

Temporary Alternative Mail Procedures

Effective communication is essential as we address current challenges. To ensure that communications are as timely as possible during this period of National Emergency, the FDIC has established temporary measures for receiving mail electronically for official business purposes related to supervisory matters.

- During this period of National Emergency, the FDIC will use its Secure Email portal to send outgoing mail for official supervisory correspondence.
- Any parties that would normally send hardcopy mail to an FDIC facility are encouraged to instead send an electronic communication through the FDIC's Secure Email portal or FDICconnect's Enterprise File Exchange.

This statement provides guidance about how to send mail for official business purposes related to supervisory matters to the FDIC in a safe and secure manner using the FDIC's Secure Email portal. Many institutions already use this method of communication.

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. This process is provided as a temporary alternative to sending hard copy documents. 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 Procedures for External Users](#).

Please email documents as a PDF 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

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 composing a message through the Secure Email portal, you may attach as many as 10 files and up to a total of 15 MB uncompressed size. To send documents that exceed the size limitations of the Secure Email portal, please use the [Enterprise File Exchange](#) utility within the FDICconnect application.

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.