

Dispute Resolution Process

Appraisal Compliance
Management, Inc.



Secondary Review Request

Dispute Resolution Process

Upon receipt of an appraisal concern from a person (complainant) with an interest in a transaction that was handled by Appraisal Compliance Management, Inc. (ACM), the following procedure is followed:

- 1) The person with the issue is immediately notified to present his/her objection in writing with information supporting the position. The required supporting documentation generally consists of additional market data or factual corrections that form the basis for the requested review.
- 2) The information provided by the complainant is reviewed by an ACM representative to determine the potential validity of the review request.
- 3) Within 5 business days, a decision is made to either reject the request or forward the supporting documentation to the original appraiser for review and consideration. This decision is forwarded to the complainant and lender in writing.
- 4) If the complaint is deemed to have potential validity, the original appraiser has 5 business days to respond to the additional information in writing, unless special circumstances necessitate a delay. The complainant and the lender will be notified in writing of any delay. The appraiser response options may be one or more of the following to ACM:
 - a) Correct the items in the report determined to be factual errors and identify which errors were corrected and their impact on market value.
 - b) Review and consider all additional market data and information provided and if deemed relevant incorporate into the appraisal report. Identify what changes were made and their impact on market value.
 - c) Review and consider all additional market data and information provided, but reject to the relevance of this documentation. The reasons for rejection must be presented in writing.
- 5) The results of the Dispute Resolution Process by ACM shall be conveyed in writing immediately to the complainant and the lender.
- 6) ACM retains all records of each dispute processed for a period of not less than 5 years after the date of completion of the appraisal to which the dispute pertains or for a period of 2 years after final disposition of a judicial proceeding in which testimony relating to the dispute was given, whichever period expires later.

