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
- Accessing eFarmerMac.com
- Navigating eFarmerMac.com
- Exploring the Resource Library
- Staying Informed Alerts & Announcements
- Managing Users Profiles & Permissions
- Getting Help
- Path to Go Live
- 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

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
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.

Topics

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Staying Informed
Alerts & Announcements

Path to Go Live

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Managing Users
Profiles & Permissions

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
3 Step Login Process

Welcome!

1. Two Factor Authentication
2. Two Factor Authentication

[ Clipboard with pencil ]
The new customer portal is here.

Dear,

Welcome to eFarmerMac.com. To gain access to our daily rate sheets, online solutions, and pages where you can manage profiles for all users at your institution, you can also access the profile setup page by clicking here.

Once your profile is complete, you’ll be able to unlock the full suite of tools, solutions, and information available on our portal. Additional resources may be available if an Administrator at your institution has enabled them. You can learn more about your current access levels and find contact information for any Administrators through the My Profile link on your homepage. You may wish to review this page now, and periodically in the future, to ensure your profile is accurate and up to date.

Regardless of access rights levels, any user of our site can access informational resources, including publications, and news. Visit the Resource Library page for training tools, checklists, and guides, including information on site navigation and loan submission processes.

If you need additional assistance, please contact your Relationship Manager, or call the Client Services team at 866.452.2617.

Thank you, and welcome to our website. We look forward to working with you.

Sincerely,

The Farmer Mac Team
866.452.2617 | clientservices@farmermac.com

The information contained in this message and any attachment(s) is intended only for the named recipient(s) and may contain information that is privileged or confidential. If you are not an intended recipient of this message or an authorized employee or agent responsible for delivering it to the intended recipient, please note that any review, dissemination, duplication or copying of this message and any attachment(s) is strictly prohibited. If you have received this message in error, please notify us immediately by reply e-mail or by telephone (1-866-452-3617) and immediately delete this message and all its attachments.

![Password Change Form](Image)
Missed the Welcome Email? No worries . . .

Hi there! Welcome to your account.

Email

Password

Back to farmernmac.com  Continue

Need help logging in? Recover your email or password.

New to Farmer Mac? Contact us to obtain credentials.

First time logging in?

VIEW SETUP GUIDE

Great Reimagined
Welcome to our redesigned eFarmerMac!

To access the new portal, you will receive a Welcome to eFarmerMac email inviting you to complete your profile by selecting your password (before logging in to eFarmersMBC.com). Just click on the Complete your profile now link in the email and create a new password.

PLEASE NOTE: First time access to the portal will require a password update.

Keeping your information secure is of the utmost importance. That’s why we’ve included two-factor authentication as part of the eFarmerMac login process.

After you log in with your email and password (the 1st factor), a randomly generated code (the 2nd factor) is sent to an email or SMS (at your request).

From time to time, Farmer Mac will introduce or update important policies and procedures and will require acknowledgment of receipt and understanding.

In fact, first time access to eFarmerMac.com will require acknowledgment of our Farmer Mac Lender & Servicer Portal Privacy Policy.

Please review and click on the Acknowledge link at the end of this policy before proceeding to the customer portal.

HELPFUL HINTS:
- To ensure an improved user experience, Google Chrome is the preferred internet browser for accessing eFarmerMac.com.
- Be sure to bookmark the portal web address for quick, easy access—every time.

If you need assistance, please contact your institution’s Farmer Mac Administrator or your Farmer Mac Relationship Manager.
Enhanced Security with Two-Factor Authentication

Keeping our customer’s information secure.
Wait . . . There’s one more great feature . . .
Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.

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Great Reimagined
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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TAK ME THERE

Farm & Ranch Loan Purchase (Farmer Mac 1)
Submit a new loan or access an existing loan application through our Farm & Ranch portal, AgPower. As an Approved Lender, when you sell us your loan, you gain access to our wide array of innovative loan products at competitive rates and with flexible

New Here?
CLICK FOR A QUICK GUIDE.
OR LEARN EVEN MORE IN THE RESOURCE LIBRARY
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.

Libraries
4 items • Sorted by Last Activity

- FARM & RANCH LOAN PURCHASE (Previously “Farmer Mac 1”)
  View Farm & Ranch Loan Purchase documents

- USDA GUARANTEES (Previously “Farmer Mac 2”)
  View USDA Guaranteed documents

- PURCHASE COMMITMENTS (Previously “LTSPC”)
  View Purchase Commitment documents

- eFARMERMAC GUIDANCE
  View eFarmerMac user guides and documents
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 103?)

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 or “normal” assignment situations.

In view of the distinct character of CV/FA forms, Farmer Mac has developed an 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 acquisition 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.

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

Feeling lost? Start with our resource library.

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

Feeling lost? Start with our resource library.

Dedicated and reliable area for special alerts and announcements.

Always be in the know.
Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.
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TAKE ME THERE
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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 various tools available through eFannieMae.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
- AgExpress App
- Purchase Request
- Rata 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 . . .
Manage Users

User Information
- Account: [Input Field]
- First Name: [Input Field]
- Last Name: [Input Field]
- Title: [Input Field]
- Email Address: [Input Field]
- Username: [Input Field]

Either Phone or Mobile Phone is required. Mobile Number will be used to send verification SMS.
- Phone Number: [Input Field]
- Mobile Number: [Input Field]
- Other Phone Number: [Input Field]
- Other Phone Extension: [Input Field]

Mailing Address
- Street: [Input Field]
- City: [Input Field]
- State: [Input Field]
- Zip: [Input Field]

Create

User Permissions
Farm & Ranch: Loan Purchase
- AgPower App
- Rate Lock Request
- 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)
  - No Access
- Online Loan Application (OLA)
  - No Access
- Rate Sheet

eFarmerMac.com Administration
Account Admin (Manage Users)

Update | Reset Password | Deactivate User
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
Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.

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Knowing where to go for help just got easier!
This is what BETTER looks like . . .

A clean, modern design

Intuitive navigation

Simplified user management

Dedicated area for alerts and announcements
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Get Ready for Go Live Communications

• Today’s Webinar recording will be on www.FarmerMac.com

• 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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Q&A Session
You Have Questions . . . We Have Answers
You Have Questions . . . We Have Answers

FARMER MAC
eFARMERMAC.com
SELLER USER GUIDE

FAQ

eFARMERMac.com
Got a question? We have answers.

You Have Questions. We Have Answers.

FARMER MAC
eFARMERMAC.com
ADMINISTRATOR GUIDE

FAQ

eFARMERMac.com
Administration

You Have Questions. We Have Answers.

FARMER MAC
eFARMERMAC.com
BRANDED USERS RELATED QUESTIONS

How do I add/edit/delete user profiles for all or my organization?

How do I change my password?

How do I change my profile information?

What are the steps to delete the user profile?

What happens when the user is added to an organization?

FARMER MAC
eFARMERMAC.com
ADMINISTRATION

ADMINISTRATION RELATED QUESTIONS

How do I change my organization's contact information?

How do I change my organization's user information?

What happens when the user is added to an organization?

What happens when the user is removed from an organization?

FARMER MAC
eFARMERMAC.com
ADMINISTRATION

ADMINISTRATION RELATED QUESTIONS

How do I change my organization's contact information?

How do I change my organization's user information?

What happens when the user is added to an organization?

What happens when the user is removed from an organization?
We’re cracking away at a fresh, new eFarmerMac.com.

HATCHING MAY 11!