

## Cutera – Customer FAQ

**1) What did Cutera announce?**

On March 5, 2025, we announced that we are initiating a debt restructuring transaction with the support of a group of existing lenders, representing approximately 74% of the Company's notes, to strengthen our balance sheet and position the Company for long-term success. To implement the transaction, Cutera filed voluntary pre-packaged Chapter 11 cases in the U.S. Bankruptcy Court for the Southern District of Texas.

Through the transaction, Cutera will reduce its debt by nearly \$400 million, or over 90%, and raise \$65 million in new money from its existing lenders. At the end of the process, which is expected to take 60 days, Cutera will be a private company with a much stronger capital structure and the backing of a large consortium of leading investment firms.

**2) Why is Cutera taking this action? What does this announcement mean for the Company?**

Like many companies in the current environment, we have been navigating macroeconomic pressures that have impacted our business. We have been collaborating with a group of existing lenders, who own our convertible debt, to evaluate options that will position Cutera for long-term success and agreed that the right path forward is to initiate a debt restructuring transaction to strengthen our balance sheet.

We are operating as usual and continue to provide best-in-class solutions to our customers around the globe without disruption. At the end of this process, our lenders and employees will be the new owners of our business, and Cutera will be a private company, with a much stronger capital structure than we currently have, and the backing of a large consortium of leading investment firms.

**3) What is Chapter 11? How will the Chapter 11 process impact day-to-day operations?**

"Chapter 11" refers to the chapter of the U.S. Bankruptcy Code that outlines a process for businesses to reorganize and address financial challenges while continuing to operate. Importantly, the Chapter 11 process allows companies to maintain normal operations, and we expect to continue operating as usual throughout this process.

**4) What is a "pre-packaged" plan of reorganization?**

A "pre-packaged" plan of reorganization is a Chapter 11 plan that is pre-negotiated and fully agreed to by lenders prior to the bankruptcy filing. This enables the Company to move through the process efficiently and with minimal disruptions to our operations. In our case, we expect to emerge from the process within 60 days.

**5) What are the immediate next steps in the process?**

As an immediate step in the process, we have filed a series of requests—known as "First Day" motions—with the Court, where we expect to receive approval to continue our business operations.

These requests are typical of the Chapter 11 process and are expected to be heard by the Court within the first few days of the case. The nature of our pre-packaged plan means that we expect to move through this process efficiently, within 60 days.

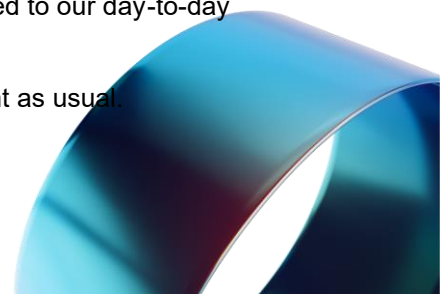
**6) How does this announcement impact providers / customers?**

Cutera is operating as usual and serving you and your patients remains our top priority. We are dedicated to providing you with innovative aesthetic and dermatology solutions, as well as the support and service you deserve, throughout this process and for many years to come.

**7) How does this announcement impact Cutera's products and treatments? Should I be concerned about impacts to product availability, service, or support?**

There is no impact to product availability, service, support, or anything else related to our day-to-day operations.

We are also continuing our data releases, clinical work, and product development as usual.





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**8) Will Cutera continue to provide all the same products and treatments under new ownership?**

There should be no impact to our products or treatments under new ownership. We will update customers as there is news to share regarding any changes to our products or treatments.

**9) Why should I continue to do business with Cutera?**

We've been invested in advancing aesthetic technology for over 25 years, and the steps we are taking now are intended to ensure we can continue to do so for many years to come. We are optimistic about our future and look forward to all we can—and will—achieve for our global customers and their patients. Thank you for your continued support.

**10) How will I be kept informed? Who should I contact if I have additional questions?**

We are committed to transparent and consistent communications and will continue to provide updates as there is information to share. If you have any questions, please reach out to our customer support team at [StrengtheningCutera@cutera.com](mailto:StrengtheningCutera@cutera.com). You can also visit our dedicated website at <https://cutera.com/strengtheningcutera> for additional information.

