

■ ■ ■ ■ ■ ■ ■

Appraisal Subcommittee

Federal Financial Institutions Examination Council

February 25, 2013

Mr. Michael Brunson, President
National Association of Appraisers
8546 Broadway, Suite 165
San Antonio, TX 78217

Dear Mr. Brunson:

The Appraisal Subcommittee (ASC) appreciates your letter dated February 12, 2013 concerning the Appraisal Complaint National Hotline (Hotline). Over the past two years, the ASC has been working diligently with all seven member agencies, including an interagency working group, to implement the Hotline. This past December, the ASC approved, in open session, governing policies for the Hotline, and last month approved an implementation plan for the Hotline with a launch date no later than March 29th. A live demonstration of the Hotline was provided at the ASC's February 13th Public Meeting.

In accordance with the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, the Hotline is designed to refer complainants to appropriate State and/or Federal agencies to handle complaints of alleged violations of the Uniform Standards of Professional Appraisal Practice (USPAP) and/or appraisal independence requirements. Intake of complaints will be handled based on existing protocols established by the State or Federal agency receiving the complaint. The Hotline will not initiate complaints, act on behalf of complainants, arbitrate complaints, assist in appealing the outcome of complaints, or follow up on complaint referrals previously provided. The Hotline includes the following:

- **Website**

The website provides referral information to complainants based on responses to a series of questions and drop-down menu selections. The complainant is provided with agency contact information for filing of a complaint. The website also offers tools and resources to enable complainants to determine the nature of their complaint, as well as other helpful information.

- **Call Center with toll free number**

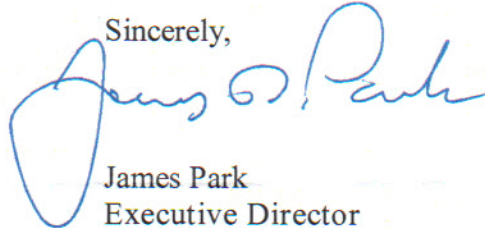
The call center representative provides referral information to complainants as presented on the website and will be available 9 am – 5 pm, Monday – Friday (except government holidays) to respond to calls.

- **Email**

A complainant may send an email to the ASC to request assistance. The Hotline website provides a link to send the email and instructions on the information to include and not to include in the email back to the ASC.

The Hotline will be rolled out in a phased approach. Phase 1 will consist of the initial operation of the Hotline. After the first six months of operation (Phase 1), the ASC will review the Hotline during Phase 2 to determine performance levels and whether adjustments need to be made. Phase 3 will implement any adjustments that were determined to be needed during Phase 2. We look forward to receiving input from stakeholders based on their experience with the Hotline.

Sincerely,



James Park
Executive Director

cc: ASC Board members

L