

Dealing with a Negative Review (4 hr outline 2013)

AJ Anderson author and instructor

How to avoid a negative review. (30 min)

Adhere to USPAP

Know the Guidelines: FHA, VA, FNMA

Review the original order for client requirements

Ask the client about other potential needs

Points of concern: (Red Flags)

What is an appraisal review? (15 min)

USPAP 2012-2013 definition

Who is reviewing your report? (15 min)

List of possible reviewers and underwriters and discussion

Reasons the report is under review (15 min)

List of reasons the client and users of the report may review the appraisal

Levels of Review (15 min)

List and discussion on types of reviews and definitions

USPAP..... Review of STD 3

Understanding the Review process used (30 min)

Understand the depth of the review process

Contact between the reviewer and appraiser

Is the Negative Review warranted? (30 min)

Check the accuracy of the review
List of items to check, review and comment
How to reply and respond

Dealing with a warranted Negative Review. (30 min)

Communication with the reviewer
Consideration of new data and information provided
Writing an acceptance
Changing the report

Dealing with an Unwarranted Negative Review. (30 min)

Communication with the reviewer
Rejection or disagreement of new data and information provided
Writing the Rebuttal
Content of the rebuttal

Course Conclusion (30 min)

Summary
Q&A