

**APPRAISAL SUBCOMMITTEE  
OPEN SESSION MEETING MINUTES  
JANUARY 23, 2013**

LOCATION: Office of the Comptroller of the Currency, 400 7<sup>th</sup> Street SW, Washington, DC 20024.

**ATTENDEES**

**ASC MEMBERS:** HUD – Pete Gillispie (Chair)  
OCC – Darrin Benhart (Vice Chair)  
CFPB – Mira Marshall  
FDIC – Doreen Eberley  
FHFA – Susan Cooper  
FRB – Art Lindo  
NCUA – Joy Lee

**ASC STAFF:** Executive Director – Jim Park  
Deputy Executive Director – Denise Graves  
General Counsel – Alice Ritter  
Policy Manager – Neal Fenochietti  
Policy Manager – Vicki Metcalf  
Attorney-Advisor – Dan Rhoads  
Regulatory Affairs Specialist – Claire Brooks  
Management & Program Analyst – Lori Schuster  
Administrative Assistant – Brian Kelly

**OBSERVERS:** Appraisal Foundation – Dave Bunton  
Appraisal Foundation – Cathy Johnson  
CFPB – Calvin Hagins  
CFPB – Jeff Shue  
FDIC – Suzy Gardner  
FDIC – George Parkerson  
FRB – Ginny Gibbs  
FRB – Kevin Wilson  
OCC – Kevin Lawton  
OCC – Bob Parson  
Peter Barash and Associates – Peter Barash  
Peter Barash and Associates – Prairie Douglas  
REVAA – Donald Kelly

The meeting was called to order at 10:40 a.m. by P. Gillispie. J. Lee and J. Shue attended via telephone.

## **<OPEN SESSION>**

### **1. Opening Remarks**

P. Gillispie welcomed the observers to the Meeting.

### **2. Summary Agenda**

- **December 12, 2012 minutes – Open Session**

D. Benhart made a motion to approve the December 12<sup>th</sup> open session meeting minutes as presented. D. Eberley seconded and all members present voted to approve. S. Cooper abstained from voting since she did not attend the December Meeting.

### **3. Discussion Agenda**

- **Appraisal Complaint National Hotline (Hotline) Implementation Plan**

J. Park presented the Implementation Plan for the Hotline. The Hotline is proposed to include a website, call center and email capability. The Hotline should be in operation no later than March 29, 2013. The Hotline Implementation Plan includes three phases. Phase One is intended as a soft roll-out to accomplish two goals: (1) refer complainants to the appropriate State and/or Federal agency in order to meet the requirements of the Dodd-Frank Act and (2) study the volume and nature of complaints to understand how to maximize the usefulness of the Hotline. In Phase Two, ASC staff will conduct an operational review of the Hotline, which will include evaluation of the website, call center and email metrics. This phase will conclude with an overall review of the Hotline's performance and cost effectiveness. Phase Three will determine whether or not the Hotline call center should be contracted out or maintained in-house. D. Eberley asked if metrics would be available for complaints received via email. J. Park said "yes." She also provided minor edits to the Implementation Plan. A. Lindo asked if referrals would be given to the CFPB for commercial properties as noted in the attached Matrix. He also noted that references to the Truth in Lending Act should be removed from the Matrix. M. Marshall said CFPB would like to receive non-depository complaints on commercial property but would not investigate them. They would be investigated by the appropriate regulatory agency. S. Cooper said the Uniform Appraiser Dataset only relates to single-family properties. N. Fenochietti said he would make the corrections as discussed. D. Eberley moved for approval of the

Implementation Plan as revised and with the additional edits discussed. A. Lindo seconded and all members present voted to approve.

- **FY13 Appraisal Foundation Grant**

J. Park said the sequestration has been delayed until at least March 1<sup>st</sup> so ASC staff recommends approving an FY13 grant to the Appraisal Foundation. The Foundation has requested a nine-month grant covering January – September 2013 rather than a twelve-month grant to lessen bookkeeping requirements. The Foundation will fund the balance of grant-eligible activities for the period of October 2012 – December 2012. A. Lindo asked if activities related to State Investigator Training would be reimbursed through the grant. J. Park responded “yes” and, in the past, amounts have been earmarked for certain activities. Since the ASC is only able to partially fund the grant request, the Foundation will decide how to distribute the funds that are awarded. D. Bunton said the Foundation intends to complete everything in the Statement of Work and will use their own funds to pay for any item not paid for with grant funds. M. Marshall moved to approve the grant in the amount of \$400,000 to cover the period of January 2013 – September 2013. A. Lindo seconded and all members present voted to approve.

- **FY 2013 revised ASC Budget**

J. Park said ASC staff recommends revisions to the budget that was approved by the ASC on September 26, 2012. After discussion on the proposed revisions, D. Benhart made a motion to approve the revised FY13 ASC budget. S. Cooper seconded and all members present voted to approve.

- **September 2012 Appraisal Foundation Grant Reimbursement Request**

J. Park presented the September 2012 grant reimbursement request in the amount of \$37,129. This includes charges related to the Appraiser Qualifications Board Meeting in Dallas and an Update of State Investigator Training Materials. D. Benhart moved to approve payment in the amount of \$37,129. M. Marshall seconded and all members present voted to approve.

- **Massachusetts Compliance Review**

D. Graves presented the Massachusetts Compliance Review. Massachusetts was found to be not in substantial compliance with Title XI. ASC staff recommends retaining Massachusetts on a two-year Review Cycle with continued off-site monitoring.

- **Minnesota Compliance Review**

D. Graves presented the Minnesota Compliance Review. Minnesota was found to be not in substantial compliance with Title XI. ASC staff recommends retaining Minnesota on a two-year Review Cycle with continued off-site monitoring.

- **Montana Compliance Review**

D. Graves presented the Montana Compliance Review. Montana was found to be not in substantial compliance with Title XI. ASC staff recommends retaining Montana on a two-year Review Cycle with continued off-site monitoring.

S. Cooper moved to approve the Massachusetts, Minnesota, and Montana Compliance Reviews. D. Benhart seconded and all members present voted to approve.

Observer P. Barash addressed the Chairman about the roll-out of the Hotline. Board members and staff provided clarification as to the intended purpose and function of the Hotline. D. Benhart also explained that the complaint form developed by certain agencies for the intake of appraisal-related complaints at their agencies would be published in the Federal Register for comment for 30 days. P. Barash asked if each agency will determine what complaints they will accept. M. Marshall said it is based on agency jurisdiction and agencies will decide who has jurisdiction.

The Open Session adjourned at 11:30 a.m. into Closed Session and the observers left the Meeting. The next scheduled Meeting is for February 13, 2013.