

Unique Next Steps, Recommendations and Options for Customers

You have issued an adverse decision and have justified that decision well in the body of your letter. Before you provide the standard options available (e.g., reconsideration, mediation, appeal), give your customer recommended steps he or she can take to be in a better position in the future. For example:

FSA recognizes that you will be changing your operation. It appears that you will not be farming tobacco, but will replace the acres with soybeans, cotton, and hay. We know the income and expenses will be somewhat different than the verified history, but the net from the farm operation will be similar to your history.

FSA suggests that you analyze your recordkeeping system to be sure that it keeps detailed accounting of your operation by enterprise. Tax records are excellent verification of your farming operation, but they do not provide specific details needed when you are trying to analyze specific profit and loss components of your farm.

This paragraph shows your understanding of the customer's current and near-term plan. With this understanding, your recommendation ties directly to the circumstances.

This paragraph presents a recommendation that will help the customer as the operation shifts – as well as enable him to present a more detailed accounting record should he seek funding in the future.