



November 12, 2008

To Our Valued Guests:

While Circuit City has a long history of being a leader in the consumer electronics industry, we have recently faced significant financial challenges. Despite our aggressive efforts to address these conditions, our company filed a voluntary petition for reorganization relief under Chapter 11 of the United States Bankruptcy Code on November 10, 2008. This filing will give us the time and resources to address our financial challenges while continuing to provide you, our guests, with the consumer electronics products and services you want for the holiday season as well as the great service that you have come to expect from Circuit City.

It is important for you to understand that this announcement does **not** mean that Circuit City is going out of business. Our 567 U.S. stores are operating normally, and we look forward to continuing to take care of your consumer electronics shopping needs.

In terms of what this means for you, we have received authority from the Bankruptcy Court to continue to honor all guest programs such as returns, exchanges and gift cards. In addition, Circuit City Advantage Protection Plans® and Circuit City co-branded credits cards are provided to you by unrelated third-party companies and, as a result, are not impacted by the company's Chapter 11 filing. We are maintaining our commitment to bringing the focus back to you, our guests, and making it much easier to shop with Circuit City. In fact, everything we do for our guests is as important to us as ever.

We have placed information on our investor information home page at <http://investor.circuitcity.com> that should help answer questions that you may have. Or, you may call us at 1-800-THE-CITY (1-800-843-2489) or email [Consumer\\_Affairs@circuitcity.com](mailto:Consumer_Affairs@circuitcity.com).

In closing, I want to thank you for your continued patronage. We look forward to serving you and your community for many years to come.

Sincerely,

Jim Marcum  
Vice Chairman and Acting President and Chief Executive Officer  
Circuit City Stores, Inc.