

UPDATED April 1, 2020

Case IH Parts Stores have been set up and are operational on our website. Please go to the Parts Page on www.mnaggroup.com and register so you can view the parts books online. This will allow customers to access parts with less person to person contact.

We are restricting movement of customers within the stores, please be respectful of signage and barricades. The back-shop doors have been locked and customers are restricted from entering the shop areas and are only allowed in certain areas in the parts lobby. Please, no extra unnecessary visiting with employees and customers within the store. This is for everyone's safety.

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HELP US HELP YOU 3-20-2020

At Minnesota Ag Group, we are continually monitoring the constantly changing environment relating to COVID-19. The health and safety of our employees, customers and everyone's family is our top priority.

We also know that there is a lot of important work that needs to be completed over the next several weeks to get the 2020 crop in the ground and keep livestock operations running smoothly.

We have put together the following procedures to manage this situation the best way we can as it evolves.

All Store Locations REMAIN OPEN FOR BUSINESS.

Sales, Parts, Service, Precision Farming and Administration. Our stores are open for business, with some of our employees working remotely when it is feasible to do so.

If you are expecting one of our technicians, truckers, sales personnel or precision farming specialists at your farm, we will contact you to confirm the appointment before arriving, and we will be diligent in maintaining appropriate social distance per the CDC guidelines. We are monitoring our employees to make sure they are not coming to work sick.

During the **SALES** process, much can be accomplished with little or no in-person contact. Orders can be confirmed via texts and e mails. In many cases, financing documents can be signed electronically. Many transactions we enter into with our customers are currently being done using available technology, so, from that perspective, this method of doing business is not all new to us. Paperwork can also be signed in person, while keeping a safe distance apart.

Parts can be purchased at our stores. It is helpful if some of the legwork can be done ahead of time via phone, text or e-mail. Parts can also be ordered online through the www.mnaggroup.com website. Your parts orders can be picked up in-store, or if you would prefer, we can box them up and set them outside the door like we sometimes do in the busy season. We can also ship parts to you or have a salesperson drop them off if they are in your area. We will continue to maintain the parts drop boxes we have in our territory that many of you are accustomed to using. Please contact our parts department with any other ways that we can help you.

Arranging **Service** can be handled by calling our service managers as you normally do, or by contacting our personnel via phone, text or e-mail. Our technicians are ready to work on your equipment either at your farm or in our shops, and we will maintain appropriate distance from you, your employees and your families.

Our Precision Farming specialists are ready to serve you and can be reached at their cell phones or by calling the stores.

We all need to join together to be diligent and aware of our surroundings in order to protect our families and communities until this subsides.

Please watch our website www.mnaggroup.com, and Facebook Page at Minnesota Ag Group, Inc. for any updates or procedures that may change as the situation evolves