

**For:** State and County Offices

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**Guidance on Using E-Mail Correspondence for FLP Customers**

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**Approved by:** Deputy Administrator, Farm Loan Programs

*Chris P. Beyershelm*

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**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
- obsoletes Notice FLP-687.

**C Contact**

If there are questions about this notice:

- County Offices shall contact the State Office
- State Offices shall contact Russ Clanton by either of the following
  - e-mail to [russ.clanton@wdc.usda.gov](mailto:russ.clanton@wdc.usda.gov)
  - telephone at 202-690-0214.

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<b>Disposal Date</b>	<b>Distribution</b>
August 1, 2015	State Offices; State Offices relay to County Offices

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## Notice FLP-689

### 2 Guidance on Using E-Mail Correspondence

#### A AD-2047

AD-2047, item 4 C, offers customers the option of receiving sensitive producer or farm specific information by e-mail. No PII or sensitive information should be sent by e-mail unless ITSD encryption rules are followed. 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
- conversations 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 handbook, such as:
  - incomplete or complete application
  - appeal rights
  - the availability of loan servicing
- notifications that could lead to future adverse decisions or appeals
- anything containing PII or sensitive information without required encryption.