



770 South Adams  
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Birmingham, MI 48009  
(866) 333-8311  
www.classappraisal.com

### **Broker/Client Engagement Letter**

In an effort to make the appraisal process as efficient as possible, please carefully read the following information:

- ❖ Broker should provide the best contact information available when placing an order.
  - Please provide more than one phone number, if possible. Do not put the same phone number in separate fields.
  - If an email address is available, please provide this as contact information.
- ❖ All information should be verified prior to placing an order. Doing so will prevent any delays and help reduce revisions.
- ❖ If you have any special instructions, please indicate the instructions in the comments/notes section when placing an order.
  - For example, “don’t call the listing agent; make sure to call the buyer agent”.
- ❖ ALL communications should go through Class Appraisal. Do NOT contact the appraiser directly.
- ❖ Value may not be discussed, persuaded or influenced at any time by the broker, borrower or any agents involved in the transaction.
  - Class Appraisal is unable to discuss with the broker the value prior to the report being completed and delivered to the client.
- ❖ Please be aware, our estimated turn-times are mere estimates. Certain orders may take longer than others depending on outside factors, including but not limited to; market conditions, geographic area, weather conditions, revisions requests, etc.
  - We do offer the option of a Rush Order for additional fees. However, please be aware in certain areas, there is a possibility a rush request cannot be accommodated. Rush orders may also be affected by accessibility to the subject property due to an unresponsive contact. Please ensure the contact listed in the order is aware of the rush request.
- ❖ You should understand appraisal fees are based on geographic market rates, in certain instances, fees may increase or change depending on the scope of work.
- ❖ In an effort to improve our communication, please respond with confirmation to all communication within 24 hours. Including, but not limited to acknowledgment of the agreed upon due date.
  - The fact that an inspection may be scheduled earlier, does not automatically modify the due date nor does it mean the report will be completed prior to the established due date. We encourage the appraiser to submit the report as soon as possible, however, receiving the completed report earlier is not guaranteed.
    - If you desire the report to be completed prior to the established due date, you should place as a RUSH order.
- ❖ Please do not request that an order is re-assigned due to the fact that you do not want a certain appraiser to complete the assignment.
  - If you have a concern as to a certain appraiser not being used:
    - The appraiser must be on clients approved DNU list, or;
    - There must be a valid concern for us to consider re-assigning to another appraiser.

- ❖ Please take note of our Cancellation Policy, as well as our Appraisal Services Terms and Conditions, located on our website.
  - Any submitted appraisal order that we are asked to cancel will be subject to a cancellation fee of no less than \$40 due to order processing costs. Any order cancelled after the Appraiser has already inspected the property will be subject to a cancellation fee of no less than \$175 due to order processing costs and the Appraiser's travel costs.
- ❖ If an order is a purchase, please upload necessary documentation immediately, including Purchase Agreement.
- ❖ To avoid the need for a Final Inspection and additional fees, please ensure the utilities are on and working prior to the initial inspection.
- ❖ When the status is changed to "Inspection Complete", this does not indicate the report is completed. The appraiser still needs time in order to provide a credible report.
- ❖ All revision requests need to be in writing and placed through our website.
- ❖ All rebuttals shall be processed in writing through our website [www.classappraisal.com](http://www.classappraisal.com) under the client tab.
- ❖ Please understand when you are placing a rebuttal that the data you provide is going to the appraiser assigned to the order to review. Handle this as professional as possible.
- ❖ All vulgar, abusive, insulting and unprofessional rebuttals will be declined.
- ❖ Broker should educate and inform their client in regards to FHA requirements prior to initial inspection.
- ❖ For FHA assignments please ensure the Case number is listed and accurate when placing an order. This will help avoid possible delays and/or additional fees.
- ❖ Please provide any HOA information for 1073 assignments.
- ❖ Please be as accurate and descriptive as possible when placing underwriter conditions, to allow appraiser to understand and avoid unnecessary delays.
- ❖ Please note that a new account will need to be created for each funding lender you may work with.
- ❖ Correspondent Lenders:
  - Place order under original funding lenders name to avoid revisions and possible additional costs.

Above all else, please be aware that we are all working towards the same goal. Although frustration may occasionally arise, please refrain from profanity, derogatory, or offensive language. Class Appraisal treats all brokers and clients with respect and dignity; we expect the same respect and dignity. Thank you.

Please direct any and all questions to Class Appraisal:

(866) 333-8311

[Info@classappraisal.com](mailto:Info@classappraisal.com)

