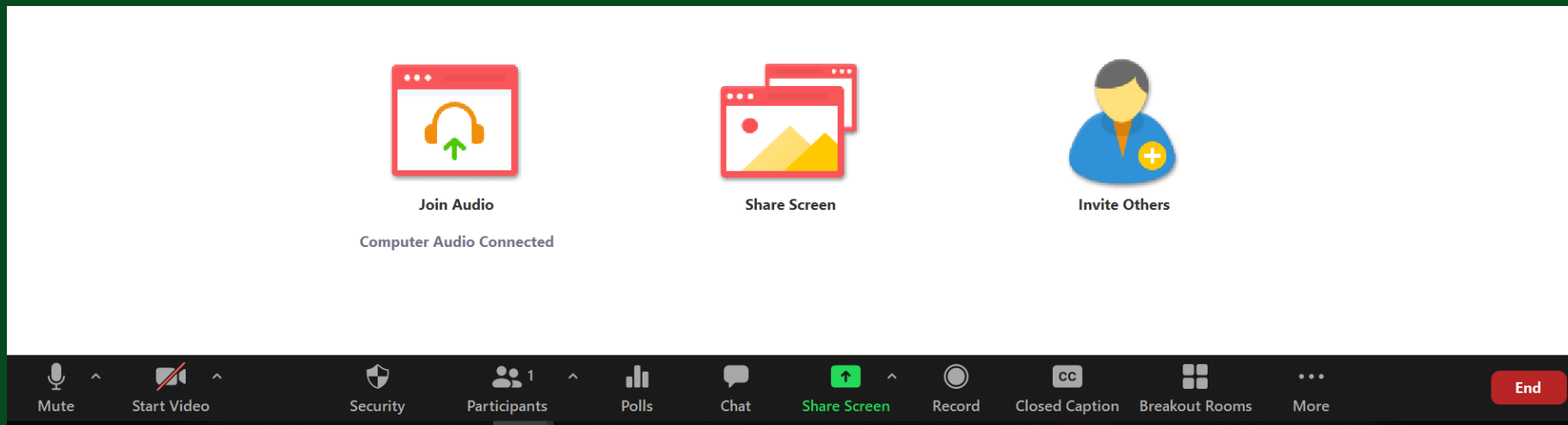


Welcome and Zoom Tutorial



Please stay muted

Turn video off if connection issues

Please enter questions in the chat

***Quality Loss Adjustment Program
Public Webinar***

**Farm
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Quality Loss Adjustment Program Public Webinar

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Service
Agency**

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Joshua Kamps
UW-Madison Division of Extension

Chelsea Zegler
UW-Madison Division of Extension

John Palmer
USDA - Farm Service Agency

“ Don't hear audio through your device? Audience phone bridge is available- button above your chat box

“ Questions should be submitted through the chat box

“ Questions as applicable, will be answered and added to the QLA FAQ page:
<https://www.farmers.gov/quality-loss>

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Today's Discussion

- “ **What is the Quality Loss adjustment Program?**
- “ **Who is eligible and how to apply?**
- “ **Eligible Crops**
 - “ **Forage Use**
 - “ **Non-forage use**
- “ **Required Documentation**

Quality Loss Adjustment (QLA)

Eligible Crops

- “ Crops insurable through Federal crop insurance or Noninsured Crop Disaster Assistance Program (NAP),
- “ **Excluding: value loss crops (ginseng, Christmas Trees, ornamental nursery, sod, etc.), honey, and maple sap**
- “ Crops that incurred a 5 percent or greater quality discount due to the qualifying disaster event (non-forage)
- “ Crops that incurred a 5 percent or greater nutrient loss (forage crops)
- “ Crops that may have been sold, fed on-farm to livestock, or may be in storage at the time of application.

Ineligible Crops

- “ Prevented Plant Crops
- “ Immature fruit crops
- “ Subsequent crops not in a double crop combination
- “ Forage first year seeding
- “ Crops intended for grazing
- “ Volunteer crops

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Qualifying Disaster Events

Qualifying Disaster Event	Related Conditions
Qualifying Drought	Heat, excessive wind, hot wind
Excessive Moisture	
Flooding	Silt, Debris
Hurricane	Excessive wind, Excessive rain, Flooding, Storm surges, Tornado, Tropical storm, Tropical depression
Snowstorm	Blizzard
Tornado	Excessive Wind
Typhoon	Hurricanes, Excessive wind, Excessive rain, Flooding, Storm surges, Tornado, Tropical storm, Tropical depression
Volcanic Activity	Ash, Fire, Vog, Lava, Earthquake
Wildfire	Heavy Smoke

March 5, 2021 final date to submit applications

Qualifying Disaster Events

Eligible counties with:

- “ Presidential Emergency Disaster Declarations or Secretarial Disaster Designations in 2018 and 2019
- “ Producers not in designated counties can still be eligible – need documentation

Listed under the **Qualifying Disaster events** section of: www.farmers.gov/quality-loss

Quality Loss Adjustment (QLA)

2018-2019 quality loss farm conditions

Extension-Lafayette County

“ delayed forage harvest

“ crop lodging

“ immature crops

“ crops in water

“ crops contacting the soil

Were your crops affected by these field conditions in 2018 and 2019? If so, did you also experience a quality loss of the resulting grain and forage harvested?

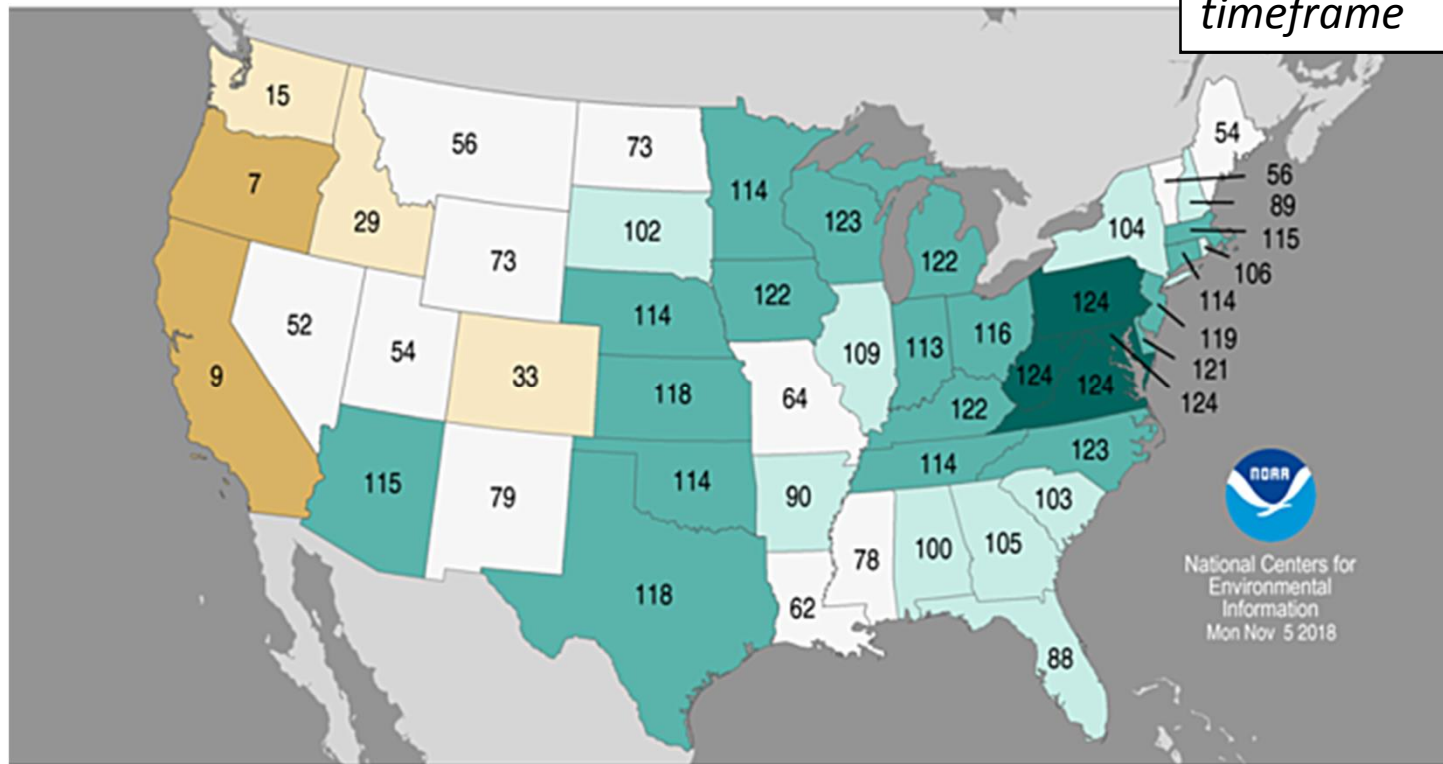
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Quality Loss Adjustment (QLA)

Statewide Precipitation Ranks
May–October 2018
Period: 1895–2018

*Much above average
wettness statewide in
2018 for the May–October
timeframe*



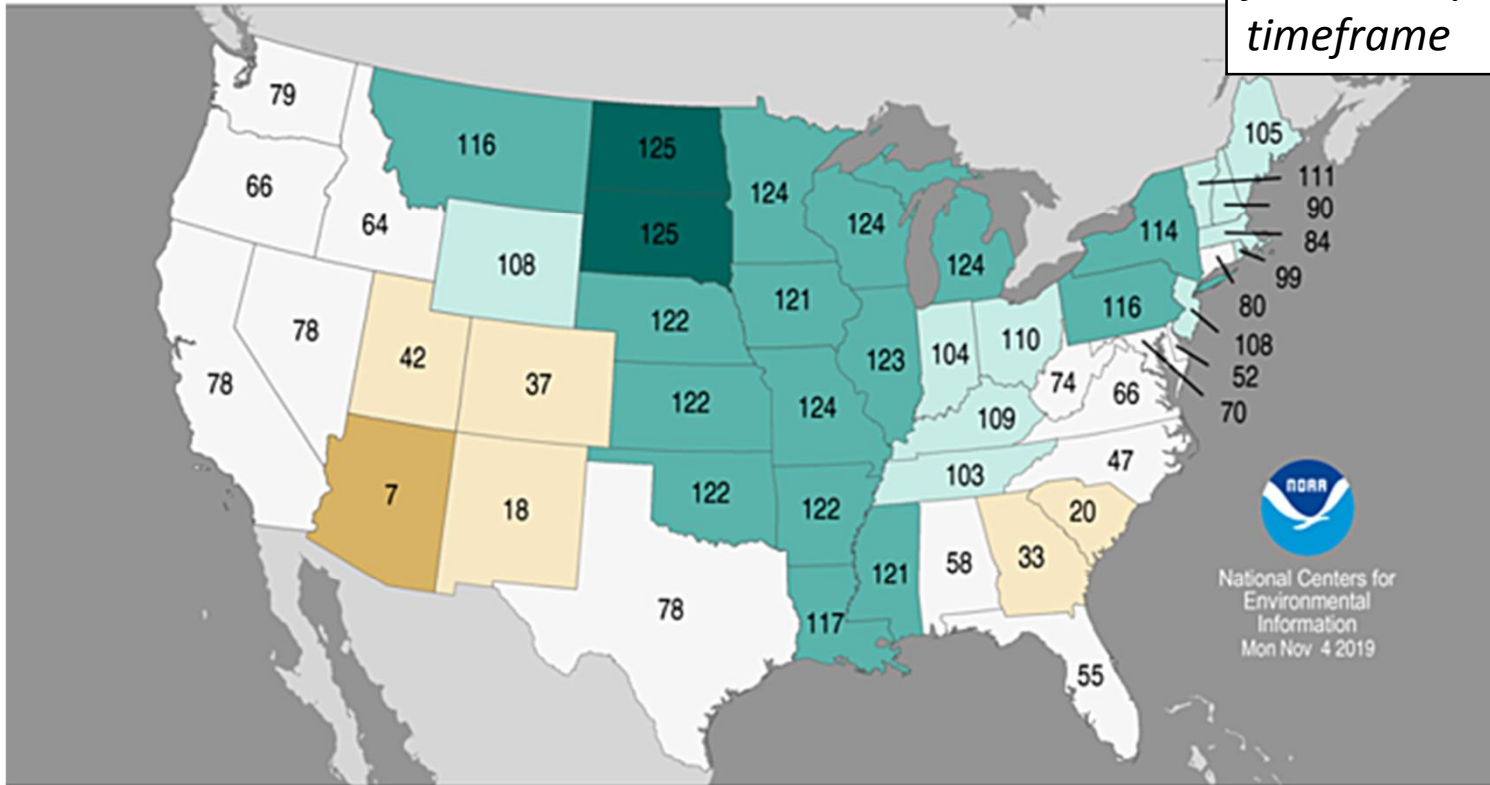
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Quality Loss Adjustment (QLA)

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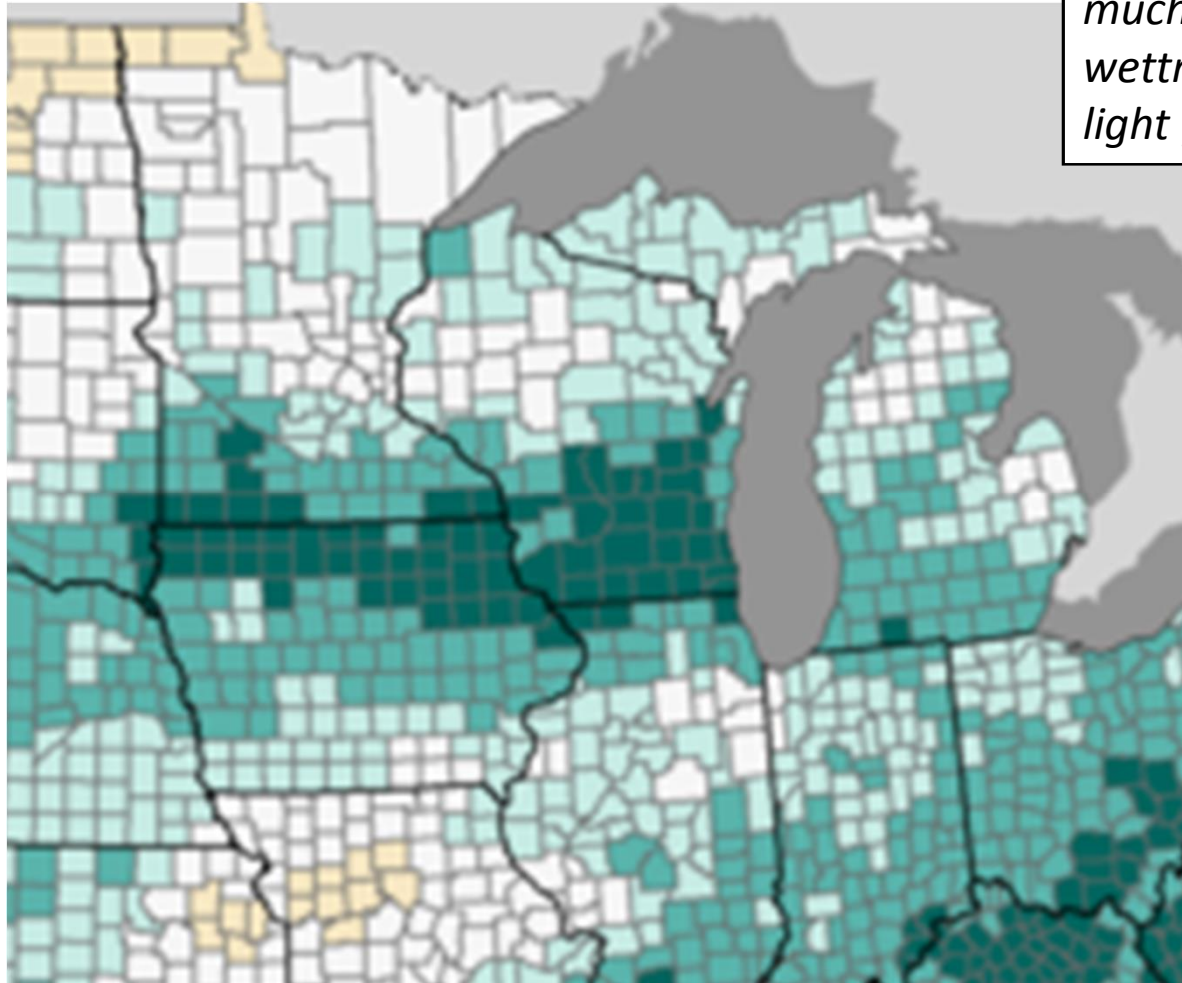
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Quality Loss Adjustment (QLA)

2018

Record wettest year for the counties in dark green and much above average wettness for the counties in light green



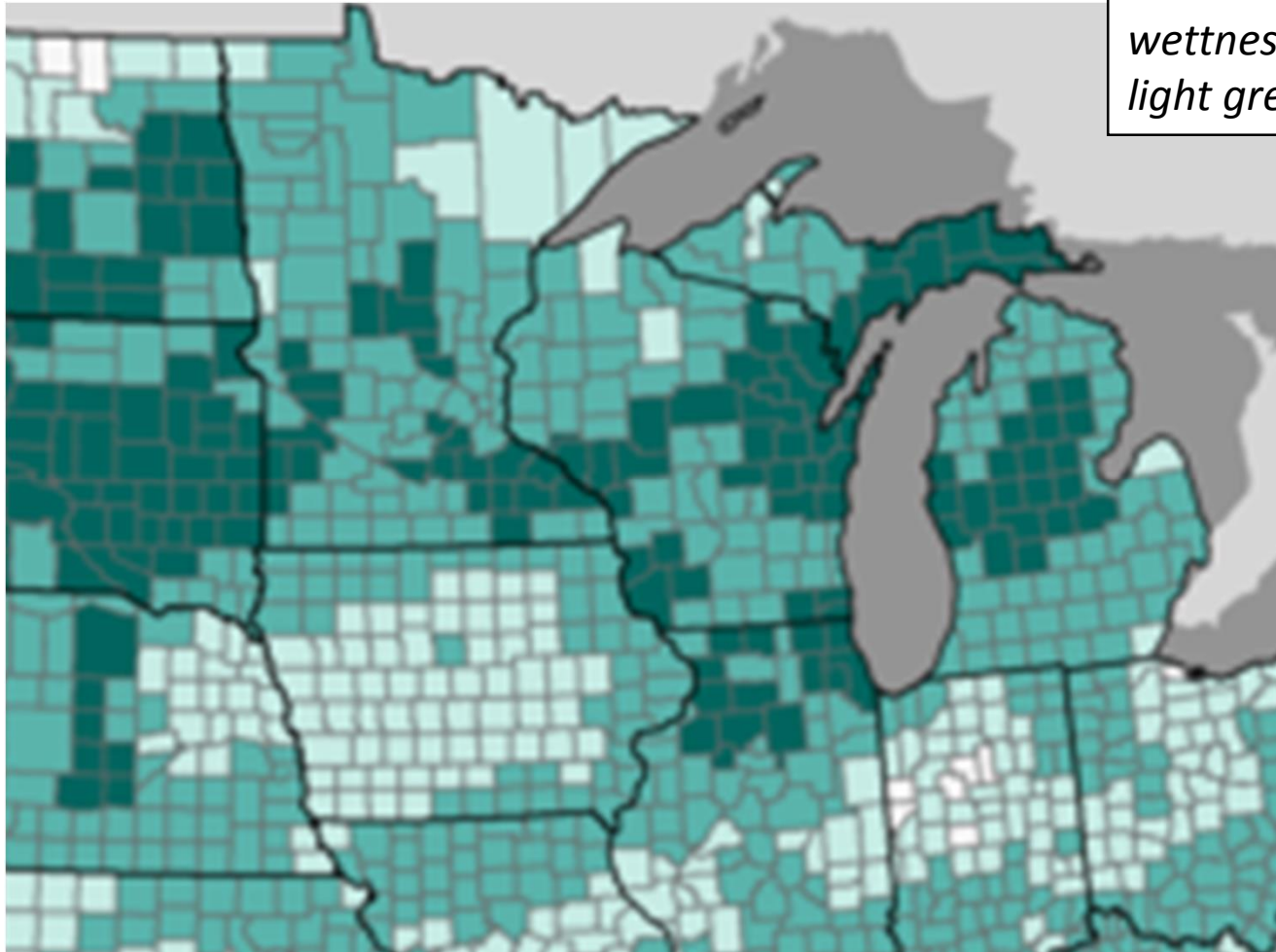
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Quality Loss Adjustment (QLA)

2019

*Record wettest year for the
counties in dark green and
much above average
wettness for counties in
light green*



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Quality Loss Adjustment (QLA)

<https://www.ncdc.noaa.gov/temp-and-precip/us-maps/>

link to historic weather data



Extension-Lafayette County

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Ineligible Causes of Loss

Losses:

- “ **NOT** due to a qualifying disaster event
- “ occurring after harvest
- “ occurring in storage
- “ drifting herbicide
- “ failure to follow good farming practices
- “ That can be mitigated (insect infestation and moisture content)

Note: FSAs & County Committees (COCs) are responsible for determining whether a loss could have been mitigated.

Quality Loss Adjustment (QLA)

Example:

Producer suffered a quality loss (low test weight) on 10,000 bushels of corn for grain due to excessive moisture. The grain suffered additional quality losses prior to harvest from a subsequent hailstorm.

All 10,000 bushels are eligible.

Quality Loss Adjustment (QLA)

Example:

Producer suffered a quality loss on 10,000 bushels of corn for grain. Only 1,000 bushels were affected by a qualifying disaster event (excessive moisture). The remaining 9,000 bushels only suffered a loss from hail.

Only the 1,000 bushels affected by a qualifying disaster event are eligible for QLA.

Quality Loss Adjustment (QLA)

Example:

A producer's corn crop received a quality discount due to high moisture content. Is this producer eligible for the QLA Program?

Losses due to high moisture (for crops that can be dried down) are NOT eligible. The producer could have mitigated that quality loss by using best practices for drying and storing the crop.

Eligibility

Adjusted Gross Income and Farm Adjusted Gross Income:

- “ A person or legal entity is ineligible for QLA Program benefits if their AGI exceeds \$900,000, unless at least 75 percent of the AGI is derived from farming, ranching or forestry activities.

Payment Limitation

- “ \$125,000 Payment Limitation per person and legal entity . applies to each of the program years applied for, 2018, 2019, or 2020.

Expectations

Linkage Requirement

As a condition for QLA benefits, producers are required to purchase crop insurance, or obtain NAP coverage, on the crop for the 2022 and 2023 crop years.

- “ coverage must be purchased at the 60/100 level or equivalent.
- “ linkage applies to all crops receiving a QLA payment.

QLA Payments

Crop Categories

- “ Crops intended for forage
- “ Crops other than forage (non-forage)

Verifying Quality Loss

Verifiable documentation includes records that:

- “ can be verified by FSA through an independent source
- “ Are dated
- “ show final disposition
- “ be seasonal or crop-specific for the commodities produced more than once in a calendar year (forage).

Non-Forage: Grading Factors taken between harvest and sale

Forage: Nutrient Value Analyses completed within 30 days of harvest

Quality Loss Adjustment (QLA)

Payment Based on Producer's Own Loss

Crops other than Forage	Forage Crops
<ul style="list-style-type: none"> Grading Factors (such as low-test weight, broken kernels) <p style="text-align: center;">And</p> <ul style="list-style-type: none"> Total Dollar Value Loss 	<ul style="list-style-type: none"> Nutrient Value for year of application (such as RFV, TDN) <p style="text-align: center;">And</p> <ul style="list-style-type: none"> Nutrient values for 3 prior years

Quality Loss Adjustment (QLA)

Payment Based on County Average

Crops Other than Forage	Forage Crops
<ul style="list-style-type: none">• Grading Factors <p style="text-align: center;">And</p> <ul style="list-style-type: none">• NO Total Dollar Value Loss	<ul style="list-style-type: none">• Nutrient Value for year of application <p style="text-align: center;">And</p> <ul style="list-style-type: none">• NO Nutrient values for prior 3 years

Non-Forage Crops

Affected production is the producer's ownership share of harvested production, adjusted to standard moisture, of an eligible crop that experienced both:

- “ a quality loss due to a qualifying disaster event
- “ at least a 5 percent quality loss due to all eligible disaster events combined.

Affected production **must** have suffered a loss due to quality **and** have verifiable quality factors (grading factors).

Non-Forage Crops

Verifiable Documentation Records for Affected Production:

- “ sales receipts from buyers
- “ settlement sheets
- “ truck or warehouse scale tickets
- “ actual measurements or appraisals by FSA, RMA or reinsured companies, LAs, other USDA employees, if performed as part of their work duties, feed company representatives, or STC-approved consultants

Non-Forage Crops . Acceptable Records

The quantity of affected production claimed on the application must be supported with **non-verifiable** records of production, which may include:

- ” Copies of receipts
- ” Ledgers of income
- ” Income statements of deposit slips
- ” Cash register tapes
- ” Invoices for custom harvesting
- ” U-pick records

Quality Loss Adjustment (QLA)

Non-Forage Crops . Acceptable Records

Producers that suffered a quality loss will fall into two categories regarding verifiable documentation:

- “ Grading factors with a total dollar value loss based on their own, individual loss.
- “ Grading factors but no total dollar value loss amount of the discount they received.

Quality Loss Adjustment (QLA)

Non-Forage Crops . Payment Calculations:

With Total Dollar Value Loss Documentation

QLA Payment = Total Dollar Value Loss on Affected Production x 0.7

Without Total Dollar Value Loss Documentation

QLA Payment = Total Affected Production x Weighted Average Total Dollar Value Loss x 0.7 x 0.5

Quality Loss Adjustment (QLA)

Grain settlement report

1,084.64	0.00	0.00	1,084.64		
			1,084.64		\$4,230.10
TW = 56.40; M = 14.80; BCFM = 3.70; DKT = 2.10					
				Broken Corn and Foreign Material = 3.7 Discount @ \$0.02/BU	(\$21.69)
				WI Corn Assessment Checkoff	(\$5.42)
Net Settlement on 645620					\$4,202.99
<hr/>					
00	1,064.64	0.00	0.00	1,064.64	
				1,064.64	\$4,152.10
Factors: TW = 57.60; M = 15.10; BCFM = 1.60; DKT = 1.80					
				Moisture = 15.1 Discount @ \$0.04/BU	(\$42.59)
				WI Corn Assessment Checkoff	(\$5.32)
Net Settlement on 645767					\$4,104.19

Load 645620- received a price deduction due to quality loss from BCFM less than the 5% level required for the QLA program

Load 645767- received a price deduction due to moisture content which isn't covered through the QLA program

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Quality Loss Adjustment (QLA)

Grain settlement report

Ticket Number	GrossLbs DockLbs NetLbs	GrossQty NetQty Div. Date	-----Split-----		-----Discounts-----						Total Discount	Net Amount		
			Qty	Contract	Grade	Factor	Grade	Rate	Factor	Grade			Rate	
00235520	59,360	1,060.00	988.45	*Spot*										
	4,007				T.W.	55.60	0.0000	MST.	19.40	(0.1400)	148.40			
	55,353	10/30/18			DMG	0.00	0.0000	HT.DMG	0.00	0.0000			2,999.82	
					F.M.	0.00	0.0000	Other	0.00	0.0000				
	Checkoff	-4.94												
00235525	55,140	984.64	859.10	*Spot*										
	7,030				T.W.	50.50	(0.0600)	MST.	23.10	(0.2200)	525.90			
	48,110	10/30/18			DMG	34.60	(0.3000)	HT.DMG	0.00	0.0000			2,210.33	
					F.M.	0.90	0.0000	Other	0.00	0.0000				
				Remarks:	DAMAGE TBD									
	Checkoff	-4.30												
00235530	42,560	760.00	691.60	*Spot*										
	3,830				T.W.	50.90	(0.0600)	MST.	21.00	(0.1700)	350.52			
	38,730	10/30/18			DMG	30.30	(0.2600)	HT.DMG	0.00	0.0000			1,852.22	
					F.M.	0.70	0.0000	Other	0.00	0.0000				
				Remarks:	DAMAGE TBD									
	Checkoff	-3.46												

Load 00235520- price deduction due to moisture only, not eligible
 Load 00235525- price deduction due to test weight and damaged grain ↑ 5%
 Load 00235530- price deduction due to test weight and damaged grain ↑ 5%
 " **price deduction due to moisture isn't covered through the QLA program**

Quality Loss Adjustment (QLA)

Grain section- FSA-898

FSA-898 (01-06-21)

Page 2 of 2

PART D CROPS OTHER THAN FORAGE WITH TOTAL DOLLAR VALUE LOSS								
Line	22. State/ County	23. Crop	24. Crop Type	25. Intended Use	26. Organic Status (O/C)	27. Disaster Event	28. Disaster Event Beginning Date (MM/DD/YYYY)	29. Disaster Event Ending Date (MM/DD/YYYY)
1	WI/Lafayette	Corn	yellow corn	grain for sale	C	ex. moisture	08/01/2019	12/31/2019
2								
3								
Line	30. Unit of Measure	31. Total Affected Production	32. Type of Quality Loss Discount	33. Total Dollar Value Loss on Affected Production	34. Price Before Discount	COC USE ONLY		
						35. COC Adjusted Total Affected Production	36. COC Adjusted Total Dollar Value Loss on Affected Production	37. COC Adjusted Price Before Discount
1	bushel	1550.7	DMG & TW	530.59	3.18			
2								

Example of data entered into FSA-898 form

- “ 31. Net bushels from Load 00235525 and Load 00235530
- “ 33. Total dollar value loss is calculated for damaged corn and test weight deductions
- “ 34. Price before discount is \$3.18

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Quality Loss Adjustment (QLA)

You think you might be eligible?

What next?

- “ Assemble and review load summary sheets
- “ Quick math to see if 5% threshold is met on affected production
- “ If crop was stored on farm, fed, or sold without grading factors . assemble grading factor documentation for crops that were graded/sold
- “ Prepare application or contact County FSA Office to assist with preparing application

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Forage Crops . Nutritional Value

Forage quality tests, or analysis of nutritional value, must have been completed within 30 days of harvest.

Quality losses for hay and forage crops must be documented with an analysis from either of the following:

- “ a State University laboratory
- “ other laboratories approved by STC

Documenting Historical Nutritional Value

A producer must have:

- “ 4 years of nutritional values representing either high or low nutritional value categories, 1 for the year of application and 3 historical years, AND
- “ must provide both production and historical nutritional value of the specific crop, type, intended use, and organic status using the FSA-899.

Quality Loss Adjustment (QLA)

Documenting Historical Nutritional Value

- “ The 3 years of historical values will be broken into high and low tier+nutritional value categories to be placed on the FSA-899.
- “ The producer will submit historical nutritional values that are representative of the application year based on the timing and number of harvests within the year.

Quality Loss Adjustment (QLA)

Forage Crops without Historical Nutrient Values

The county average percent of loss for each crop, type, intended use, organic status and nutritional category will be computed after all applications within the county have been submitted and reviewed.

An additional reduction of 50 percent will apply to the producer's computed benefit.

Quality Loss Adjustment (QLA)

Forage Crops . Payment Calculations:

With Application Year and Historical Nutritional Values

QLA Payment = Total Affected Production x

Verifiable % Loss x Average Market Price x 0.7

Without Historical Nutritional Value Payment Calculations

QLA Payment = Total Affected Production x

County Average % Loss x Average Market Price x 0.7 x 0.5

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Corn silage TDN

Calculations***

NDF Kd, %/hr	4.79	4.50	4.62
Starch Kd.08	24.97		
TDN 1X	71.71		
NEL 3x, Mcal/lb	0.699		
NEG, Mcal/lb	0.539		
NEM, Mcal/lb	0.824		
Milk/Ton, lb	3301		

**ND - None Detected*

****Energy values calculated using Milk 2006. Assumes all corn silage is processed.*

“ TDN "milk" is the calculated value being used to compare the current quality loss to the historical nutritional value

Quality Loss Adjustment (QLA)

Haylage TDN

Calculations***

RFV	159	139
RFQ	196	
NDF Kd, %/hr	11.00	9.46
TDN 1X	65.57	
NEL 3x, Mcal/lb	0.651	
NEG, Mcal/lb	0.444	
NEM, Mcal/lb	0.717	
Milk/Ton, lb	3107	

***Energy values calculated using Milk 2006.

“ TDN "milk" is used for all forage classes entered in the QLA program

		<u>ADF</u>	<u>QARDC</u>	<u>MLK 2013</u>
TDN	%DM	67.49	63.21	67.60
Nel 3x	Mcal/cwt	69.78	64.94	69.88
Neg	Mcal/cwt	38.70	42.55	47.81
Nem	Mcal/cwt	65.27	69.55	75.48
Milk per ton	lb/ton DM			3339

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**HISTORICAL NUTRITIONAL VALUE WEIGHTED AVERAGE WORKSHEET
(QLA Program Forage Only)**

FSA-899

PART A - GENERAL INFORMATION					
1. State WV	2. County Lafayette	3. Producer's Name NAME			4. Crop Year 2018
PART B - CROP INFORMATION					
5. Crop Name yellow corn	6. Crop Type silage for forage	7. Intended Use fed on farm	8. Organic Status (O/C) c	9. Nutritional Category high	10. Unit of Measure tons
Crop Year 2015					
11. Production		12. Nutritional Value		13. Production Times Nutritional Value	
2714		71.81		194,892.34	
Crop Year 2016					
14. Production		15. Nutritional Value		16. Production Times Nutritional Value	
2857		72.79		207,961.03	
Crop Year 2017					
17. Production		18. Nutritional Value		19. Production Times Nutritional Value	
2786		71.54		199,310.44	

“ Enter the historic nutritional values and moisture adjusted production from the following feed test reports into the worksheet to determine the historic average nutritional value of the forage to enter into FSA-898.

TOTALS		
20. Sum of Production <i>(All Applicable Items 11, 14, 17 & Continuation if needed)</i> 8357	21. Sum of All Production Times Nutritional Value <i>(All applicable Items 13, 16, 19 & continuation if needed)</i> 602,163.81	22. Historical Average Nutritional Value <i>(Items 21 divided by 20)</i> 72.06

Quality Loss Adjustment (QLA)

2018 Corn Silage

Dry matter: 35%

Calculations

TDN 1X	69.25	←
NEL 3x, Mcal/lb	0.713	
NEG, Mcal/lb	0.502	
NEM, Mcal/lb	0.781	
NFC	46.28	

2017 Corn silage

Dry matter: 36%

Calculations

TDN 1X	71.54	←
NEL 3x, Mcal/lb	0.756	
NEG, Mcal/lb	0.536	
NEM, Mcal/lb	0.821	
NFC	50.38	

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Quality Loss Adjustment (QLA)

2016 Corn silage

Dry matter: 38%

Calculations	
TDN (ADF Calc)	72.79 ←
Net energy lactation (ADF Calc), Mcal/lb	0.779
Net energy of gain (ADF Calc), Mcal/lb	0.555
Net energy maint. (ADF Calc), Mcal/lb	0.842
NFC	51.98

2015 Corn silage

Dry matter: 34%

		ADF	OARDC	MLK06 NonProc	MLK06 Proc
TDN 1x	%DM	69.38	69.08	70.90	71.81 ←
Nel 3x	Mcal/lb	0.72	0.71	0.70	0.71
Neg	Mcal/lb	0.44	0.44	0.49	0.49
Nem	Mcal/lb	0.71	0.71	0.76	0.76
Milk per ton	lb/ton DM			3274	3348

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Quality Loss Adjustment (QLA)

Forage section- FSA-898

PART C FORAGE									
Line	6. State/ County	7. Crop	8. Crop Type	9. Intended Use	10. Organic Status (O/C)	11. Disaster Event	12. Disaster Event Beginning Date (MM/DD/YYYY)	13. Disaster Event Ending Date (MM/DD/YYYY)	
1	WI/Lafayette	Corn	yellow corn	forage for feed	C	ex. moisture	07-01-2018	12/31/2018	
2									
3									
Line	14. Unit of Measure	15. Total Affected Production	16. Nutritional Category	17A. Current Verifiable Nutritional Value	17B. Historical Verifiable Nutritional Value (Item 23 on FSA-899)	COC USE ONLY			
						18. COC Adjusted Total Affected Production	19. COC Adjusted Current Verifiable Nutritional Value	20. COC Adjusted Historical Verifiable Nutritional Value	21. COC Determined Average Percentage of Loss
1	tons	3000	high	69.25	72.06				
2									

- “ 15. moisture adjusted tons of affected production
- “ 17A. current nutritional forage value
- “ 17B. historic nutritional value
- “ 11. Identify the disaster event
- “ 12. & 13. timeframe the quality loss occurred
- “ This example doesn't meet the 5% quality loss eligibility

Quality Loss Adjustment (QLA)

You think you might be eligible?

What next?

- “ Assemble your nutritional value documentation for current year and three previous years
- “ Assemble affected production documentation for current year and three previous years
- “ Conduct simple review to determine if 5% threshold might be met.

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Helpful Extension Resources

" [Dry Matter Conversions](#)

- " Silage
- " Grain

" [Feed Inventory Calculations](#)

- " Upright Silo
- " Silo Bags
- " Bunker Silos
- " Piles

" [Google UW Extension CFAP](#)



Extension

UNIVERSITY OF WISCONSIN-MADISON

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Quality Loss Adjustment (QLA)

How do I apply?

- “ One application for entire operation nationwide in recording county office.
- “ Application includes all eligible crops suffering a quality loss.
- “ Losses sustained in more than one crop year require a separate application for each crop year.

Quality Loss Adjustment (QLA)

How do I apply?

Apply online or in the office:

Forms and Online QLA Application Portal available at
www.farmers.gov/quality-loss .

Locate your nearest service center here:
www.farmers.gov/service-center-locator

Subscribe to FSA News Alerts:
www.fsa.usda.gov/subscribe

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Forms

- “ FSA-898- QLA Program Application
- “ FSA 895 . Crop Insurance/NAP Coverage Agreement Form
- “ FSA-899 . Historical Nutritional Value Weighted Average Worksheet (if applicable)
- “ CCC 902- Farm Operating Plan for Payment Eligibility
- “ CCC 941 . Average Adjusted Gross Income (AGI) Certification and Consent to Disclosure of Tax
- “ CCC 942- Certification of Income from Farming, Ranching and Forestry Operations (if applicable)
- “ AD 1026 . HEL and Wetland Determination
- “ FSA- 578 Acreage Report
- “ AD-2106 . Race, Ethnicity and Gender Form (optional)



Utilizing the Customer Call Center

- “ QLA applicants can call: **877-508-8364**
- “ Operating hours: 8 AM . 8 PM Eastern
- “ Work one-on-one with an employee, get help filling out an application, and get a direct transfer to the applicable service center
- “ Language interpretation: Call-center users press 1 for English or to identify the non-Spanish language they need. Spanish speakers press 2

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What happens after I sign my application?

- “ Producers have **14 days** from signing their QLA application to submit verifiable documentation to support their quality loss. They have **60 days** to submit remaining producer eligibility forms.
- “ QLA payments will not be issued to producers until after the application period ends March 5.
- “ If the total amount of needed QLA payments exceeds the amount of funding available, FSA will prorate payments to all producers by a national factor.

Applying for QLA Translation services in every office

“ You can ask your local office or the
Call Center for language
interpretation services

USDA partner organizations have
experience working with FSA

“ Organizations receiving funding
from USDA often offer free technical
assistance to producers

United States Department of Agriculture

Interpretation Available for Farm Production and Conservation (FPAC) Customers
This service is available free of charge for assistance related to FPAC federally assisted and conducted programs.

Please identify your language below

- Arabic**
التفسير من اللغات باللغة العربية، الرجاء للاح موظف بنك وسياسك. في خدمات الترجمة الكتابية وأو الفورية. هذه الخدمة مجانية.
- French**
« Pour plus d'informations en français, veuillez informer un employé, qui vous aidera avec les services de traduction et/ou d'interprétation. Ce service est gratuit. »
- Chinese**
“ 如需更多中文 訊息請洽本 中心 辦事處 或 聯絡 中心 辦事處 人員。 ”
- Hmong**
“Xav paub nrov ua Lus Hmoob, thov fe seek-cha rau ib tug neeg ua theu tem, uas yuav pab thab thab los yoo pes lus pab koj. Txoj kev pab no yog dawb xav.”
- Italian**
Per ulteriori informazioni in italiano, lo preghiamo contattare un dipendente, che l'aiuterà con i servizi di traduzione e/o interpretazione. Il servizio è gratuito.
- Japanese**
日本語の詳細については、職員および、または連絡サービスをおこなっている担当の従業員にお知らせください。このサービスは無料です。
- Khmer (Cambodian)**
“ តើ អ្នក ចង់ បាន ព័ត៌មាន បន្ថែម ទៀត ក្នុង ភាសា ខ្មែរ ទេ? បើ បាទ/ចាស ប្រសិន បើ អ្នក ចង់ បាន ការ ជួយ បន្ថែម ទៀត ក្នុង ការ បកប្រែ ឯកសារ ឬ ការ បកប្រែ តាម ពេលវេលា ទេ? ការ បកប្រែ ទាំង ពីរ គឺ ឥត គិត ថ្លៃ ទេ ។ ”
- Korean**
한국어로 자세한 정보를 받기 원하실 경우에는 직원에게 알려 주시면 번역/통역 서비스를 무료로 제공해드립니다.
- Portuguese**
“Para obter mais informações em português, avise um funcionário que providenciará serviços de tradução e/ou interpretação. O serviço é oferecido sem custo algum.”
- Punjabi**
“ਪੰਜਾਬੀ ਵਿੱਚ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਟਾਫ਼ ਮੈਂਬਰ ਨੂੰ ਖ਼ਬਰ ਕਰੋ ਜਾਂ ਸੇਵਾ ਕੇਂਦਰ / ਸੇਵਾ ਵਿਭਾਗ ਨੂੰ ਆਪਣੇ ਖ਼ਬਰ ਕਰਨ ਲਈ ਸੇਵਾ ਕਰੋ। ”
- Russian**
Для получения дополнительной информации на русском языке обратитесь к сотруднику, который поможет Вам получить услуги письменного и/или устного перевода. Эти услуги предоставляются бесплатно.
- Tagalog**
“Para sa karagulang impormasyon sa Tagalog, magpatulay sa isang kasamang trabahang sa iyo sa mga serbisyo ng interpretasyon ng mga wikang (translation at interpretation). Walang bayad po ang serbisyang ito.”
- Spanish**
Para obtener más información en español, por favor informar a un empleado, el cual le ayudará con los servicios de traducción/interpretación. Este servicio es gratuito.
- Thai**
“ តើ អ្នក ចង់ បាន ព័ត៌មាន បន្ថែម ទៀត ក្នុង ភាសា ថៃ ទេ? បើ បាទ/ចាស ប្រសិន បើ អ្នក ចង់ បាន ការ ជួយ បន្ថែម ទៀត ក្នុង ការ បកប្រែ ឯកសារ ឬ ការ បកប្រែ តាម ពេលវេលា ទេ? ការ បកប្រែ ទាំង ពីរ គឺ ឥត គិត ថ្លៃ ទេ ។ ”
- Vietnamese**
“Để biết thêm thông tin bằng tiếng Việt, xin cho nhân viên biết, họ sẽ giúp đỡ bạn về việc dịch và/hoặc thông ngôn. Dịch vụ này là miễn phí.”

If you need an interpreter for a different language, notify an FPAC employee
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