



Hello!

We hope this message finds you healthy! As we all try to navigate the effects of the coronavirus (COVID-19), we want to do our part to slow the spread of the virus. The health and well being of our team members, customers, and the communities in which we live and work will always be our top priority. Due to this, we will be taking extra steps to help our customers and team members.

First, we will remain open for business as Agriculture is deemed an essential service. We will continue to provide the highest possible level of service to our customers. This may appear a little different than normal, as some locations will potentially have reduced staffing. If possible, we will have employees working remotely to help reduce the risk of transmitting COVID-19. In addition, new visitor guidelines have been established for all locations. We are highly encouraging customers to contact us through phone or email. Most business transactions can be conducted in this manner.

For example:

- If a grain check is needed, please call or email and a check will be mailed the same day. Another great option is to sign up for direct deposit. Most funds are available next-day depending on your bank's policy.
- If you need to place a grain offer, we can do that over the phone, by email, or utilizing the Maplehurst App.
- Contracts can be signed in the Maplehurst App or sent through the mail.

In addition, we are requesting that our team members who feel ill to stay home and refrain from meeting with customers. We are also asking the same of our customers, if you feel ill, please stay home.

We will still be able to offer the highest level of service to all of our customers but in a little different manner. Going forward Maplehurst team members will ask your permission before meeting face-to-face. If you are not feeling well or prefer not to meet, we understand, and would be happy to assist you over the phone or through email. We value the importance of face-to-face meetings but feel these measures will help keep our team members, customers and communities healthy.

We will continue to monitor the situation and will update you on any essential operational changes.

Stay Healthy!
Maplehurst Team