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# Appraisal Subcommittee

*Federal Financial Institutions Examination Council*

May 30, 2001

Andrew L. Metcalf, Jr., Administrator  
Bureau of Commercial Services  
Department of Consumer and Industry Services  
P.O. Box 30018  
Lansing, MI 48909

Dear Mr. Metcalf:

Pursuant to Title XI of the Financial Institutions Reform, Recovery, and Enforcement Act of 1989, as amended ("Title XI"), we have scheduled a field review of the Michigan real estate appraiser regulatory program ("Program") for August 27-30, 2001. The field review is an essential part of our ongoing efforts to fulfill our obligation under § 1118(a) of Title XI to ensure State compliance with the Title. The field review process involves analyzing your statute, regulations, policies, and procedures to determine your Program's consistency with Title XI.

Ms. Vicki Ledbetter and I will conduct the field review. We understand that the Bureau of Commercial Services is the State agency with administrative, regulatory, and/or enforcement authority for the Program. Ms. Ledbetter and I will begin the field review at 8:30 a.m. and will start with an opening conference to discuss your Program and our field review process. Please coordinate with your appropriate Program representatives to ensure their attendance at this opening conference. We will conclude the on-site review with an exit conference that will be scheduled during the review. At the exit conference, we will discuss the review findings. It is important that appropriate Program representatives attend this meeting.

For the majority of our time on site, we will review selected files and records for the period under review. Please have available for our review complete files of: all approved and disapproved education courses, providers, and instructors; and all approved and disapproved resident, temporary practice, and reciprocal applications, received or processed during the review period of May 2000, and July 2001. If you have any questions regarding the availability of any of these records or questions regarding our authority to review such records, please notify us at your earliest convenience before the review dates. We also may need access to additional records and/or information during the course of the review.

Please send two copies of the following information by July 31, 2001, for our review prior to arriving at your office:

- Current real estate appraiser-related statute and regulations;
- Blank copies of current real estate appraiser applications (including those for resident licensure /certification, temporary practice, reciprocity, and education provider/instructor approval);
- Official Real Estate Board/Commission and committee meeting minutes issued during the review period;
- List of temporary practice permit applications received during the review period, identifying the applicant, date of application, date of issuance, and date of expiration, if any;

- List of all approved real estate appraiser-related education course offerings and course providers or instructors; and
- An organizational chart, including the names and phone numbers of employees involved in, or part of, the management of your Program.

In addition to two printed copies of the above information, please provide any of the information that is easily available in Microsoft Excel or Word format on a computer diskette, if possible.

As previously agreed, our review of the complaint investigation and resolution portion of the Program will evaluate activities occurring between February 1997, and July 2001. We reviewed the complaint log provided with the March 21<sup>st</sup> letter we received from then Acting Director James Montgomery. Please retrieve the complete files and any other pertinent documentation regarding the cases identified below for our review and consideration.

**Open Complaints [All complaint identifiers deleted.]**


**Closed Complaints [All complaint identifiers deleted.]**


In addition, please provide a log of all complaints opened and closed since the March 7<sup>th</sup> ending date of the log we currently possess. The log should identify: the licensee; his/her license number; the complainant; the complaint number and nature of allegation; the date the complaint

was opened and closed; and status or method of disposition. You will be notified by August 1<sup>st</sup>, should we need any additional files retrieved based on our review of the additional material.

We look forward to meeting with you. Please contact us at (202) 872-7520 with any questions you may have regarding the review.

Sincerely,

Ben Henson  
Executive Director

cc: Jean Bowen, Licensing Division Administrator  
Judy Dennis, Board Administrator  
Al Schefke, Auditor Manager