



# Communication Guidelines

We are not an advocate for the Client or the Appraiser but seek accuracy and clarity in the appraisal report as submitted to the Client. We respect the appraisal profession but recognize that not all readers of our reports are as familiar with all of the standards, rules and regulations that exist for a real estate appraiser.

We believe that our appraisers should be recognized, supported and compensated for their high level of expertise. Most of our appraisers are very loyal to Class Valuation, which we attribute to a business model that promotes communication, compensation, respect of independence and practice, and an understanding of what the process should look like.

We understand that we may require additional information and support in your appraisal reports than you are accustomed to; if we are able to proactively answer questions and address issues before they are ultimately identified, everybody wins.

Each appraisal we receive is run through an automated rule check based on underwriting and investor rules or guidelines. After revisions have been addressed and/or corrected the QC staff review and comment prior to delivery of the appraisal to the Client. The comments assist underwriters in their review of reports, reducing any appraisal conditions.

## Communication

Communication is an essential component of a successful working relationship with both our appraisers and our lenders. At all times, we must maintain the mutual perspective of service to you, to the client, and by extension, the borrower, that an active and consistent dialogue occurs. Class Valuation works hard with our appraisers to develop strong, mutually-beneficial relationships. Contact information for Class Valuation is available on every order. If you need to speak with the QC staff regarding your report, please call early in the process. Our goal is to support you at all times; without clear and consistent communication - achievement of those goals is near impossible.

**Order Acceptance:** The primary and initial appraiser is selected exclusively for the appraisal assignment and has 4 (four) business hours to accept the order. For the purpose of new assignments, business hours are 8AM to 5PM EST. If the assignment has not been accepted within 4 (four) hours, then one additional appraiser will be selected for the assignment; and so on. If no appraiser has accepted within 24 hours, Class Valuation may reach out via phone, e-mail or by requesting a quote through the platform prior to assigning to confirm interest and expedite the process.

Only the assigned appraiser should complete the assignment! In offices with multiple appraisers, the appraisal may not be re-assigned without Class Valuations express permission. If an appraiser trainee is completing the assignment, the supervisory appraiser must also inspect the subject property (interior and exterior).

**Inspection Scheduling:** Class Valuation expects confirmation of inspection appointment within 48 hours of order acceptance. Please contact the real estate agent, borrower, or tenant as provided in the contact section of the order form.

**Do not inspect the property without calling and scheduling even if the property is vacant and on a lockbox.**

Please use the Class Valuation portal when the inspection has been scheduled, for any updates and upon completion. Your cooperation in these matters will ensure that all parties are updated in a timely manner and will reduce or eliminate the need for you to respond to emails or phone calls regarding status updates.

Most fee increase requests must be submitted prior to acceptance of an order assuming reasons for the increase are apparent after a review of the property characteristics. If the characteristics of the subject or the assignment conditions constitute a complexity to the completion of the assignment that were not previously known, and the appraiser requires an increase in fee, the appraiser must notify Class Valuation within 18 hours of the inspection. If the appraiser does not notify Class Valuation within the allotted time-frame, we will not be able to seek a fee increase from the client.

Again, thank you for choosing Class Valuation as one of your business partners. Our lines are always open for challenges, suggestions or guidance. We welcome the opportunity to help educate our appraisal panel and as important to learn from you as well. You should feel confident that when you reach us, we will listen and treat you with the respect and professionalism you deserve! Please call us with any questions at (866) 333-8311.

