

For: State and County Offices

Guidance on Using E-Mail Correspondence With FLP Customers

Approved by: Acting Deputy Administrator, Farm Loan Programs



1 Overview

A Background

All FSA FLP application forms have recently been revised to make a space available for e-mail addresses that may be used in some correspondence with applicants and borrowers.

B Purpose

This notice provides guidance on acceptable and unacceptable uses of e-mail for correspondence with FSA FLP customers.

C Contact

If there are questions about this notice:

- County Offices shall contact the State Office
- State Offices shall contact LMD at 202-720-3889.

Disposal Date	Distribution
August 1, 2015	State Offices; State Offices relay to County Offices

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2 Guidance on Using E-Mail Correspondence

A AD-2047

AD-2047, item 4C offers customers the option of receiving sensitive producer or farm specific information by e-mail. For FLP, no PII or sensitive information shall be provided by e-mail, regardless if the customer selected this option. Additionally, e-mail addresses of customers should **never** be shared outside of FSA.

B Acceptable Uses of E-Mail

E-mail may be used for:

- setting up appointments for office or field visits
- discussions about Farm Operating Plan items or FBP
- following up on previous visits
- any conversation that would be appropriate to discuss on the telephone.

C Unacceptable Uses of E-Mail

E-mail should **not** be used for:

- adverse decision letters
- official notifications required by handbooks, such as:
 - incomplete or complete applications
 - appeal rights
 - availability of loan servicing
- notifications that could lead to future adverse decisions or appeals
- anything containing PII or that would require encryption.