



For Immediate Release

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FCA rolls out online borrower complaint form

McLEAN, Va., June 2, 2021 — Yesterday the Farm Credit Administration rolled out an electronic [borrower complaint form](#) on its website.

The purpose of the online form is to provide an additional way for borrowers and loan applicants to report concerns they may have regarding Farm Credit System institutions. Borrowers and applicants may also continue to submit complaints to FCA by phone, email, or mail as they have done in the past.

As regulator of the Farm Credit System, FCA is required to enforce the borrower rights provided under the Farm Credit Act of 1971, as amended. The agency encourages those who believe their rights have been denied or violated to inform the institutions and make a good-faith effort to resolve the problem. Borrowers and applicants also have the right to submit complaints to the agency.

For more information about borrower rights and FCA's complaint process, see [Borrower rights and how to file a complaint](#) on the FCA website.

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The Farm Credit Administration is the safety and soundness regulator of the Farm Credit System. The System consists of two government-sponsored enterprises — a nationwide network of cooperative banks and associations established in 1916, and a secondary market entity known as the Federal Agricultural Mortgage Corporation (Farmer Mac), which was established in 1988. The System's borrower-owned banks and associations provide credit to farmers, ranchers, residents of rural communities, agricultural and rural utility cooperatives, and other eligible and creditworthy borrowers. Farmer Mac provides a secondary market for agricultural real estate loans, rural housing mortgage loans, and certain rural utility loans. FCA news releases are available on the web at www.fca.gov.