

**Course Title:** Appraisers and Appraisal Management Companies

**Sponsor:** Real Estate Appraisers Association (REAA)  
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**Instructor:** Ms. Janice Bezou

Ms. Bezou is a member of the Appraisal Institute with the SRA designation and also serves as the Director of Vendor Management and Lender Services at Axis Appraisal Management Solution.

Ms. Bezou holds a BA in management from Saint Mary's College in California and her background includes over 25 years in the banking industry in appraisal management, corporate risk and REO sales management. Ms. Bezou's education and extensive work experience will provide appraisers a distinctive lens to look at the new AMC development from different perspectives and to better understand their unique relationship. Ms. Bezou enjoys coaching, mentoring and learning from her colleagues and peers.

**Teaching Site:** Handles Gastro Pub, 855 Main St, Pleasanton, CA 94566

**Planned Initial Class:** June 19, 2013, 1:15 p.m. to 3:15 p.m.

**Class Type:** Classroom, 2-hour CE units

### **Class Overview**

This 2-hour CE class intends to provide appraisers an open forum for learning more about AMCs directly from the source. Some of the topics of interest may include details on how Appraisal Management Companies operate, discussing AMC/Appraiser Partnerships and the strategies of appraisers and AMCs in working together to ensure all USPAP compliance, guidelines, reviews, appraiser independence and services are effectively communicated and performed.

## Course Outline

| <b>Time in minutes</b> | <b>Topics</b>  |
|------------------------|--|
| 15                     | Introduction & Overview  |
| 20                     | AMC Operations:<br><br>What are some differences between large and small AMC companies?<br>Who determines the guidelines that AMCs use?<br>What do the lenders require from AMCs for quality control & review?<br>What is the role of mortgage underwriters?   |
| 30                     | Working together: AMC and Appraiser Partners<br><br>What do AMCs look for in their appraiser-partners?<br>What are the general qualifications required of appraisers?<br>How are value appeals (reconsiderations) handled?<br>The history and current development of AMCs.   |
| 30                     | Quality Strategies:<br><br>Ensuring USPAP compliance, guidelines, reviews, appraiser independence and services are effectively communicated and performed.<br>How do AMCS perform their reviews?<br>Who checks the appraisals?<br>What are the most prevalent appraisal errors?<br>What advice would you offer to appraisers to avoid callbacks and stips? |
| 10                     | Summary:<br><br>What is the future (mid-, long-term) for AMCs and Appraisers?  |
| 15                     | Questions& Answers   |
| Total: 120 minutes     |  |