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Vanessa Beauchamp
Executive Director

May 9, 2008

Virginia Gibbs
Appraisal Subcommittee
2000 K Street NW
Suite 310

Dear Ms. Gibbs:

The Missouri Real Estate Appraisers Commission is in receipt of your letter dated April 2, 2008 relating to the recent field review.

Again there was concern with regard to the complaint resolution process. Although improvements have been made, the Commission will continue to provide the Appraisal Subcommittee with quarterly complaint logs as well as to monitor the time it takes to resolve complaints. In addition, the Commission is currently working with legal counsel to determine what additional process improvements can be made.

The Commission would like to ask that the ASC review the one year resolution policy as it may be legally improper in certain circumstances. While the ASC continues to cite this as a concern in Missouri, the Commission would greatly appreciate receiving any suggestions the ASC may have to improve the complaint resolution matter.

As for the temporary practice permits, it should be noted that staff simply were not aware of the five business day policy. This matter was addressed and corrected while the appraisal policy managers were still on site conducting the field review.

If the Commission can be of any further assistance please let me know.

Sincerely,

Vanessa Beauchamp
Executive Director

Cc: David Broeker, Division Director
Kimberly Grinston, Legal Counsel
Craig Jacobs, Assistant Attorney General

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