Introducing our NEW eFarmerMac.com

“Hatching” May 11th
Meet our Presenters

Zack Carpenter  
Executive Vice President  
Chief Business Officer

Patrick Kerrigan  
Vice President  
Business Development

Amy Danner  
Director, Client Services & Credit Operations

Bill Miller  
Manager  
Business Development
Great Reimagined
OUR PATH TO EXCELLENCE
Welcome to our NEW eFarmerMac.com

Topics

- Introducing eFarmerMac.com
- Exploring the Resource Library
- Getting Help
- Accessing eFarmerMac.com
- Staying Informed Alerts & Announcements
- Path to Go Live
- Navigating eFarmerMac.com
- Managing Users Profiles & Permissions
- Q&A Session
Submitting Feedback and Questions

Enter any feedback and questions in the Chat Window.
Welcome to the new eFarmerMac.com! Everything you need to know in one spot.

Topics

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Navigating eFarmerMac.com
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Staying Informed
Alerts & Announcements
Managing Users
Profiles & Permissions
Getting Help
Path to Go Live
Q&A Session
On May 11th, we will launch our redesigned eFarmerMac.com customer portal, featuring:

- A clean, modern design
- Intuitive navigation
- Simplified user management
- Dedicated area for alerts and announcements
Three Exciting New Benefits . . .

Enhanced Security and Dependability

Single Sign On
Multiple Access

Additional Administrators
Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.
Feeling lost? Start with our resource library.

EVOLUTION NOT REVOLUTION

eFarmerMac.com users will still access our solutions as they do today.
We’ve just made it BETTER.
We’ve Arrived!

The New Customer Portal is Here.

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Q&A Session
This is what BETTER looks like . . .

Modern Design | Visual Appeal

Important Alerts

Self-Service Password Reset

Marketing and Call to Action

Customer Service

We’ve Arrived!

THE NEW CUSTOMER PORTAL IS HERE.

First time logging in? View Setup Guide

Need help logging in? Recover your email or password.
New to Farmer Mac? Contact us to obtain credentials.
3 Step Login Process

Welcome!

1. Two Factor Authentication

2. Signature
The new customer portal is here.
Missed the Welcome Email? No worries . . .
Enhanced Security with Two-Factor Authentication

Keeping our customer’s information secure.

We’ve Arrived!

You have tried to login to eFarmerMac, to keep your account secure, we have to verify your identity. Please select the method you want to receive your identification code.

- Text to (***)-***-8484
- Email to v***@e***.com

Verifying your identity is critical to ensure that your account is secure. Please enter the verification code we messaged to (***)-***-8484.

Verification Code: [Enter Code]

First time logging in? View Setup Guide
Wait . . . There’s one more great feature . . .

Privacy Policy

Farmer Mac Lender & Servicer Portal Privacy Policy

Effective: August 1, 2019

This Privacy Policy (“Policy”) describes how the Federal Agricultural Mortgage Corporation ("Farmer Mac," “we,” or “our”) treats information collected or provided in connection with your ("you," “your,” or "user") use of the Farmer Mac Lender & Servicer Portal ("Portal"), located at https://www.farmermac.com/SecureAccess/Login.aspx. This Policy applies only to information collected through the Portal. Our separate privacy policy for the Farmer Mac Informational website is located at https://www.farmermac.com/privacy-policy/.

Please read this Policy carefully. By using the Portal or clicking “I agree” or any other button indicating your acceptance of this Policy, or otherwise providing information to Farmer Mac, you are consenting to the collection, use, and sharing of your information as described in this Policy.

The information that we collect in connection with our Portal is controlled by Farmer Mac, which is headquartered in the United States at 1939 K Street, NW, 4th Floor, Washington, DC 20006. As a result, that information may be transferred to and processed in the United States, as described in the section below titled “Information for Individuals Outside the United States.”

Information We Collect

We and our service providers collect a variety of information through the Portal, including:

- **Account Information.** We collect information when you create an account or log into your account on the Portal, including your name, email address, username and password, your business phone number, business address and business name, and the FDIC number of your institution.
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NOTICE: Rate Lock Period Now 8 Weeks for All New Locks, at No Additional Cost

Farmer Mac is closely monitoring the impact of the COVID-19 pandemic on our customers. We remain open for business and are committed to assisting where we can. Effective immediately, new loans across all business lines will be rate locked with 8-week delivery windows. Previously, 8-week locks were available at an additional cost compared to our standard 4-week period, but that additional cost is being waived. If you have questions about this new policy, or if you have previously locked a loan and anticipate difficulties in closing, please contact your relationship manager. Thank you!

Farmer Mac Rates

- Farmer Mac Rates Post Schedule
- Farm and Ranch Loan Purchase Rates
- Farm and Ranch Loan Purchase - ABA Rates
- Farm and Ranch Loan Purchase - ICBA Rates
- Farm & Ranch Variable Rate Mortgage (VRM) Reset Rates - Monthly Resets
- Farm & Ranch Variable Rate Mortgage (VRM) Reset Rates - All Other Resets
- Farmer Mac 2 Rates
- Historical Farmer Mac 2 COFI Rates
This is GREAT REIMAGINED . . .

Intuitive Navigation

Multiple ways to access our Solutions

Rates

Resource Library

Alerts & Announcements
Easy access to online tools and solutions . . .
Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.
Feeling lost? Start with our resource library.

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This is what BETTER looks like . . .
This is what BETTER looks like . . .

ONE-STOP SHOP for all training and support resources.

Resource Library
Welcome to the Resource Library, your spot for guidance materials and forms. Unsure where to start? Peruse the training materials or watch a short webinar to learn more. Click on the tiles below to begin your informational journey.
This is what BETTER looks like . . .

Efficient and user-friendly.
Images of materials.
View on-screen without opening the document.
Option to View or Download.
CV 101.9 Collateral Valuation Forms

A. Farmer Mac Collateral Valuation Reports - Styles or Formats and Certifications

Appraisal reports can be composed in a narrative style or format, or by use of standardized form sets. Appraisers are required to certify their appraisal reports in compliance with USPAP to ensure recognition and acceptance of responsibility for the assignment results.

B. Assumptions and Limiting Conditions (Farmer Mac Form 1037)

It is typical practice for an appraiser to state the assumptions and limiting conditions that applied in the development of the assignment results, including any extraordinary assumptions or hypothetical conditions.

Farmer Mac recognizes that these statements form the context of the collateral valuator’s opinions and conclusions, and can significantly affect the meaning and usefulness of the information in the report.

The assumptions and limiting conditions in appraisal reports address specific situations in an assignment as well as typical “normal” assignment situations.

In view of the distinct characteristics of production Agricultural Facility property valuation and related financing issues, Farmer Mac has identified a set of Assumptions and Limiting Conditions that are accepted as normal in an appraisal submitted for use in a Farmer Mac loan processing action.
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This is what BETTER looks like . . .

1. It starts on the Login Page.
   - Critical Alerts
   - Promotion Banner

2. From the Home Page Banner.

Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.

Feeling lost? Start with our resource library.

TAKE ME THERE
Dedicated Area

Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.

Feeling lost? Start with our resource library.

Always be in the know.
Dedicated and reliable area for special alerts and announcements.
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This is what BETTER looks like . . .

Welcome to your Profile Page

My Access Rights

This is a summary of your ability to access the various tools available through eFarmaMec.com. Your active permissions are listed below. To change these permissions or to learn more about access rights, please contact an administrator listed above.

Farm & Ranch
Loan Purchase

- AgPower App
- AgAssess App
- Purchase Request
- Rate Sheet

Farm & Ranch
Purchase Commitment

- Purchase Commitment App

Farm & Ranch
Loan Servicing

- Online Servicing Request
- Net Realizable Value (NRV) Analysis

USDA Guaranteed
Loan Purchase (FM2)

- Servicing Action Module (SAM)
- Online Loan Application (OLA)
Administrator Responsibilities

- Creating, updating, and deactivating users
- Helping users with password resets and unlocking frozen accounts
- Ensuring data quality and access rights are kept up-to-date
This is what BETTER looks like . . .
Wait . . . there’s more . . .

User Dashboards and Reports
Let’s Take A Tour . . .

HATCHING MAY 11!
Our new eFarmerMac.com is almost here.

TRAINING AVAILABLE 4/28 OR 5/4

SIGN UP NOW

Great Reimagined
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Knowing where to go for help just got easier!
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Q&A Session
Get Ready for Go Live Communications

• Additional Training Webinar on May 4\textsuperscript{th} at 10:00am CT

• Training Follow Up Email with Links to Training Resources and Recorded Webinar

• Prepare for Go Live Email – May 6\textsuperscript{th}
  – Reminder to log out of Legacy Portal on Friday, May 8\textsuperscript{th}
  – Login Instructions
  – Links to Resources

• Welcome Email with Login Link – May 11\textsuperscript{th}
Training Support Materials
Getting Help - Customers

- Training Follow Up Email with Links to Training Resources
- Preparing for Go Live Email (Cutover Plan, Login Instructions, Links to Resources)
- Easy access to Login, Navigation, and eFarmerMac Guidance resources
- Contact Relationship Manager and/or Client Services Team
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Managing Users: Profiles & Permissions
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Q&A Session
You Have Questions . . . We Have Answers
You Have Questions . . . We Have Answers

FARMER eFARMERMAC.com SELLER USER GUIDE

FAQ

eFarmerMac.com

Got a question? We have answers.

You have questions. We have answers.

FAQ

L O O K  R E L AT E D  Q U E S T I O N S

1. Where does my personal information go?
   a. Your Personal Information may be used to help us provide services.
      Financial information is used to facilitate transactions and to
      verify your identity for security purposes.

FARMER eFARMERMAC.com ADMINISTRATOR GUIDE

FAQ

eFarmerMac.com Administration

ADMINISTRATION QUESTIONS RELATED QUESTIONS

1. How do I administer my organization?
   a. Creating new users and granting access.
      Creating new users and granting access requires
      administrative privileges.

2. How do I manage users and permissions?
   a. Creating new users and granting access.
      Creating new users and granting access requires
      administrative privileges.

3. What happens when a user is deleted?
   a. Deleting users will remove their information.
      Deleting users will remove their information.

FARMER eFARMERMAC.com Administration

FAQ

eFarmerMac.com Administration

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We’re cracking away at a fresh, new eFarmerMac.com.

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Great Reimagined