



# Appraisal Management Services of America, Inc.

---

## Nationwide Appraisal & Review Services

### Providing Quality Appraisal & Review Services in ALL 50 STATES

- Conventional
- FHA
- REO
- Reviews
- BPO
- Portfolio Valuation Services
- Disaster Inspections
- AVM



**Appraisal Management  
Services of America, Inc.**

16742 Gothard Street, Suite 109  
Huntington Beach, CA 92647  
Phone: (800) 554-3411  
Fax: (714) 373-5651  
[appraisal@amsainc.net](mailto:appraisal@amsainc.net)  
[www.amsainc.net](http://www.amsainc.net)

# Company Information

Appraisal Management Services of America (AMSA) was founded in 2000 to meet the appraisal needs of mortgage lenders and investment banks. The principals have a combined 30 years of experience in the mortgage and appraisal industries. AMSA offers a variety of nationwide appraisal services including reviews, FHA and REO appraisals, BPOs, conventional appraisals and portfolio valuation. Unlike large management firms that bundle numerous loan services, AMSA focuses on appraisal and review services. We intentionally limit the services we offer in order to provide our clients with high quality reports, fast turnaround and unparalleled customer service.

At AMSA, we understand the competitive nature of the mortgage industry and strive to give our clients a competitive edge by offering quick turnaround. AMSA guarantees all orders received by 4 p.m. (PST) will be processed the same day. We will always do our best to accommodate rush orders and meet requested due dates. We are also sensitive to the current volatile market conditions and understand the urgency in getting properties valued promptly and that all unique investor or lender guidelines are met.

AMSA takes pride in providing unparalleled customer service. Our customer service representatives are knowledgeable, courteous and available to assist you with all your appraisal needs. AMSA customer service representatives will place your orders with the approved appraiser offering the quickest turnaround, monitor and track your orders, send updates on the status of your orders including immediate notification of problems or delays and send daily confirmations of orders received. Clients may also keep track of their orders and get up to the minute status on our website at [www.amsainc.net](http://www.amsainc.net). Customer satisfaction is our number one priority.



# Advantages of Using AMSA

## QUALITY PRODUCT & QUALITY APPRAISERS

- Extensive nationwide network of appraisers
- Approval process for appraisers which includes review of their work, verification of licensing and references
- Appraiser's license, resume and insurance coverage kept on file
- Established relationships with approved appraisers ensures quality work product and timely turnaround

## REASONABLE FEES AND FAST TURNAROUND

- Relationship with approved appraisers results in reduced fees from volume pricing, allowing AMSA to charge competitive rates
- Appraisers provide quick turnaround time based on long term loyalty
- Ability to accommodate rush orders or special requests

## EASE OF USE AND TIME SAVINGS

- We monitor and keep track of your orders
- Nationwide coverage
- Save time and money by not having to screen for quality appraisers; your loan agents can focus on what they do best, selling! Our coordinators can handle all your appraisal needs for you
- Custom Reports for Portfolio Valuation products or for volume clients

## UNPARALLELED CUSTOMER SERVICE

- Knowledgeable and courteous customer service representatives
- Immediate notification of problems or delays
- Continuous updates on the status of your orders
- **Account manager assigned to each client. We are NOT a call center. Your account manager will handle all your files from start to finish.**

## INTERNAL REVIEW

- All appraisals and appraisal reviews are reviewed for quality and content prior to being sent to the client.
- AMSA also reviews reports for individual lender or investor requirements specified for each individual client

## PAYMENT METHOD OPTIONS

- We accept MC/Visa, Discover and American Express from both clients and borrowers.
- We offer the option to bill the lender upon credit approval when accounts is set up
- We offer the option to collect COD on full FHA appraisal orders.
- Payment can also be processed on our website



## Advantages of Using AMSA (cont.)

### UP-TO-THE-MINUTE STATUS AVAILABLE ON OUR WEBSITE

- Each client is given a log-in and password for our website
- Status can be accessed on appraisal orders 24 hours a day
- Custom settings for automatic notifications - clients select what type of updates they want to receive on orders for each status change (ie: appraiser left message for borrower, inspection set, inspection complete, report being typed, etc.)
- Ability for clients to generate their own status reports for orders on hold, in progress, scheduled, due it, etc.
- Website has direct e-mail link to the account manager for questions on your files
- Reports sent via email upon completion, but also available for clients to download from the website at any time.
- Place orders directly on our website for immediate processing. (Order will also be accepted via email, fax and through Encompass, Appraisal Port, etc.)
- The Daily Dashboard on the website gives a snapshot of all orders for each client and by clicking on the link in blue, it opens that specific report showing the file detail for that status. This allows clients to have easy access for follow up on orders on hold, overdue orders, etc.

### Daily Dashboard

Status	Scheduling	Messages
<b>96</b> <a href="#">Open Orders</a>	<b>1</b> <a href="#">Unassigned Orders</a>	<b>35</b> <a href="#">Files Delivered Today</a>
<b>7</b> <a href="#">Orders In Review</a>	<b>15</b> <a href="#">Orders to be scheduled</a>	
<b>25</b> <a href="#">Orders On Hold</a>	<b>4</b> <a href="#">Inspections Scheduled</a> Today	
<b>0</b> <a href="#">Orders Cancelled Today</a>	<b>79</b> <a href="#">Orders Near Due</a>	
<b>8</b> <a href="#">Orders Completed Today</a>	<b>1</b> <a href="#">Overdue Orders</a>	
<b>0</b> <a href="#">Orders Reviewed</a>		
<b>13</b> <a href="#">New Orders Today</a>		

Visit our website at [www.amsainc.net](http://www.amsainc.net)

# APPRAISAL SERVICES

## Standard Appraisal Services

1004 Full Appraisal for SFR  
1073 Full Appraisal for Condo  
2055 Drive-By Appraisal for SFR  
1075 Drive-By Appraisal for Condo  
1025 Small Residential Income Property  
1004-D Appraisal update  
1004-C Manufactured Home Appraisal  
Land Only Appraisal



*AMSA covers All 50 States*

## Specialty Appraisal Services

### **REO Appraisal**

- Completed on 1004 form for SFR's
- Addendum with list of repairs needed and cost to cure
- "As-is" and "As-Repaired" values
- Photos of all deferred maintenance and items listed for repair
- Specific lender/client requirements can be added

### **FHA Appraisal**

- Completed by an FHA approved appraiser. AMSA verifies appraiser status with HUD prior to assigning each order to check for recent status changes.
- AMSA provides appraisers with required additional items for FHA appraisals and reviews report to make sure in HUD compliance and all required additional photos and comments are included

### **Enhanced Full Appraisal**

- Completed on the 1004 form for SFR
- Includes 1-2 current listing comps
- Includes 2 sales within 90 days
- Marketing time provided for all sales
- Additional information supplied on market data if in a declining market

## Portfolio Valuation Products

BPO Broker Price Opinion  
2055 Drive-by  
2075 Desktop Valuation  
Portfolio Valuation Reports (customized for each client)

# REVIEW SERVICES

## Field Review

- 72 hour (3 business days) typical turnaround in most areas
- Completed on Fannie Mae 2000 form
- Includes pictures of subject and comparables

## Enhanced Field Review

- Additional new comps provided with 2000 form by review appraiser

## Technical Desk Review

- 24 hour turnaround
- Completed on the Fannie Mae 2006 form
- Completed by using nationwide data sources: Dataquick, Experian, etc.

## Local Desk Review

- 24-48 hour turnaround
- No specific form unless requested by lender
- Completed by local appraiser in the area



# OTHER SERVICES

## Disaster Inspections

- Inspect properties after natural disasters (hurricanes, earthquakes, floods, etc.) to verify that no damage has occurred to exterior of home
- Includes description of any damage to the property
- Includes picture of the front of subject and additional photos as needed

## Final Completion Certificate

- Completed on 442 form or the new 1004-D form
- Re-inspection of property to show work completed

## AVM

- Automated Valuation Model (valuation provided by computer program)

## Contact Information

### **Mailing Address:**

Appraisal Management Services of America Inc.  
16742 Gothard Street, Suite 109  
Huntington Beach, CA 92647

**TOLL FREE NUMBER:** (800) 554-3411  
Local number: (714) 373-1544  
Fax number: (714) 373-5651

### **E-mail address:**

General mailbox:  
[appraisal@amsainc.net](mailto:appraisal@amsainc.net)

**ORDER DESK:** [orders@amsainc.net](mailto:orders@amsainc.net)

### **Contact Personnel:**

*Christy Jordan, CEO*  
800-554-3411 x200 e-mail: [christy@amsainc.net](mailto:christy@amsainc.net)

*Tracey Swanitz, Executive Vice President*  
800-554-3411 x207 e-mail: [tracey@amsainc.net](mailto:tracey@amsainc.net)

*Crystal Miller, Accounting Manager*  
800-554-3411 x203 e-mail: [accounting@amsainc.net](mailto:accounting@amsainc.net)

**WEBSITE:** [www.amsainc.net](http://www.amsainc.net)

