



## Customer FAQ's

Answers to commonly asked questions.

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Q *Can the AGCO Plus+ account be used to purchase wholegoods?*

A The AGCO Plus+ account is specifically designed for purchasing parts and service through your AGCO dealership. If necessary, attachments and three point implements under \$5000.00 can be purchased using an AGCO Plus+ account. The account is not designed for machinery purchases. AGCO Finance offers competitive retail financing rates for wholegoods purchases.

Q *Can I charge non-AGCO parts and service invoices on my AGCO Plus+ account?*

A While genuine AGCO Parts and Service are the ideal solutions for your equipment, non-AGCO parts and service items that are sold by a participating AGCO dealership can be charged on the AGCO Plus+ account. These items may not be eligible for promotional programs sponsored by AGCO.

Q *Can I use my account at all AGCO dealerships?*

A Your AGCO Plus+ account, excluding Partner Accounts, can be used at any participating AGCO Plus+ dealership.

Q *Who do I contact if I have questions regarding my account?*

A Please contact our Customer Service Department at 1-888-989-8525 if you have any questions. They can assist you with questions regarding your account including statement concerns, change of address, etc. Hours of operation are from 8:00am to 5:00pm CST Monday through Friday.

Q *What if I need to increase my credit line?*

A If you need to increase your credit line, contact our Customer Service Department at 1-888-989-8525 to request additional credit. Once dialed, select Option 3 for Customer Inquiries, then select 2 for AGCO Plus+. Your account will be reviewed by one of our credit analysts, and a determination will be made on an appropriate credit line. Additional information may be required to increase the line from the current limit.

Q *What is the interest rate?*

A The annual percentage rate is equal to prime rate plus 10.9%, where applicable. Individual state law may determine the actual annual percentage rate allowed by law. If you only make the minimum monthly payment on your statement, interest charges may apply.

Q *Are there late fees for an overdue payment?*

A If the minimum payment due is not paid by the due date, you shall pay a late fee of \$25. All payments are due by the 25th of the month.

Q *Am I required to carry a plastic card in order to do business?*

A No, a participating dealer can look up your account number, based on your company and/or first/last name. Identity verification may be required.

Q *Will I receive a statement with all of my transaction information?*

A You will receive a monthly statement in the mail that will include a remittance slip, change of address form, and your transactions for the previous transaction period. Your statement will also have a clearly visible important message area that will indicate any special circumstances regarding the account. Individual transaction detail will not be available.

Q *Can I make a payment over the phone?*

A Yes, you can call 1-888-989-8525 to set up a SpeedPay transaction. Once you dial, Select Option 3, then select 2 for AGCO Plus+ customer support. Fees may apply.

Q *Will I receive a welcome packet in the mail?*

A Yes, a welcome packet will be mailed after application approval. This information will be sent to the address listed on the application.

Q *Can I use my account outside of an AGCO Dealership?*

A Your AGCO Plus+ account is designed specifically for use at your participating AGCO dealership. Transactions outside of participating dealers is prohibited.

Q *Can I send my payment to my local AGCO dealer?*

A No, all payments by mail must be sent to AGCO Finance based on country of residence:

AGCO Finance LLC  
PO Box 10323  
Des Moines, IA 50306-0323

AGCO FINANCE CANADA LTD  
c/o T9969  
PO Box 9969, STN A  
Toronto, ON M5W 2J2

Q *I received a Partner Account. What does this mean?*

A A Partner Account is an account that is only valid at the partner dealership. You will not be able to use your account at any other participating dealer besides your Partner Account Dealership.

## Key Contacts

Questions. Comments. Concerns. Let us know.

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AGCO Plus+ Customer Service:

Phone: 1-888-989-8525 (Select Option 3, then select 2 for AGCO Plus+ customer support.)

Fax: 1-800-288-9504

AGCO Plus+ Email:

AGCOplus@agcofinance.com

