

HOVEN EQUITY EXCHANGE

March 23, 2020

As you are aware the impact of the global pandemic caused by COVID-19 continues to evolve. The safety, health, and wellbeing of our employees, families and you our customers is of high importance. We understand that spring planting is right around the corner and we want to emphasize that we will be open for business. We are simply adjusting the way that we do business.

We are going to try to limit person to person contact. We ask that you contact us through phone calls, e-mail or text whenever possible. If you do not have it Bob's cell # is 605-769-1375 if you want to text or our e-mail address is hoveneqex@venturecomm.net. We realize that you will need to stop in on occasion to pick up feed or other products. If we know when you are coming we can have it loaded on a pallet so it would only take a minute to load it onto your pickup or trailer. As always bulk feed orders can be placed by phone.

If you would like to deliver or pick up grain just let us know when you are coming. We just ask that you limit your person to person contact with our employees to simply the time it takes to unload or load your truck. It is not that we do not like to visit with our customers but we do have yours and our employees health in mind. If you need a grain check or a deferred contract just let us know and we should be able to do those by mail. We can also take a check to our local bank and they can deposit it for you.

Spring planting should proceed as normally as possible if we follow the guidelines as talked about above. More phone calls, texts or e-mails. We will adjust our procedures as necessary in the coming weeks. We will continue to provide service and support as we have in the past even if we have to do it differently. We value your business and understanding through this difficult time. We look forward to doing business as usual whenever it is safe to do so. Thank you for your understanding.

Bob Rausch
Manager
Hoven Equity Exchange