



How Can Lenders Reduce Risk?

LINCOLN APPRAISAL[®]
& SETTLEMENT SERVICES

The Home of Experienced Nationwide Leadership



Work with a **Quality AMC** Who Partners with the **Best Appraisers**

Unprecedented regulation, coupled with intense competition has made the business of residential and commercial mortgage lending a challenge.

The nation's largest lending institutions, mortgage brokers, investment banks, mortgage insurance, and mortgage servicing companies realize that in order to reduce risk, they must exceed compliance standards. The best way to accomplish this is to work with an Appraisal Management Company ("AMC") that is committed to providing the best in appraisal management services and the highest quality customer service. That starts with partnering with the best appraisers.

A fully licensed AMC must embrace all federal and state laws, agency policies and client requirements as it pertains to consumer protection and appraiser independence. Additionally, an experienced AMC must value ***the important and vital contribution of their appraiser partners***. It is imperative for AMCs and their clients to view this as a "partnership" and not as a vendor relationship.

The best way to accomplish this is to work with an AMC that is committed to providing the best in appraisal management services and the highest quality customer service. That starts with partnering with appraisers who are the most educated, experienced, and dedicated to appraisal quality and superior customer service.

AMCs must consistently attract and recruit appraisers from around the country in order to maintain a comprehensive nationwide appraiser network for their clients. The best AMC's select appraiser partners who:

- Demonstrate an extensive understanding of the appraisal process and the most current standards, and be geographically competent to complete all assignments;
- Perform all appraisals in compliance with USPAP, Fannie Mae, Freddie Mac, and all applicable State and Federal laws as well as client guidelines;
- Are licensed and/or certified in the states they work, carry full Errors & Omission Insurance, and provide background checks as needed;
- Provide works samples and references.



LINCOLN APPRAISAL®
& SETTLEMENT SERVICES
The Home of Experienced Nationwide Leadership

A personal connection to appraisers in the field is an important part of the mortgage process. Business partnerships thrive when there is a personal connection between two parties. Electronically updating appraiser profiles and documents is needed, but so too is the ability to work together as a team. Clients will reduce risk and appraiser partners will succeed with an AMC that offers superior appraisal management by providing:

- **Service:** Offering a client services team that is committed to providing the highest quality customer service, while allowing appraiser partners to produce an outstanding appraisal product;
- **Responsiveness:** Providing an appraiser management team that works with appraisers to provide personalized service to mutual clients with impeccable attention to detail and an understanding of urgency;
- **Quality:** A quality assurance team dedicated to assisting appraiser partners in producing the highest quality appraisal reports;
- **Trust:** By working together, a partnership of trust should be gained with appraiser partners throughout the country;
- **Attitude:** Appreciation of appraiser partners, treating them with the professionalism and respect they deserve;
- **Convenience:** An investment in people, technology and infrastructure to make working with the AMC as simple and efficient as possible;
- **Scheduling/Fees:** Appraiser partners control their own workload, coverage areas and fee schedule.

Appraiser partners are valued members of the AMC team. A quality AMC will offer a documented welcome and on-boarding process including a Service Level Agreement as well as a registration and user guide to access an appraisal platform. Additionally, AMCs should offer strategies to appraisers to improve efficiencies and increase work volume.

To fully support appraiser partners, AMCs should have both a client services and appraiser management team that have been trained in consumer protection, appraiser independence and the Uniform Standards of Professional Appraisal Practice. A quality assurance team should be comprised of licensed and certified appraisers with decades of appraisal experience both on the road and as in-house reviewers. This will help to further ensure quality appraisal services. ***The best appraiser partners deserve the best in appraiser management.***



LINCOLN APPRAISAL[®]
& SETTLEMENT SERVICES
The Home of Experienced Nationwide Leadership

By consistently providing the highest quality of work and exceptional customer service, a successful AMC and appraiser partnership can raise the standard of excellence and public trust in this profession. This will ensure clients can meet compliance standards and reduce risk while the consumer is well-served by both the AMC and the appraiser.

George K. Demopoulos, MRICS, RA, SRA, AI-RRS
President/Chief Valuations Officer

Christina Improta
Appraiser Management Specialist

Lincoln Appraisal & Settlement Services
Providence, RI