

ANGUS

THE BUSINESS BREED

March 31, 2020

As we continue to work through this unprecedented time, I am encouraged by several things.

One, our membership is doing a fantastic job of working through unknowns and social distancing guidelines to meet their customers' needs. As a result, we are continuing to see strong sale reports.

Second, our employees are doing incredible work to move an in-person office remote. Our Information Systems and Member Services teams are working hard to continue to meet the membership's needs, while working through solving a number of technical challenges.

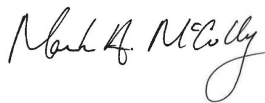
You may be aware the City of St. Joseph has issued a Shelter In Place recommendation through April 24. As of this morning, only essential businesses are allowed to operate and citizens are encouraged to stay at home as much as possible, only venturing out for food or medicine or other essential needs. Consequently, we will be operating remotely to continue processing work and offering member services as best we can.

This means we will need your help in continuing to serve your needs.

- Please use digital forms of data submission and email your questions to: hostmaster@angus.org.
- Our ability to collect, sort and process mail will be substantially limited and possibly restricted. We strongly urge members to discontinue sending mail and submit as much work digitally as possible. We also urge members to utilize Log in and credit card payment in lieu of checks at this time.
- DNA test results may be delayed based on the operational status of our office and the labs. You may continue sending samples, but turnaround times will likely be longer. If you have an immediate need or have other questions regarding AGI, please email: agiusers@angus.org.
- For all other urgent questions or immediate needs please call our hotline at:
 - Member Services: 816-390-6603
 - Angus Media: 816-383-5200

We deeply regret any inconvenience that this may create and ask for your patience and understanding as we work through this challenging time.

Sincerely,



Mark A. McCully