



Policy Notice

Effective 8/1/2014

Appraisal Ordering

Using Flanagan State Bank Appraisal Department

We are pleased to announce that we are currently opening up the use of our Appraisal Department Services to all Broker & Correspondent Accounts. To utilize our service, here are the guidelines:

- 1) This is not an AMC Service. All appraisers who are listed on our roster retain their complete fee that is charged. We do not retain any portion of the appraisal fees.
- 2) To use this service, there must be 3 – 5 appraisers per area that your company covers to successfully rotate randomly the services of the appraisers. To insure enough coverage and to stay in compliance with AIR guidelines, please add to our roster by having your local appraisers sign up with our company.
- 3) The local appraisers must be approved by Flanagan State Bank. If they are on a Do Not Take list with any of our investors, they will not be included on our roster and will be unable to do business with Flanagan State Bank.
- 4) We will not allow the service to be used until our roster includes at least 3 appraisers for the area. 5 are preferred to insure no delays in appraisal completions.
- 5) The appraiser has the right to reject the order if he/she cannot complete the work in a timely manner. The order will then be rotated to the next appraiser in the area until the order is accepted. If the order cycles through all available appraisers and all reject the order, the Loan Officer will have to use the services of an AMC. The more appraisers on the list, the less likely it is that this situation will happen.
- 6) It is strictly forbidden that the Loan Officer or Processor specifically request an appraiser to complete the work. The work assignments MUST remain randomly chosen at all times. If the order is received with a specific appraiser shown on the order or in the body of the email, the request will be rejected.
- 7) Appraisal payments will not be accepted at the time of the order. All appraisal invoices are to be paid at closing. In the event the loan cancels, is denied or withdrawn the invoices must be paid immediately. FSB will invoice accordingly and payment is expected as soon as possible. Any outstanding invoices not paid immediately may result in termination of contract with FSB.
- 8) A contract will be required to utilize this service. The contract is simply an agreement to pay any outstanding invoices.



How to order: (once appraisal department has authorized there are enough appraisers for the area the company is in, they may begin ordering)

- 1) Email to appraisal@flanaganstatebank.com the order, purchase contract and any appropriate documentation required to fulfill the order.
- 2) The Appraisal Department will confirm receipt of the order
- 3) Within 24 – 48 hours, you will receive confirmation the order has been accepted by the appraiser.
- 4) Upon receipt of the appraisal, you will be emailed a copy. Your borrower will be included on the email and this will be utilized as Proof of Delivery.
- 5) If there is a value dispute, the form for appealing the appraisal is located on our website. The Appeal process is outlined on the form. It is important that it is followed completely.

The appraisal will automatically be uploaded into our system.

Please contact your AE for any updates you may need.

This system is designed to be utilized as a compliant service that will feature local appraisers. Please understand that time frames for the appraisal are not determined by the appraisal department staff. It is solely dependent on the appraiser. In addition, each appraiser sets their own fees. FSB does not dictate fees for the services provided in any way.

If you would like to use this service, please complete the agreement for service.



Agreement for Service AIR Compliant Appraisal Department Services

Flanagan State Bank agrees to provide to _____ (company), the use of our Appraisal Department to provide these services:

- 1) Ordering of appraisal reports
- 2) Ordering of Final Inspections
- 3) Ordering of Corrections to appraisal required by underwriting
- 4) Billing of company for outstanding invoices
- 5) Completion of requirements for AIR guidelines

Company, _____, agrees to the following terms:

- 1) To assist Flanagan State Bank in signing up the required number of appraisers for the area the company does business in.
- 2) To follow all AIR protocols and guidelines, including not requesting a specific appraiser for the orders
- 3) To have all orders paid at closing or pay any outstanding invoices in a timely manner to FSB if a loan cancels, is withdrawn or denied.

I agree to the terms provided and wish to use the Appraisal Ordering Services for our company.

Signature of Manager/Owner

Date

Printed Name