



RIVER VALLEY COOPERATIVE

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I would like to welcome you to River Valley Cooperative. I very much appreciate that each one of you, as a customer, has a choice on where you market your grain and procure your ag products and services. We truly thank you for the opportunity to earn your business.

Acquiring the Michlig Grain business was a tremendous opportunity for River Valley Cooperative. It provided our business with access to a strong customer base in a geography where we want to continue to grow our grain presence as well as support our recent and planned area agronomy asset investments. I certainly realize, business ownership change can bring uncertainty, but it has been our top priority to minimize customer apprehensions as the business transitions from Michlig Grain to River Valley Cooperative. Other than sign and branding changes, we fully expect you to see a consistent business approach and the same employee relationships which you experienced for so many years with Michlig Grain. At the same time, we want to leverage the capabilities and resources of the combined organization to maximize our opportunities to ensure your success as a customer of River Valley Cooperative.

Just like Michlig Grain, River Valley Cooperative has a long-standing reputation of employing top tier talent that is dedicated to understanding and providing personalized solutions to each customer across our grain, agronomy, energy and feed businesses. We are committed to be the premier provider of agricultural services and products to farming operations across our two-state geography. Our focus on consistently providing a superior customer service experience, best-in-class operations and supporting of our local communities differentiates us from the competition. These are undoubtedly many of the same qualities which helped Michlig Grain earn your business and achieve their long-term success. We feel confident that we can build on and expand that legacy.

We stand firm on the five core values (Customer Success, Employee Focused, Unwavering Integrity, Financial Strength/Stability, Community Support) that has been the foundation of River Valley Cooperative's success and sustainability for the last 115 years. We look forward to continuing that journey and partnership with your farming operation.

In closing, I wanted to highlight an additional advantage of the River Valley Cooperative business model. I would strongly encourage you to become a member of our cooperative and join the other 2,800 farmer owner operations across Illinois and Iowa who capture the annual patronage opportunity as a result of doing business with River Valley Cooperative. Over the last ten years we have paid back over \$35M of cash patronage and deferred equity to the cooperative's member-owners.

Once again, thank you for your business and trust in our organization. We are excited to serve and grow our business relationship in the coming months and years.

Sincerely,

Tim Burress
CEO, River Valley Cooperative

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