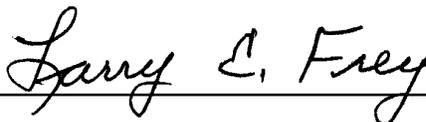


For: County Offices

Contacting Borrowers After FmHA Instruction 1951-S Notices Are Sent

Approved By: State Executive Director

LEF:LEV:lv



1 Overview

**A
Background**

OIG and OCR identified the need for follow up contacts with borrowers after borrowers receive the initial FmHA Instruction 1951-S notices. Notices FC-171 and FLP-101 were issued by the National Office to comply with OIG and OCR requirements on this issue, but have expired.

**B
Purpose**

This Oregon Notice reinstates the requirements of former Notices FC-171 and FLP-101, and requires additional contact with borrowers in an effort to eliminate potential misunderstandings and improve the delivery of FLP assistance.

**C
Contact**

Address questions about this Oregon Notice to the Lynn Voigt in the STO.

Continued on the next page

FILING: Preceding FmHA Instruction 1951-S

Disposal	Distribution
May 1, 2002	STO, DD, COR, COC, COF - Including Farm Loan Programs

Oregon Notice FLP-78

2 Action

A

Contact Borrower

The FLM must assure that contact is made with the borrower within 10 workdays of sending an initial FmHA Instruction 1951-S primary loan servicing notice package to:

- remind the borrower of the importance of responding with a complete application within the required timeframe
 - answer any questions the borrower may have.
-

B

Document Contact

A record of borrower contacts should be maintained in the borrower's case file. For the purposes of documenting this contact, an entry should be placed in the running record stating the date of the contact, whether the contact was by telephone, office visit, or field visit.

The running record should document the borrower's response to being asked:

- whether they received the Primary Loan Servicing notice package
- if they have any questions about it.

During the contact, an explanation of the importance of responding with all information needed for a complete application should be made, and the borrower should be informed of the exact date that all information must be received. This, as well as the date given as the deadline, should be noted in the running record entry.
