

April 4, 2003

Ms. Lauren Rubino
Slate of Connecticut
Department of Consumer Protection
License Services Divison
165 Capitol Avenue - Room 110
Hartford, Connecticut 06106



Re: Voluntary Surrender of Certified General Real Estate Appraiser License #RCG.345

Dear Ms. Rubino:

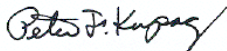
As per this letter. I am hereby voluntarily surrendering the captioned license. Why you may ask? Let me explain.

- My 2002 complete license renewal information, including my address change, was mailed to your office on April 15, 2002.
- After not receiving a renewal, nor hearing anything from your department, on August 19, 2002 my secretary (Bernadette) called your office and found out from Tim Keefe that several items were missing (change of address request and copies of my current Maryland and New York [home state] licenses). Mr. Keefe was informed that all of the above were sent, especially the change of address request. He told Bemadette that my file could not be found to check it; it was probably filed away already. He asked here to fax over a copy of the renewal notice, which had a copy of my check on it, and copies of both licenses. Mr. Keefe received the fax while on the phone with Bemadetle and said he would put everything together for you to process.
- On September 13, 2002, Bemadelle called again to find out the status of my license. Mr. Keefe informed her that I needed to have a letter of good standing from the State of Maryland. After explaining the August 19, 2002 conversation she had with him and fax that was sent, she asked why at that time did not Mr. Keefe inform her that I needed to send in a letter of good standing. While on the phone with her, Mr. Keefe asked you what should be done and, with you speaking in the background Mr. Keefe relayed that a letter of good standing was not necessary since you already had copies of my licenses.
- On October 17, 2002, Bernadette called again. When she asked Mr. Keefe how long it would be before I got my license she was told that my application was sent to the appraiser board, which met only once a month to go over applications. Since the board met on October 9, 2002, he assumed that my application was at the meeting and just hadn't gotten back to the office to be input into the computer.

- On December 10, 2002. Bernadette made her fourth phone call to your office. Again, she spoke with Mr. Keefe who upon checking the records told her that the license had been renewed and I should be receiving my license in the mail soon.
- On January 29, 2003, the fifth phone call by Bemadette was made to your office. Mr. Keefe informed her that the computer showed that copies of my New York and Maryland licenses had not been received by your office. She again reiterated all of the previous conversations she had had with Mr. Keefe. He told herto refax the documents one more time to him and my license would be sent out immediately.
- Well, yesterday (April 3, 2003) was the last straw. Bemadette called your office again at 11:30 am. Again, she spoke with Mr. Keefe who informed her that my license was still pending in the computer. Again, she reiterated the history of this renewal. At which point he plugged it into the computer and agreed that something had gone wrong, but that you were the only one who could correct this. Mr. Keefe put Bemadette into your voice mail with a warning to call you every couple of hours. She left a message. As of the writing of this letter (9:50 am.), you have not returned her phone call.

Enough is enough! My secretary has had to make six phone calls to ultimately find out that we are stilt at square one in your process. I have had this license since 1993, but I don't want to have to deal with your inability to process my renewal notices. I am certified in 15 other states and have never gotten this type of run around. You can keep it. I will expect a full refund of my \$258.00 fee that was paid on April 15, 2002 for a license that you can't renew.

Sincerely



Peter F. Korpacz

The Appraisal Subcommittee
2000 K Street, NW
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Washington, DC 20006