



COVID-19 (CORONAVIRUS) UPDATE

Updated March 18, 2020

Ag New Mexico Farm Credit is committed to serving our hard-working customers and communities we serve. We remain open for business so that we may continue to meet your financial and risk management needs during this unprecedented time.

In our efforts to be responsible members of our communities we are taking additional steps to prevent the spread of COVID-19 and to protect the health and well-being of our employees and customers. This includes making better use of technology and where possible having our employees work remotely. Beginning Thursday, March 19, 2020 all of our offices will be closed to walk-in customers. We will continue to serve customers through multiple channels.

Online Resources and Telephone Support

- Our local office telephone lines will remain open to help customers with questions, accounts, transactions and other business.
- Customers may reach us by calling their local office, loan officer or by using our toll-free number at 800-357-3545.
- Our [Ag Banking Online](#) portal offers 24/7 online access to balance information, funds transfers and many other functions. Customers can enroll online at agnewmexico.com.
- The [Ag New Mexico Mobile app](#) also offers 24/7 online access to balance information, funds transfers and many other functions. Customers who are enrolled in Ag Banking Online can download the app via the App Store for either Apple or Android devices.
- If customers need assistance logging into or using Ag Banking Online or the mobile app, any member of our team will be happy to help you.
 - For technical help with Ag Banking Online such as profile changes or login and password questions **or** how to use our Ag Banking Online tools, please call 800-357-3545 and ask for Ashley Thompson or feel free to email her at Ashley.Thompson@FarmCreditBank.com

Temporary Closure of Ag New Mexico Farm Credit Offices

- The Ag New Mexico Team remains committed to serving and supporting you and will meet with customers by appointment.
- We continue to actively monitor developments with our priority the health and well-being of our employees, our communities, and our stockholders.

I personally wish to thank all our members, employees, and communities for your understanding as we work together to help maintain our healthy communities.

Respectfully,

A handwritten signature in black ink that reads "BRETT VALENTINE".

Brett Valentine
President & CEO