a Utilities Motion with the Court as a part of our first day motions, which will allow us to establish a process with each utility provider to ensure services in the future.

**9. Will management continue to lead the Company?**

Yes. The management team will remain in place during the sale process. Additionally, the Company has retained Gary Barton with Alvarez & Marsal to assist the Company during the process.

**10. What if a landlord/rail car lessor tries to change a lease for one of the Company’s facilities?**

Under a Chapter 11 filing, an “automatic stay” goes into effect, which prevents lessors from making changes to our leases. We are also in the process of reaching out to our landlords/rail car lessors to discuss the filing and what it will mean for our relationship.

We expect to be able to issue payments as usual for services, or in this case rent, on or after July 11, 2019. If our filing date falls in the middle of a rent period, we will be able to issue payment for a pro-rated portion from July 11, 2019 forward. However, we are currently unable to issue payment for any unpaid rent before July 11, 2019.

**11. Where can I find additional information?**

For more information, please visit [www.donlinrecano.com/ssgh](http://www.donlinrecano.com/ssgh).

**12. If I have additional questions, whom should I contact?**

You may contact the Debtors' claims and noticing agent Donlin, Recano & Company, Inc. toll free at 1 (866) 521-4424 or submit an inquiry via e-mail to [ssghinfo@donlinrecano.com](mailto:ssghinfo@donlinrecano.com).