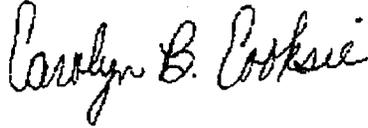


For: State and County Offices

Contacting the Borrower After Initial 1951-S Notices Are Sent

Approved by: Deputy Administrator, Farm Loan Programs



1 Overview

A

Background

A recent OIG audit identified the need for follow up contacts with borrowers after they receive the initial 1951-S notices.

B

Purpose

This notice provides for additional contact with borrowers in an attempt to improve the delivery of the farm loan programs.

2 Action

A

**Contact
Borrower**

Within 10 workdays of sending an initial 1951-S loan servicing notice, the Agriculture Credit Manager shall contact the borrower. The purpose of the contact is to:

- determine whether the borrower received the application material
- remind the borrower of the importance of responding with a complete application within the required time frame if he or she is interested in being considered for loan servicing benefits
- answer any questions the borrower may have.

Continued on the next page

Disposal Date	Distribution
December 1, 1999	State Offices; State Offices relay to County Offices

2 Action (Continued)

**B
Document
Contact**

Maintain a record of the contact in the borrower's case file on the running record in position 3 of the Application, Planning, Budget Running Records, and Farmer Program Analysis Records.

**C
Revisions**

Any revisions or modifications to this notice that your office publishes as a State directive must be approved by DAFLP before it is released for implementation in the State.

**D
Questions**

Address questions about this notice to the Ag Credit Director in each State Office.
