



March 17, 2020

Crystal Valley Customers,

Spring planting season is upon us, and unfortunately, so is the nation-wide concern about the Coronavirus (COVID-19) and its effect on employee and customer health and safety.

Please know that Crystal Valley remains absolutely committed to helping you get your crop in the ground, keeping your livestock fed, filling your fuel tanks, and receiving your grain during this national pandemic.

Out of an abundance of caution, these are some of the steps that we are taking through at least the end of March 2020, based on CDC recommendations to help protect our customers.

- Avoiding in-person group meetings whenever possible.
- Supporting our working parents in the case that schools or daycares close.
- Restricting business travel internationally and discouraging domestic business travel.
- Asking employees to self-quarantine for 14 days after taking personal international trips or who may have been exposed to the coronavirus during domestic travel.
- Supporting those in quarantine.

For our customers, we are flexible in meeting your needs during this time.

- We will continue to deliver feed, agronomy products, energy products, and grain. Locations are open and eager to help you with your spring needs.
- Whenever possible, we'd prefer to do business over the phone, by text, or via email. We enjoy our walk-in customers, but if we can do business over the phone for awhile, it will ease the risk for our communities.
- If you prefer not to come into the office, we are happy to mail or scan documents to you. We encourage you to use our Crystal Valley customer web portal and app.
- If you are scheduled to have an in-person meeting with a member of the Crystal Valley team, we are happy to set this up as a teleconference. Please, just let us know.
- We'll be washing our hands a lot!

This is a constantly evolving situation. Our operational teams are meeting daily to identify any issues that may impact our customers and find solutions around those. We remain calm and ready to serve your farm, livestock and business needs this spring.

If you have questions or concerns, please feel free to call your Crystal Valley team member or Location Manager.

Thank you!

Roger Kienholz, CEO