

Supervisory Correspondence Procedures - Electronic Communication

This statement provides guidance about how to send official correspondence related to supervisory matters to the FDIC in a safe and secure manner using the FDIC's Secure Email portal. Most institutions already use these methods of communication.

To ensure effective and timely communication, the FDIC is making permanent its previously announced temporary measures for electronically sending and receiving correspondence related to supervisory matters. The FDIC will use its Secure Email portal, the FDIC*connect*'s Enterprise File Exchange, and the Banker Engagement Site (BES) to send outgoing mail for official supervisory correspondence. BES is a secure portal primarily used for FDIC-insured institutions to exchange pre-examination planning information, documentation, and notifications with the Division of Depositor and Consumer Protection examination team. Generally, hardcopy mail for supervisory matters will no longer be utilized. In those instances when electronic communication is not available or able to be utilized, financial institutions can continue to submit correspondence in hardcopy format. However, instances where hardcopy will be utilized are expected to be rare. For those documents which require a signature, documents can be signed¹ and an electronic copy submitted (a PDF copy of the original) or an electronic signature can be utilized. If an electronic signature is utilized, the institution should follow appropriate governance procedures for collecting and retaining electronic signatures:

- The signature is executed by the required signer with the intent to sign;
- The signature is digitally attached to, or associated with, a copy of the correspondence;
- The signature or process identifies and authenticates the required signer; and
- The institution maintains the electronically signed correspondence and has it available for subsequent examiner review.

Secure Email is not intended to replace informal communication between bankers and their case managers, review examiners, field managers, or examination team, or our Washington Office staff. To use this process, you will need to register at <https://securemail.fdic.gov>. Information about how to use Secure Email and FAQs about the service can be found here: [FDIC Secure Email](#).

When emailing documents please send through the Secure Email portal to the appropriate email address:

Atlanta Regional Office: ATLmailroom@fdic.gov

Chicago Regional Office: CHImailroom@fdic.gov

Dallas Regional Office: DALmailroom@fdic.gov

¹ Original signed documents should be maintained in the institution's files and be available for examiner review.

Kansas City Regional Office: KCmailroom@fdic.gov

New York Regional Office: NYmailroom@fdic.gov

San Francisco Regional Office: SFmailroom@fdic.gov

Washington Headquarters Office: WASDCmailroom@fdic.gov

While the Secure Email portal does not have a limit on the number of files or the size of attachments, the [Enterprise File Exchange](#) utility within the *FDICconnect* application, or the BES for consumer compliance and Community Reinvestment Act (CRA) examinations, should be used for very large attachments or for sending a large number of files. Information about how to use the BES can be found here: [BES User Guide](#).

We encourage you to forward this notification to those in your organization who have a need to correspond with the FDIC on official business. We also encourage those who will use this service to bookmark the link and save the mailbox contact information for future use.