



Customer FAQ

General Information

1. What did Taco Bueno announce?

- Recently, an affiliate of Sun Holdings, Inc. purchased all of our outstanding bank debt, becoming our largest creditor.
- Taco Bueno has entered into an agreement with an affiliate of Sun Holdings, Inc. and certain of its other stakeholders on a financial restructuring plan that will position the Company for long-term health and success.
- Under the plan, Sun Holdings will become the owner of Taco Bueno, and they intend to invest in remodeling our restaurants, increasing brand initiatives and enhancing the customer experience.
- To implement this plan, Taco Bueno filed voluntary Chapter 11 petitions and a prepackaged plan of reorganization.
- During this process, we expect to continue operating restaurants across Texas, Oklahoma, Arkansas, Kansas, Louisiana and Missouri.
- We expect to complete our corporate restructuring quickly and efficiently.

2. Is Taco Bueno going out of business?

- No. During this process, we expect to continue operating restaurants across Texas, Oklahoma, Arkansas, Kansas, Louisiana and Missouri.
- Guests can continue to expect freshly prepared meals made by real cooks, in real kitchens, using real ingredients.

3. Who is Sun Holdings?

- Sun Holdings is a multi-concept franchisee based in Dallas, Texas, with more than 800 locations across eight states.
- Currently ranked as one of the largest franchisees in the United States, Sun Holdings knows our business and our region, and has a deep understanding of the quick service space from operating such brands as Burger King, Popeyes, Arby's, Golden Corral and Krispy Kreme.
- You can read more on their website, www.sunholdings.net.

4. What is Chapter 11?

- Chapter 11 is a well-established legal process that many companies, including a number of restaurant chains, have used successfully to address their financial challenges while continuing to operate in the normal course.
- It is intended to facilitate a reorganization of the Company, not a liquidation or going out of business. We will remain open and operational.

5. When is Taco Bueno expected to emerge from Chapter 11?

- Thanks to the work we have done over the past several months, and the participation of Sun Holdings, we expect to complete our corporate restructuring quickly and efficiently.
- We will keep you informed of important milestones as we move forward.



Customer Information

6. How will customers be affected? Is my local Taco Bueno closing?

- Your local Taco Bueno restaurants are open and eager to serve you.
- As always, our guests can expect freshly prepared meals made by real cooks, in real kitchens, using real ingredients.

7. Why should I continue to eat at Taco Bueno?

- You should continue to eat at Taco Bueno for the same reasons you always have.
- For more than 50 years, Taco Bueno has been providing authentic fresh and flavorful Tex-Mex cuisine and superior hospitality to guests.
- As always, our guests can expect freshly prepared meals made by real cooks, in real kitchens, using real ingredients.

8. Will gift cards and customer promotions continue to be honored?

- Yes. We expect that Taco Bueno gift cards and customer promotions will continue to be honored in accordance with our customary policies and procedures.