



**Welcome as a Client of MaxYield Cooperative,**

To ensure that we have all the necessary information to properly establish your account, we ask that you read the attachments and return the documents in the enclosed envelope. Attached you will find the following:

**A. MaxYield Cooperative account policy.**

**B. MaxYield Cooperative account agreement.** Please sign and return this document.

**C. Client Information – Account application.** Please provide all information requested on this sheet. This information will allow us to make the best decision on your account. This form should be signed, dated and returned in the envelope provided.

**D. Signature authorization.** If you are doing business as a corporation or in a name other than your own name, we need to have this information on file.

**E. Letter to all propane clients,** regarding gas service.

We are honored to have the opportunity to serve you and truly appreciate your business. We would like to extend a personal invitation to you to become a member of MaxYield Cooperative. MaxYield Cooperative is a member-owned cooperative operating to serve the grain, energy, and agricultural input needs of member-owners and non-member clients. There are definite benefits in becoming a member stockholder of MaxYield. Subsequent to each year end, the Board of Directors may determine a portion of the year's savings to be distributed to members based on volume of business transacted. A portion of these dividends are paid in cash with the balance credited to your account for payment at a later date. You must be a member to participate in this distribution of earnings. The strength of this and any cooperative organization is their membership base.

MaxYield Cooperative offers two levels of membership participation, classified as either Class A or Class B membership. Class A members are actively engaged in farming or are crop share landlords and are eligible to vote in MaxYield Cooperative elections. Class B members are not actively engaged in farming or are cash rent landlords and are not eligible to vote. The cost for either membership is \$500.00. The total share value for either a Class A or Class B membership is \$500.00. Both classes of membership participate equally in the distribution of savings and all clients of MaxYield whether members or non-members receive the same quality attention.

For further membership information or to become a member of MaxYield Cooperative, please contact Kate Hansen at 1-800-568-2238.

Thank you again for the opportunity to serve you. Remember our door is always open and we welcome your input. *We See More in Your Fields!*

Respectfully,  
Keith Heim  
CEO  
MaxYield Cooperative

Doug Miller  
New Accounts  
MaxYield Cooperative  
PO Box 49  
West Bend IA 50597  
800-383-0003

*We See More In Your Fields*



## ACCOUNT POLICY

Effective July 6, 2017

A monthly (periodic) statement will be sent as of the end of each month. Payment will be due by the twentieth (20<sup>th</sup>) day of the following month.

A service charge will be assessed on any unpaid balance remaining after the close of business on the twentieth (20<sup>th</sup>) day of the month following the month end statement. The service charge will be assessed at the periodic rate of 1.5%, which is an annual percentage rate of 18%. **A \$3.00 minimum service charge will be assessed on all past due accounts.**

To avoid a service charge, pay the entire balance on or before the twentieth (20<sup>th</sup>) day of the month following the monthly (periodic) statement. If paying by mail, please allow sufficient time for payment to be received by the 20<sup>th</sup> of the month.

Unless prior arrangements have been made, credit privileges may be withdrawn for any client with a statement balance remaining unpaid on the last day of the month in which the statement is received. If credit privileges are withdrawn subsequent purchases will be C.O.D. (cash on delivery) until the old account is paid in full AND the account has been re-approved for credit.

The seller reserves the right to place a maximum dollar limitation on this account and to terminate further extension of regular terms in the case of chronic delinquency. Further; seller reserves the right to refuse credit to anyone at any time based on credit rating, employment, payment history and ability and willingness to pay.

Collection proceedings may be commenced by seller against client for any past due amounts without further notification to the customer. "Amounts are considered past due if unpaid on the last day of the month in which the statement is received.

All new entity accounts (Corporations, LLC's, Partnerships, and Trusts) will require a personal guarantee or other approved documentation as determined by management from one or more of the principals of the entity.

Credit transactions are and shall be construed as Iowa contracts subject to the laws of the State of Iowa.

All transactions on and after this date will be subject to terms and conditions of the account policy.

Board of Directors

**MAXYIELD COOPERATIVE**

We See More In Your Fields



**READ, SIGN, AND RETURN IN THE ENCLOSED ENVELOPE  
ACCOUNT AGREEMENT**

**MaxYield Cooperative** (referred to in this agreement as "Company"), and

\_\_\_\_\_ (referred to in this agreement as "Client"), hereby agree that the following terms and conditions will govern any business transactions between the two parties which are not cash transactions and are done on open account. This agreement acknowledges that Client is aware of Company's account policy and Company's intention to follow said account policy.

1. Client will be expected to pay his/her account in full by the 20th day of each month. There will be no service charge on accounts that are paid by the 20th day of each month. Accounts that are not paid by the 20th day of the month will be considered past due. Right of offset is allowed.
2. A service charge of 1 1/2%, which computes to 18.00 % per annum, **(\$3.00 minimum)** will be added to all past due accounts on the 21st day of each month, based on any unpaid balances that were due the 20th.
3. **Client may, within 10 days of receipt of his statement, notify Company in writing that the statement is in error.** If such notice is received, Company will, within 20 days correct said statement or inform Client that statement is correct and will provide documentary proof of said account.
4. Nothing herein shall be deemed a waiver by Company of its rights to take legal action to collect amounts due from Client at any time.
5. This agreement also covers any charges made by Client when Client does not sign delivery receipt.

**THIS ACCOUNT CREDIT AGREEMENT HAS BEEN READ IN FULL BY BOTH PARTIES AND ALL TERMS ARE UNDERSTOOD BY BOTH PARTIES. CLIENT ACKNOWLEDGES RECEIPT OF A COPY OF THIS AGREEMENT AND ALSO A COPY OF COMPANY'S CREDIT POLICY.**

(Company) **MAXYIELD COOPERATIVE**

Signed by: \_\_\_\_\_ : MYC Team Member

(Client)

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

We See More In Your Fields



**CLIENT INFORMATION**

**ACCOUNT INFORMATION**

Type of Account  Individual  Joint

Name \_\_\_\_\_ Soc. Sec. # \_\_\_\_\_  
LAST FIRST MIDDLE INITIAL

Or Business Name \_\_\_\_\_ Fed. ID # \_\_\_\_\_

Street Address \_\_\_\_\_ Birth date \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_ Home Phone \_\_\_\_\_

Years at this address \_\_\_\_\_ Own \_\_\_\_\_ Rent \_\_\_\_\_ Apartment \_\_\_\_\_ Live with Parents No. Dependents \_\_\_\_\_

Previous Street Address \_\_\_\_\_ Cell phone # \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Present Employer Name \_\_\_\_\_

Street Address \_\_\_\_\_ Work Phone \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_ How Long? \_\_\_\_\_

Position \_\_\_\_\_ Income \$ \_\_\_\_\_ Per \_\_\_\_\_ Week \_\_\_\_\_ Month \_\_\_\_\_ Year

Nearest Relative Name (Not living with you) \_\_\_\_\_ Relationship \_\_\_\_\_

Street Address \_\_\_\_\_ Phone \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

**IF JOINT ACCOUNT - PLEASE LIST THEIR NAME(S), SOC. SEC # DATE OF BIRTH, EMPLOYMENT**

**BANK REFERENCE**

Institution \_\_\_\_\_  Checking  Savings  Loan

Address \_\_\_\_\_ Phone # \_\_\_\_\_

**LIST CREDIT CARDS YOU PRESENTLY CARRY:**

Name \_\_\_\_\_ Address \_\_\_\_\_

Name \_\_\_\_\_ Address \_\_\_\_\_

**PLEASE LIST BUSINESS REFERENCES WITH WHOM YOU HAVE HAD CHARGE ACCOUNTS DURING THE PAST YEAR:**

Name \_\_\_\_\_ Address \_\_\_\_\_ Phone # \_\_\_\_\_

Name \_\_\_\_\_ Address \_\_\_\_\_ Phone # \_\_\_\_\_

**OTHER INFORMATION** that may be helpful in making a decision on your application

Everything I have stated in this application is correct to the best of my knowledge. I understand that you will retain this information whether or not it is approved. You are authorized to check my accounts, credit and employment history and to answer any questions that your credit experience with me. Respondents are authorized to release information.

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

Joint Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

We See More In Your Fields



New Propane client questionnaire

Welcome to MaxYield Cooperative! In order to help us better understand our propane client's needs and wants please provide us with the following information:

Please Choose your Delivery Type

\_\_\_\_\_ **Routed Delivery** - (For home heat only) This program monitors your tanks previous usage and temperatures to estimate the propane remaining in your tank and allows us to schedule a delivery for you in a timely, efficient manner. This program does require 3 deliveries before it can accurately estimate your house's usage so for the first year we do ask that you monitor your tank and notify us when the propane level drops below 20%.

\_\_\_\_\_ **Will Call**- This program leaves the responsibility of requesting fuel entirely with the client. There is a minimum of 48 business hour notice for "will call" deliveries. Deliveries that need to be made before that time frame are subject to a surcharge of \$100.

**House Information**

\_\_\_\_\_ Number of people living in the house

(Please select the appliances in your house)

\_\_\_\_\_ Propane Furnace

\_\_\_\_\_ Propane Stove

\_\_\_\_\_ Propane Water Heater

\_\_\_\_\_ Propane Clothes Dryer

**Best number to reach you** \_\_\_\_\_

Please return this form with your credit application.

## Special Information For All Of Our LP Clients

MaxYield Cooperative would like to thank you for your propane (LP) business. The following Safety Information and

our “Out Of Gas Policy” is being provided for your safety and that of your home and family.

### SAFETY INFORMATION

- \* In its natural state, propane is an odorless and colorless flammable gas that burns easily.
- \* Propane is stored as a liquid under pressure in tanks and cylinders.
- \* If propane comes in contact with your skin it can result in frost bite.
- \* Very small concentrations of propane may cause flash fires or explosions.
- \* A chemical odorant has been added to propane to give it a distinct smell.
- \* A pamphlet entitled “How’s Your Nose?” has a scratch-and-sniff area that will emit the odor of propane gas.
- \* The purpose of the odorant is to help people detect the presence of propane. Unlike natural gas, propane is heavier than

air and it may collect at floor level or in other low areas before it begins to dissipate. Therefore, to check for the presence of

propane, carefully smell all over a room, especially in low spots.

- \* Even a slight odor may signal a serious propane gas leak, and you should take **immediate action** if you smell gas or suspect a leak.

**DO** get everyone out of the home and away from the nearby area.

**DO NOT** attempt to find the leak.

**DO NOT** attempt to repair your appliance or light your pilot light.

**DO NOT** turn on or off the light switches inside the home.

**DO NOT** use a telephone inside the home or from a nearby area.

**DO NOT** light matches or use an open flame anywhere inside or near the home.

**DO** attempt to shut off the valve at the tank.

**DO** use a telephone that is **away from the home** and area to call your propane supplier and the fire department for help.

- \* Other conditions may prevent persons from smelling the odorant, such as:

Colds, allergies, congestion or similar medical conditions. Use of tobacco, alcohol and/or drugs.

Decline in a person’s sense of smell, Olfactory fatigue from exposure to the odorant for even a few minutes.

Odor-masking strong odors can over-power the smell of the odorant.

Leaking gas passing through the soil may reduce the smell of the odorant.

- \* The odorant most likely will not awaken a sleeping person.

- \* Propane gas detectors are available as an extra measure to detect leaks.

- \* The propane system at your home or business should be maintained and repaired by qualified personnel.

**DO NOT** allow any unqualified persons to install or service your propane system or appliances.

**DO NOT LIGHT YOUR PILOT LIGHTS!**

**DO** call a qualified service technician to light or re-light pilot lights on your appliances.

**DO NOT** bleed gas lines into enclosed areas.

**DO NOT** tamper with gas controls on your appliances.

**DO NOT** use appliances that have been flooded or become wet, since the controls can be damaged or become rusty

and malfunction, causing the safety feature built into the controls to permit a dangerous leak of propane.

**DO** have wet or flooded appliances or controls serviced immediately.

**DO NOT** let your propane system run out of propane (See Out Of Gas Procedures).

**DO** have your propane system and all appliances periodically checked by a qualified service technician for proper operational safety.

### OUT OF GAS/PILOT LIGHTING PROCEDURES

Customer must be home at the time of delivery after an “Out Of Gas” condition has occurred. If that is not possible, the

customer should make the home accessible so a leak test and a re-light can be performed, and the appliances put back into

service.

If no one is home or if the house is not accessible, propane gas will not be delivered until someone is home or the house

is accessible.

A fee of \$100.00 will be charged, at minimum, to the customer for the time spent to check out the system.

To avoid any charges or dangers of an “Out Of Gas” condition it is very prudent to check your propane tank and get your propane gas orders called in on a timely manner.

*We See More In Your Fields*



Enclosed please find a signature authorization form.

Corporations need this form signed by the president of the corporation at the bottom of the page. Any officers or others who can sign for the corporation must sign in the middle of the page. Corporate owners are personally liable for corporate purchases.

Partnerships need this form signed at the bottom line for each partner.

Trusts and estates need a power of attorney form stating who can sign for each of these parties.

Clients, who have someone's name in care of theirs, need to sign a signature of authorization form and list the names of persons who can sign for them.

**Please return these forms to our office for the State Examiners Files.**

**NGFA® ARBITRATION OF DISPUTES:** The parties to any grain contract(s) agree that the sole remedy for resolution of any and all disagreements or disputes arising under or related to grain contract(s) shall be through arbitration proceedings before the National Grain and Feed Association (NGFA) pursuant to the NGFA® Arbitration Rules. The decision and award determined through such arbitration shall be final and binding upon the Buyer and Seller. Judgment upon the arbitration award may be entered and enforced in any court having jurisdiction thereof. (Copies of the NGFA® Arbitration Rules are available from the National Grain and Feed Association, 1250 Eye Street, N.W., Suite 1003, Washington, D.C. 20005; Telephone: 202-289-0873)

**Thank You,**

**Rick Abrahamson**

We See More In Your Fields



**SIGNATURE AUTHORIZATION**

To: **MaxYield Cooperative**

Client #

\_\_\_\_\_ doing  
(Producer or Entity Name)

business as a \_\_\_\_\_ (producer, sole proprietor, partnership, or other) hereby grants power of attorney to the following individual(s) to sign documents in its/their behalf and/or act on its/their behalf in the performance, modification, or cancellation of the purchase and/or sale of grain on behalf of \_\_\_\_\_ with **MaxYield Cooperative:**  
(Producer or Entity Name)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

**NGFA® ARBITRATION OF DISPUTES:** The parties to any grain contract(s) agree that the sole remedy for resolution of any and all disagreements or disputes arising under or related to grain contract(s) shall be through arbitration proceedings before the National Grain and Feed Association (NGFA) pursuant to the NGFA® Arbitration Rules. The decision and award determined through such arbitration shall be final and binding upon the Buyer and Seller. Judgment upon the arbitration award may be entered and enforced in any court having jurisdiction thereof. (Copies of the NGFA® Arbitration Rules are available from the National Grain and Feed Association, 1250 Eye Street, N.W., Suite 1003, Washington, D.C. 20005; Telephone: 202-289-0873)

\_\_\_\_\_ (Producer or entity) expressly agrees **MaxYield Cooperative has the right to rely on this authorization without liability until and unless notice is received in writing by MaxYield Cooperative that this authorization has been terminated. Right of offset is allowed.**

This authorization is effective as of \_\_\_\_\_.  
(Date)

\_\_\_\_\_  
(Producer or Entity Name)

By \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

Date: \_\_\_\_\_





Dear Valued MaxYield Cooperative Propane Client:

MaxYield Cooperative is strongly committed to principles of safety for all users of propane. This letter and its enclosures contain important information designed to inform you and your family about the appropriate methods of safely handling and using odorized propane. Further, it contains information that will help you understand the properties and characteristics of propane, as well as hazards and risks associated with its use.

It is very important that you and your family members read and fully understand these materials. It is MaxYield Cooperative's goal to continually update and refresh the information regarding the safe use of odorized propane.

MaxYield Cooperative has instituted out of gas / pilot lighting procedures. These measures are implemented for your safety and ours. When an "out of gas" call is made, we will handle it as a high priority and provide service as soon as possible. When we deliver propane to an "out of gas" call, MaxYield Cooperative will require that the client be home at the time of delivery. If that is not possible, then the client should make an appointment for a MAXYIELD COOPERATIVE service person to leak test the system, re-light pilot lights and place the propane system and appliances back into service.

If the client is not home, then your delivery person will close the tank valve upon filling the tank. A **"NO ONE HOME TAG"** will be placed on the tank valve with instructions for placing the system back into use. It will be a requirement that MaxYield Cooperative light pilot lights and place appliances back into service after an out of gas delivery. **Remember, these measures are for you and your families' safety and are mandated by our propane suppliers and by insurance providers.**

Unfortunately, MaxYield Cooperative must charge for out of gas service calls to re-light pilots. Those charges are as follows: service call is **\$100.00**, after-hours service call is **\$100.00**. However, as a result of these service charge changes, **MaxYield Cooperative will provide these services for no charge if customer is on our Keep-Full contract program. All Keep-Full propane accounts will be subject to credit approval.** If you should have any questions regarding our new policies, please call your MaxYield Cooperative propane service provider.

Safety is and should always be the primary objective in our day-to-day activities as well as yours. Safety does not just happen! Make safety a priority in your family. Thank you for your understanding in this very important matter.

Respectfully yours,

Keith Heim  
CEO

Enclosure:  
NPGA "How's Your Nose" information booklet