



Five Star Members and Customers:

As we continue to monitor the updates and recommendations from the [Iowa Department of Public Health](#) and the [Center for Disease Control](#), we have implemented additional measures at all our locations to help with the spread of COVID-19 and to help keep our employees and customers safe and healthy.

Effective immediately we have implemented a closed-door policy at each of our locations. Customers, vendors, and non-essential entrance will be restricted. Specific processes will be posted at our locations.

Five Star will continue to conduct business and services to our customers. Keeping our employees and customers healthy will help us to ensure we can continue to service you.

We will still have employees at the locations during regular business and will continue to be available to help you with your regular and seasonal needs. We will continue to accept deliveries and provide our services hauling feed, agronomy products, energy products, and grain.

We are readily available to conduct business electronically and have processes in place for those needing to pick up or have items delivered. If anything is needed, please call or email your local branch, salesman, or the New Hampton office. We are more than happy to scan and email documents to you or process your bill payment via ACH. If you have a meeting scheduled or that needs to be scheduled, we can set up a teleconference.

While we are monitoring this situation and follow guidance from state and local governments, we are committed to providing excellent service to our members and customers. **Five Star recognizes that this situation is rapidly changing, we will continue to keep you updated with any changes that may be made via our website or social media.**

If you have any questions or concerns, please reach out to any of the following employees:

Olin Amundson – (641) 330-0878
Amanda Kramer – (319) 415-9986
Tony Myers – (641) 512-3598
Bruce Halvorson – (641) 330-8621

Laura Schwickerath – (641) 330-8619
Ken Smith – (641) 512-6525
Ben Thomas – (641) 529-1546

P.O. Box 151 • 1949 North Linn Avenue • New Hampton, IA 50659 • PH: 641.394.3052 • Fax: 641.394.2920

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