

COVID-19 FAQ

When will we receive our cash dividend checks?

The cash dividend checks were mailed out by AgFirst on 3/31/2020. If you would like to receive a direct deposit next Spring, contact your branch to complete the setup.

How do I get my cash dividend check if I receive a notification letter in the mail stating that my check is less than \$25?

You do not have to visit your branch office as stated in the letter. Simply call your branch office, and they can mail you the check or apply it to your loan. Please visit the [Locations](#) tab to find your branch office phone number.

Are your branch offices currently open for business? Why are your doors locked?

Yes, all branch offices are currently open by appointment only. The office doors are locked. However, if you need to see your Lender, please call and make an appointment to meet them at the office. Due to the CDC guidelines, some of our staff are working remotely at this time.

If I place my payment in the branch office drop box, how can I receive a receipt?

Please make a note on your payment stating that you would like a receipt. The branch staff will print and mail you a receipt.

What is the best way to reach my Lender during this crisis?

Visit the [Location](#) tab to find the main phone number for your local branch. Our staff will take your call and put you in touch with your Lender.

Can I visit the branch office to pick up checks for funds held, commitment funds, loan disbursements, etc.?

Yes. Please call your local branch office for an appointment. Visit the [Location](#) tab for the branch contact number. If you have a loan with Funds Held or a commitment balance, ask your local branch about signing up for our new ACH/Direct Deposit program to have funds deposited right into your bank account.

How will Farm Credit be working with the U.S. Small Business Administration (SBA) to obtain funding through the Paycheck Protection Program (PPP)? When can we expect instructions on the process of applying for loans with SBA funding/guarantees?

Farm Credit was one of the approved lenders included in the recent PPP CARES Act. As you've likely seen in the news, all lenders, commercial banks, and Farm Credit institutions have had an extraordinary challenge accessing the program thus far. We've had many challenges with this program and the SBS has faced an overwhelming demand. We are working to create a lending system to make a loan guaranteed by SBA, pending the SBAs approval to move forward. In the interim, if you have an immediate need, you should consider applying for the PPP with the commercial bank where you have your depository relationship. We are doing everything we can to gain access to this program for our customers.

Will term extensions and payment deferments be available for loans due, other than monthly, which are needed due to COVID-19? Can I defer my payments? My job is safe as of now, but what if that changes in the next month?

We know this COVID-19 crisis has created many layers of challenges affecting everyone, and we have several ways to help members during these unprecedented times. We may be able to extend the terms of loan repayment, restructure members' debt, or offer payment deferments for up to three months in some cases. Please call your Lender to discuss your individual situation and options available for your loan(s).

How do I get my entire loan number, it's needed to sign up for online payments through my commercial bank?

Please call your branch office, and they will give you your full loan number. Please visit the [Location](#) tab to find your branch office phone number. You can also sign up for online banking at CarolinaFarmCredit.com to view your account anytime and pay through our secure online payment portal.

Is this a good time to refinance?

Please contact your Lender to discuss refinancing options.

Are rates still dropping?

Please contact your Lender to discuss the current interest rates offered by Carolina Farm Credit.

Can I use my cash dividend check to make my next payment? What is the best way to do this during this time?

If you have already received your cash dividend check, simply sign the back and drop it in the branch drop box with a note stating that you would like the check amount applied to your loan.

What is Farm Credit's response to COVID-19 and how are they assisting customers?

Please visit our [COVID Response page](#) on our website for the most up-to-date information.

How do I submit a signed application if I don't have access to a printer/scanner?

You can still drop off your signed application at your local branch office. Please visit the [Location](#) tab to find your branch office phone number. Be sure to contact your Lender to make an appointment to drop off your information. You may also mail your signed application to your branch.

Are attorney's offices still open for me to close my loan?

Some attorney offices are still open in our area. It is best to contact your closing attorney directly to check their office availability. You can also contact your Lender and they will be able to help you coordinate your closing with your attorney.

Can I give you a credit card number over the phone instead of signing up for auto-draft for my monthly/annual payment?

Due to security, we cannot take payments over the phone. For your convenience during this time you can make your loan payments online by signing up for [Online Banking](#).

How do I set up/access my online account?

Please visit the [Online Banking](#) page to log into or set up your account. Please visit the [Online Banking Setup](#) page for instructions on setting up your account. Please call customer support at 1-844-275-9534 if you need help setting up your account.