

To all customers and patrons of Centra Sota Cooperative (CSC):

We are reaching out to inform you of Centra Sota Cooperative's response to COVID-19. During these challenging times, it is our mission to remain "The partner you can count on, providing real solutions, for today and tomorrow."

As COVID-19 continues to impact the members we serve, we will continue to meet your agronomy, energy, feed and retail needs. CSC has implemented the following measures to protect the health of our employees, customers and to do our part to slow the spread of the virus:

- We will continue to keep our lobbies open with a limited number of onsite staff who will be practicing social distancing and have increased our cleaning and sanitizing routines.
- We strongly encourage you to utilize our online services and phone lines for accessing our customer service teams. Our customer service representatives will continue to be available via phone and email as normal, between the hours of 8:00 a.m. and 4:30 p.m.
- If you need to make a payment, we have several options available:
 - o Pay online. www.centrasota.com (*Account will need to be set up through request online, please allow 24 hours for account activation*)
 - o Pay via physical drop boxes.
 - o Pay via phone from 8:00 a.m. – 4:30 p.m. 763-682-1464 or 800-229-1464
 - o Mail a check payment to 805 Hwy 55 East Buffalo, MN 55313
- We will continue delivering your feed, energy and agronomy needs and inputs by practicing social distancing. Please do not be offended if our drivers keep their distance. They have been instructed to not have any physical contact with our customers and are practicing regular sanitizing and hand washing.
- Our Country Stores will remain open for your animal feed needs. Again, these facilities have increased their cleaning and sanitizing routines and will also be practicing social distancing as much as possible.
- We have plans in place to ensure all drivers, feed mill operators, customer service representatives, sales staff, administrative staff and others continue to deliver reliable services.
- We are postponing all CSC sponsored events at this time. Please watch for notices on social media and/or call our offices if you have any questions.

We are proud to be your local agronomy, energy and feed cooperative and are taking steps to ensure we continue to deliver excellent service and products that exceed your expectations while focusing on the health and safety of our employees and patrons.

Thank you for your loyalty and continued patronage!