United States Department of Agriculture
Farmers Home Administration
Washington D.C. 20250

FmHA AN No. 1978 (1951)

September 19, 1989

SUBJECT: Guidance on the Use of The System for Effective Notification and Tracking (SENT)

TO: State Directors, District Directors and County Supervisors

ATTN: Farmer Program Chiefs and State SENT Coordinators

PURPOSE/INTENDED OUTCOME:
The purpose of this Administrative Notice (AN) is to provide direction on the use of the automated tracking system, SENT, for borrowers serviced under FmHA 1951-S procedure.

The intended purpose is to provide guidance for initializing borrowers into the SENT program. The guidelines and explanations found in this outline should be used as necessary to allow full implementation of SENT.

COMPARISON WITH PREVIOUS AN:

No previous AN has been issued on this subject.

IMPLEMENTATION RESPONSIBILITIES:

In accordance with FmHA Instruction 1951.903(a) of FmHA Instruction 1951-S, County Supervisors will make full use of the automated tracking system to track and manage the Farmer Program primary and preservation loan servicing programs. To assure this responsibility is met, all borrowers serviced under 1951-S will have a Borrower History Report, which should be run after all servicing actions have been completed for the borrower ~~and~~ prior to archiving the borrower in the SENT program, included in the running case file section (position 3) of their loan docket. All appropriate documents will be included in the borrower's docket to support the running log created by the SENT program (i.e. If the SENT activity states Exhibit A, Att's 1&2 were sent to the borrower on 8/25/89, then a copy of the documents should be in position 4 of the borrower's case file.)

EXPIRATION DATE: September 30, 1990

FILING INSTRUCTIONS:
Preceding FmHA Instruction 1951-S

FmHA Farmers Home Administration is an Equal Opportunity Lender.
Complaints of discrimination should be sent to:
Secretary of Agriculture, Washington, D.C. 20250

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To provide a better understanding of how the nineteen initialization categories of SENT are to be used, each category is listed below along with the first servicing activity that would appear if the specific initialization is selected. In addition, each of the nineteen categories are referenced by that portion of 1951-S (or other FmHA procedure) or corresponding AN's which dictate how a borrower should be initialized into SENT.

NOTE: Asterisks indicate information other than procedural reference; see footnotes for details.

SENT Category	1st Activity	1951-S
<180 days delinq	contact B'	*
B is 180 days delq	Send Ex A with Att 1 & 2	1951.907(f)
B is in non-mon default	Send Att 1,3 & 4 of Exhibit A	1951.907(g)
B non-mon default and 180 days delq	Send Att 1,3 & 4 of Exhibit A	1951.907(g)
Non-mon default, < 180 days delq	Send Att 1,3 & 4 of Exhibit A	1951.907(g)
B with prior/Jr lien foreclosure	Send Att 1, 3 & 4 of Exhibit A	1951.907(g)
Bank. pend 1-6-88 not forclsd/liq.	Send Att 1&2 and Ex. D of 1962-A	1951.907(c)
Confirmed 11,12,13 Bnkrpt,180 dys del.	Send Att 1&2 and Ex. D of 1962-A	1951.907(d)
Dischrg Chap 7 reaffirm & 180	Send Att 1 & 2 of Ex. A of 1951-S	1951.907(d)
Inven Prop acq'd after 1-6-88	Send Ex O of FmHA Inst. 1951-S	**
Accel btw 11-1-85 and 5-7-87	Send Ex. A and Att. 1 & 2	1951.907(a)
Accel except 11-1-85 to 5-7-87	Send Ex. A and Att. 1 & 2	1951.907(b)
Current B reqts serv.in writing	Send Ex A and Att. 1 & 2	1951.907(f)(2)

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Current Borrower requests VC	Send Ex A and Att. 1 & 2	1951.907(f)(3)(ii)
Current B'reqts sell sec prop	Send Ex A and Att. 1 &2	1951.907(f)(3)(ii) and 1955.10
B' files bnkrptcy after 1-6-88	Send Att 1 & 2, & Ex.D of 1962-A	1951.907(d) and 1962.47(a)(3)
B' confirm.11,12, 13 & < 180 d del	contact attrny	***
Borrower with no security remain.	Send Ex A and Att. 1 & 2	1951.907(f)(vi)
Discharged Chap 7 prior to 1-6-88	Send Att 1&2 & Ex. A of AN 1937	****

* - An AN is still in development, which indicates how this category will be used. Until that AN is released this category should not be utilized.

** - FmHA AN No. 1845 (1951), titled "Notification of Former Farmer Programs Owner/Previous Operator of Leaseback/Buyback and Homestead Protection Rights on CONACT Property Acquired After January 6, 1988", instructed the field to send Exhibit O of 1951-S procedures to former owner/operators of properties acquired by FmHA after 1/6/88. This category should not need to be accessed with this group of mailings.

*** - Accounts will be serviced in accordance with instructions from OGC and in accordance with 1962.47 of Subpart A of Part 1962 of this chapter.

**** - FmHA AN No. 1837 (1951), titled "Additional Notices to Farmer Program Borrowers Discharged Through Chapter 7 Bankruptcy Prior to January 6, 1988", instructed the field on what notices to send to the borrowers and/or their attorneys.

The SENT program can be used as a valuable management tool as well as a tracking system. The computer program mirrors the 1951-S procedure and if used properly can reduce the number of incorrect mailings.

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Any questions regarding this AN should be directed to Dee Cole, FTS-475-4003 or Commercial (202)-475-4003.

NEAL SOX JOHNSON
Acting Administrator