METRIC A-A-20374 April 20, 2016

COMMERCIAL ITEM DESCRIPTION

BUTTERS AND SPREADS, SEED AND LEGUME (NOT INCLUDING PEANUTS, SUNFLOWER SEEDS, AND TREE NUTS)

The U.S. Department of Agriculture (USDA) has authorized the use of this Commercial Item Description (CID).

1. SCOPE. This CID covers seed and legume butters and spreads (not including peanuts, sunflower seeds, and tree nuts) [butters and spreads], packed in commercially acceptable containers, suitable for use by Federal, State, local governments, and other interested parties. **Please note:** This document does not guarantee purchase of this item by USDA.¹

2. PURCHASER NOTES.

2.1 Purchasers *must specify* the following:

- Type(s), style(s), variation(s), agricultural practice(s), and packaging of butters and spreads required (Sec. 3).
- When the butters and spreads must be processed in a peanut and tree nut free facility (Sec. 5.1).
- When analytical requirements are different than specified (Sec. 7.1).
- When analytical requirements need to be verified (Sec. 7.2).
- Manufacturer's/distributor's certification (Sec. 10.3) or USDA certification (Sec. 10.4).

2.2 Purchasers *may specify* the following:

- Food Defense (Sec. 10.1) and Manufacturer's Quality Assurance (Sec. 10.2). Purchaser may specify one of the following combinations: Sec. 10.1.1 with 10.2.1 or 10.1.2 with 10.2.2.
- Packaging requirements other than commercial (Sec. 11).

3. CLASSIFICATION. The butters and spreads must conform to the following list which must be specified in the solicitation, contract, or purchase order.

¹ USDA purchase specifications are available at: <u>https://www.ams.usda.gov/selling-food/product-specs.</u>

Types, styles, variations, agricultural practices, and packaging.²

 Type I - Soy/soynut butter (soy butter) Style A - Creamy/smooth Variation 1 - Unflavored (no added flavoring) (21 Code of Federal Regulations (CFR) § 101.65 (b)) Variation 2 - Honey Variation 3 - Chocolate Variation 4 - Sea salt Variation 5 - Slightly sweetened Variation 6 - Cinnamon sugar Variation 7 - Unsweetened (no added sweeteners) (21 CFR § 101.60 (c) (i)) Variation 8 - Unsweetened, unsalted (21 CFR § 101.61 (c) (2)) Variation 9 - Other (as specified by the purchaser)
 Style B - Crunchy/chunky Variation 1 - Unflavored (no added flavoring) (21 CFR § 101.65 (b)) Variation 2 - Honey Variation 3 - Unsweetened (no added sweeteners) (21 CFR § 101.60 (c) (i)) Variation 4 - Unsweetened, unsalted (21 CFR § 101.61 (c) (2)) Variation 5 - Other (as specified by the purchaser)
Type II- Soy spreadStyle A- Creamy/smoothVariation 1- ChocolateVariation 2- Other (as specified by the purchaser)Style B- Crunchy/chunkyVariation 1- ChocolateVariation 2- Other (as specified by the purchaser)
Type III - Brown pea butter Type IV - Sesame seed (tahini) butter Style A - Tan Variation 1 - Creamy with salt Variation 2 - Creamy and raw with salt Variation 3 - Other (as specified by the purchaser)
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² Not all options are available from every manufacturer. Check with the manufacturer/distributor for availability.

Style B - BlackVariation 1 - CreamyVariation 2 - Creamy and rawVariation 3 - Creamy with honeyVariation 4 - Other (as specified by the purchaser)

Type V - Pumpkin seed butter

Variation 1 - Creamy with salt Variation 2 - Creamy and raw with added salt

- Variation 3 Creamy without added salt
- **Variation 4** Other (*as specified by the purchaser*)

Type VI - Other (as specified by the purchaser)

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Agricultural practice a - Conventional
Agricultural practice b - Organic
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Packaging (1)	-	14 gram (g) (0.50 ounce [oz]) cup
Packaging (2)	-	16 g (0.56 oz) cup
Packaging (3)	-	28 g (1.0 oz) cup
Packaging (4)	-	31.2 g (1.1 oz) pouch
Packaging (5)	-	32 g (1.12 oz) cup
Packaging (6)	-	43 g (1.5 oz) cup
Packaging (7)	-	227 g (8 oz) jar
		340 g (12 oz) jar
Packaging (9)	-	425 g (15 oz) jar
Packaging (10)	-	454 g (16 oz) jar
Packaging (11)	-	499 g (17.6 oz) jar
Packaging (12)	-	510 g (18 oz) jar
Packaging (13)	-	1.81kilogram (kg) (4 pound [lb]) pail/jar/tub
8 8 9 7		2 kg (4.41 lb) pail/jar
		2.27 kg (5 lb) pail/jar
Packaging (16)	-	4.1 kg (9 lb) pail
Packaging (17)	-	10 kg (22 lb) pail/box
Packaging (18)	-	15.9 kg (35 lb) pail/box
Packaging (19)	-	20 kg (44.1 lb) pail/box
8 8 9 7		20.4 kg (45 lb) pail
Packaging (21)	-	22.7 kg (50 lb) box
00()		227 kg (500 lb) drum
Packaging (23)	-	Other (as specified by the purchaser)

4. MANUFACTURER'S/DISTRIBUTOR'S NOTES. Manufacturer's/distributor's products *must meet* the requirements of the:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements: as specified by the purchaser (Sec. 7).
- Manufacturer's/distributor's product assurance (Sec. 8).
- Regulatory requirements (Sec. 9).
- Quality assurance provisions: as specified by the purchaser (Sec. 10).
- Packaging requirements other than commercial: as specified by the purchaser (Sec. 11).

5. PROCESSING GUIDELINES.

5.1 <u>**Processing.**</u> The butters and spreads must be processed in accordance with Current Good Manufacturing Practices (21 CFR Part 110). When specified in the solicitation, contract, or purchase order, the butters and spreads must be processed in a peanut and tree nut free facility.

5.2 <u>Food defense</u>. The butters and spreads must be processed and transported in accordance with the Food and Drug Administration's (FDA's) *Guidance for Industry: Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance.*³ This guidance identifies the kinds of preventive measures food manufacturers, processors, or handlers may take to minimize the risk that food under their control will be subject to tampering or other malicious, criminal, or terrorist actions. The implementation of enhanced food defense preventive measures provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials, other ingredients, and postproduction finished product.

5.3 <u>Organic ingredients</u>. When organic butters and spreads are specified in the solicitation, contract, or purchase order, the butters and spreads must be produced, handled, and labeled in accordance with the USDA organic regulations by an operation that is certified organic in accordance with the requirements of the National Organic Program (7 CFR Part 205). A Certificate of Organic Production or Handling must be provided to verify that the product was processed and handled in accordance with the USDA organic ewith the USDA organic regulations.

5.4 <u>Shelf life</u>. The butters and spreads must have at least nine months remaining when delivered to the purchaser.

5.5 <u>Foreign material</u>. All ingredients must be clean, sound, wholesome, and free from evidence of rodent or insect infestation.

³ <u>http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/FoodDefense/ucm083075.htm.</u>

6. SALIENT CHARACTERISTICS.

6.1 <u>Ingredients</u>. All ingredients must be declared by their common or usual name in descending order of predominance by weight (21 CFR § 101.4(a)) unless exempted by 21 CFR § 101.100.

6.1.1 <u>Raw ingredients</u>.

6.1.1.1 <u>Type I, soy butter</u>. The Type I, soy butter must contain a minimum combination of 80 percent roasted and/or raw ground soy and soy oil. The Type I, soy butter may contain additional ingredients, such as, but not limited to salt, sea salt, sweeteners, soy pieces, soy oil, natural flavorings, and other stabilizing and preservation ingredients as permitted by the FDA.

6.1.1.2 <u>Type II, soy spread</u>. The Type II, soy spread must contain a minimum combination of 65 percent roasted and/or raw ground soy and soy oil. The Type II, soy spread may contain additional ingredients, such as, but not limited to salt, sea salt, sweeteners, soy pieces, soy oil, cocoa, natural flavorings, and other stabilizing and preservation ingredients as permitted by the FDA.

6.1.1.3 <u>Type III, brown pea butter</u>. The Type III, brown pea butter must contain a minimum of 90 percent roasted and ground brown peas. The Type III, brown pea butter may contain additional ingredients, such as, but not limited to, salt, sea salt, sweeteners, canola oil, palm oil, confectioners' sugar (icing sugar), mono- and di-glycerides, and other stabilizing and preservation ingredients as permitted by the FDA.

6.1.1.4 <u>Type IV, sesame seed (tahini) butter</u>. The Type IV, sesame seed (tahini) butter must contain a minimum of 90 percent roasted and/or raw ground sesame seeds. The Type IV, sesame seed (tahini) butter may contain additional ingredients, such as, but not limited to salt, sweeteners, sesame oil, and stabilizing and preservation ingredients as permitted by the FDA.

6.1.1.5 <u>Type V, pumpkin seed butter</u>. The Type V, pumpkin seed butter must contain a minimum of 90 percent roasted and/or raw ground pumpkin seed. The Type V, pumpkin seed butter may contain additional ingredients, such as, but not limited to, salt, sea salt, sweeteners, pumpkin seed oil, olive oil, and other stabilizing and preservation ingredients as permitted by the FDA.

6.1.2 <u>Additional ingredients</u>. When used, the additional ingredients must be of Food Chemicals Codex purity or US Pharmacopeia-National Formulary quality and meet the related FDA regulations on food additives or Generally Recognized as Safe (GRAS) requirements.

6.2 **Finished product**.

6.2.1 <u>Appearance</u>. The butters and spreads may have a slight separation of oil within the product that requires slight mixing before use.

6.2.2 <u>Color</u>. The butters and spreads will have a finished product color appropriate for the type of seeds or legumes used. Type I, soy butter and Type II soy spread (except Flavor 3 chocolate, and Type III, brown pea) will have a golden brown color similar to peanut butter. Type IV sesame seed, Style A tan will have a pale tan color and Type IV sesame seed, Style B black will have a black color. Type V pumpkin seed will have a dull grey-green color.

6.2.3 <u>Aroma and flavor</u>. The butters and spreads will have an aroma and flavor typical of the seeds or legumes used. The butters and spreads will be free from rancid, bitter, musty, and other objectionable odors and flavors.

6.2.4 <u>Consistency and texture</u>. The creamy butters and spreads must spread easily and must not be too thin or more than slightly stiff. Except for the crunchy/chunky styles, the butters and spreads must have a fine and even texture with no perceptible grainy seed/soy particles. The crunchy/chunky styles of butters and spreads must have a partially grainy texture with a substantial amount of seed/soy particles.

6.2.5 <u>Aflatoxin</u>. All USDA certified butters and spreads will be tested by Science and Technology Program (S&TP), Agricultural Marketing Service (AMS), USDA for aflatoxin. The aflatoxin content of the finished product will not be greater than 15 parts per billion (ppb) as evidenced by an AMS, USDA certificate. When butters and spreads are certified by the manufacturer, a Certificate of Analysis as verification of aflatoxin testing will be provided by the manufacturer. The aflatoxin content of the finished product must not be greater than 15 ppb.

7. ANALYTICAL REQUIREMENTS.

7.1 <u>Analytical and microbiological testing requirements</u>. Unless otherwise specified in the solicitation, contract, or purchase order, the butters and spreads must comply with the following ranges and tolerances:

<u>Test</u>	Tolerance
Total Plate Count	Less than 10,000 Colony Forming Units (CFU) per
Peroxide value Yeast and mold Aflatoxin	g Less than 15 per meq ⁴ per kg Less than 50 CFU per g Less than 15 ppb

⁴ Milliequivalents

<u>Test</u>	Tolerance
Moisture	Less than 4 percent
Coliform	Less than 10 Most Probable Number (MPN) per g or CFU per g
Escherichia coli (E. coli)	Less than 3 MPN per g or CFU per g
Listeria monocytogenes (L. monocytogenes)	Negative
Salmonella	Negative

7.2 <u>Product verification sampling</u>. When USDA verification of analytical requirements is specified in the solicitation, contract, or purchase order, analytical and microbiological testing will be performed by USDA laboratories on composite samples. The composite sample for the analytical tests will be 227 g (8 oz) and the composite sample for the microbiological tests will be 0.68 kg (1 lb 5 oz). The number of subsamples drawn to make the analytical composites must be based on USDA procedures.

7.3 <u>Analytical and microbiological testing</u>. When specified in the solicitation, contract, or purchase order, the analyses must be made in accordance with the following methods from the AOAC International Official Methods of Analysis (OMA) or the FDA's Bacteriological Analytical Manual (BAM)⁵ as specified below:

<u>Test</u>	<u>Method</u>
Total plate count	966.23, 990.12, or BAM Ch 3
Peroxide value	965.33
Yeast and mold	997.02 or 995.21
Aflatoxin	991.31, 998.03, or 999.07
Moisture	925.45A
Coliform	991.14, 992.30, 966.24, 2000.15, or BAM Ch. 4
E. coli	991.14, 992.30, 966.24, 2000.15, or BAM Ch.4
L. monocytogenes	2004.02
Salmonella	2004.03, 2003.09, 2011.03, or BAM Ch. 5

7.4 <u>**Test results.**</u> Test results for total plate count and yeast and mold must be reported to the nearest 1 CFU per g. Test results for peroxide value must be reported to the nearest meq per kg. Test results for aflatoxin must be reported to the nearest 1 ppb. Test results for moisture must be reported to the nearest 0.1 percent. Test results for coliform and *E. coli* must be reported to the

⁵ 8th Edition, FDA BAM or the FDA BAM Online.

nearest MPN or CFU per g. Test results for *L. monocytogenes*, and *Salmonella* must be reported as positive or negative. Any result not conforming to the analytical requirements will be cause for rejection of the lot.

8. MANUFACTURER'S/DISTRIBUTOR'S PRODUCT ASSURANCE. The manufacturer/ distributor must certify that the butters and spreads provided meet the salient characteristics of this CID, conform to their own specifications, standards, and quality assurance practices, and be the same butters and spreads offered for sale in the commercial market. The purchaser reserves the right to require proof of conformance.

9. REGULATORY REQUIREMENTS. The delivered butters and spreads must comply with all applicable Federal and State mandatory requirements and regulations relating to the preparation, packaging, labeling, storage, distribution, and sale of the butters and spreads in the commercial marketplace. Delivered butters and spreads must comply with all applicable provisions of the Federal Food, Drug, and Cosmetic Act (FFDCA), the Fair Packaging and Labeling Act, and regulations promulgated thereunder. When a known allergen is included in the butters and spreads, the butters and spreads must comply with the allergen labeling requirements of the FFDCA.

10. QUALITY ASSURANCE PROVISIONS. Purchaser must specify 10.3, or 10.4. Purchaser may specify one of the following combinations: 10.1.1 with 10.2.1, or 10.1.2 with 10.2.2.

10.1 <u>Food defense</u>. When required in the solicitation, contract, or purchase order, a Food Defense System Survey (FDSS) must be conducted by USDA, AMS, Specialty Crops Program (SCP), Specialty Crops Inspection (SCI) Division. Food defense requirements include a documented and operational food defense plan that provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials and other ingredients and post-production finished product. The plan must address the following areas: (1) food security plan management; (2) outside and inside security of the production and storage facilities; (3) slaughter, when applicable, and processing, including all raw material sources; (4) shipping and receiving; (5) storage; (6) water and ice supply; (7) mail handling; (8) personnel security; and (9) transportation, shipping, and receiving.

10.1.1 <u>FDSS</u>. When required in the solicitation, contract, or purchase order, a FDSS must be conducted by USDA, AMS, SCP, SCI Division. The FDSS verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. An AMS FDSS verifies the participating company's adherence to the FDA's *Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance.*³

³ See footnote 3 on page 2.

10.1.2 <u>Food defense section of the Plant Systems Audit (PSA)</u>. When required in the solicitation, contract, or purchase order, a food defense audit will be conducted as part of the PSA. The audit will be conducted by USDA, AMS, SCP, SCI Division auditors. This verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. The food defense section of the PSA verifies the participating company's adherence to the FDA's *Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance.*³

10.2 <u>Manufacturer's quality assurance</u>. When required in the solicitation, contract, or purchase order, the product manufacturer will be required to provide evidence, by certificate that the manufacturing plant has undertaken one of the following quality assurance measures within 12 months prior to providing a bid or no later than 10 business days from the date of the awarding of the contract. Failure to provide this documentation within the proper time frame may result in the contract being terminated for cause.

10.2.1 <u>**Plant survey**</u>. A plant survey conducted by USDA, AMS, or other survey performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. An AMS plant survey audit verifies that, at the time of the survey, the manufacturer produces products in a clean sanitary environment in accordance with *Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food* (21 CFR Part 110).

10.2.2 <u>PSA</u>. A PSA conducted by USDA, AMS, or other audit performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. An AMS PSA verifies the manufacturer's capability to produce products in a clean sanitary environment in accordance with *Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food* (21 CFR Part 110), and verifies that the manufacturer has in place an internal quality assurance program.

10.3 <u>Manufacturer's/distributor's certification</u>. When required in the solicitation, contract, or purchase order, the manufacturer/distributor must certify that the butters and spreads distributed meets or exceeds the requirements of this CID.

10.4 <u>USDA Certification</u>. When required in the solicitation, contract, or purchase order that product quality and acceptability or both be determined, the SCI Division, SCP, AMS, USDA, will be the certifying program. SCI Division inspectors must certify the quality and acceptability of the butters and spreads in accordance with SCI Division procedures, which include selecting random samples of the butters and spreads evaluating the samples for conformance with the salient characteristics of this CID and other contractual requirements, and documenting the

³ See footnote 3 on page 2.

findings on official SCI Division score sheets and/or certificates. In addition, when required in the solicitation, contract, or purchase order, SCI Division inspectors will examine the butters and spreads for conformance to the U.S. Standards for Condition of Food Containers (7 CFR Part 42) in effect on the date of the solicitation.

11. PACKAGING. Preservation, packaging, packing, labeling, and case marking must be commercial unless otherwise specified in the solicitation, contract, or purchase order.

12. USDA INSPECTION NOTES. When Section 10.4 is specified in the solicitation, contract, or purchase order, USDA certification must include evaluation of the quality and condition of samples of butters and spreads and compliance with requirements in the following areas:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements *when specified in the solicitation, contract, or purchase order* (Sec. 7). When USDA analytical testing is specified, SCI Division inspection personnel must select samples and submit them to the USDA, S&TP laboratory for analysis.
- Packaging requirements (Sec. 11 or *as specified in the solicitation, contract, or purchase order*).

13. REFERENCE NOTES.

13.1 USDA services.

13.1.1 <u>USDA certification and Plant Survey</u>. For a USDA certification and plant survey contact the Associate Director, Inspection Operations, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0247, 1400 Independence Avenue, SW, Washington, DC 20250-0247, telephone (202) 720-2482, fax (202) 720-0393, or via E-mail: <u>Nathaniel.Taylor@ams.usda.gov</u>.

13.1.2 <u>USDA FDSS and PSA</u>. For a USDA FDSS and PSA contact the Chief, Auditing Services Branch, Inspection Operations, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, DC 20250-0240, telephone (202) 720-5021, fax (202) 260-8927, or via E-mail: <u>fvaudits@ams.usda.gov</u>.

13.1.3 <u>Analytical testing and technical information</u>. For USDA technical information on analytical testing, contact a member of the Laboratory Approval and Testing Division, S&TP, AMS, USDA, STOP 0272, 1400 Independence Avenue, SW, Washington, DC 20250-0272, telephone (202) 690-0621 or via E-mail: <u>KerryR.Smith@ams.usda.gov</u>.

13.2 Sources of documents.

13.2.1 Sources of information for nongovernmental documents are as follows:

Copies of the AOAC International OMA may be obtained from: AOAC International, 2275 Research Boulevard, Suite 300, Rockville, MD 20850-3250, telephone (301) 924-7077. Internet address: <u>http://www.aoac.org</u> for nonmembers and <u>http://www.eoma.aoac.org</u> for members and AOAC OMA subscribers.

Copies of the Food Chemicals Codex and U.S. Pharmacopeia may be purchased from: United States Pharmacopeia Convention, 12601 Twinbrook Parkway, Rockville, MD 20877, telephone (800) 227-8772 or (301) 881-0666, Fax (301) 816-8148 or on the Internet at: http://www.usp.org.

13.2.2 Sources of information for governmental documents are as follows:

Applicable provisions of the U.S. Standards for Condition of Food Containers are contained in 7 CFR Part 42; the Fair Packaging and Labeling Act are contained in 16 CFR Parts 500 to 503; and the Federal Food, Drug, and Cosmetic Act are contained in 21 CFR Parts 1 to 199. These documents may be purchased from: Superintendent of Documents, New Orders, P.O. Box 979050, St. Louis, MO 63197-9000. Credit card (Visa, MasterCard, Discover/ NOVUS, and American Express) purchases may be made by calling the Superintendent of Documents on (866) 512-1800, (202) 512-1800. These documents may also be obtained free of charge on the Internet at:

http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR.

Copies of Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance is available online from: FDA, Center for Food Safety and Applied Nutrition (CFSAN) on the Internet at:

http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation /FoodDefense/ucm083075.htm.

Copies of the FDA Bacteriological Analytical Manual (BAM) are available online from: FDA, Center for Food Safety and Applied Nutrition on the Internet at: <u>http://www.fda.gov/Food/FoodScienceResearch/LaboratoryMethods/ucm2006949.htm</u>.

Copies of this CID, the U.S. Standards for Condition of Food Containers (7 CFR Part 42), and beneficial comments, recommendations, additions, deletions, clarifications, etc. and any data which may improve this CID are available from or provided to: **Director, SCI Division, SCP, AMS, USDA, 1400 Independence Avenue, SW, STOP 0240, Washington, DC 20250, via E-**

mail: <u>CIDS@ams.usda.gov</u> or on the Internet at: <u>http://www.ams.usda.gov/grades-standards/cids</u> and <u>https://www.gpo.gov/fdsys/pkg/CFR-2015-title7-vol2/pdf/CFR-2015-title7-vol2/pdf/CFR-2015-title7-vol2-part42.pdf</u>.

CIVIL AGENCY COORDINATING ACTIVITIES:

DOJ	-	BOP
HHS	-	FDA
USDA	-	SCP
VA	-	OSS

PREPARING ACTIVITY:

USDA - SCP

Non-Discrimination Policy: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.