

**APPRAISAL SUBCOMMITTEE
OPEN SESSION MEETING MINUTES
OCTOBER 9, 2013**

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

ATTENDEES

ASC MEMBERS: FRB – Art Lindo (Chair)
CFPB – Mira Marshall
FDIC – Rae-Ann Miller
FHFA – Robert Witt
NCUA – Tim Segerson
OCC – Darrin Benhart

ASC STAFF: Executive Director – Jim Park
Deputy Executive Director – Denise Graves
General Counsel – Alice Ritter
Attorney-Advisor – Dan Rhoads
Financial Manager – Girard Hull
Management & Program Analyst – Lori Schuster
Administrative Assistant – Brian Kelly

OBSERVERS: Appraisal Foundation – Dave Bunton
Appraisal Foundation – Cathy Johnson
FDIC – Suzy Gardner
FRB – Carmen Holly
FRB – Esther Ogunro
FRB – Kevin Wilson
OCC – Bob Parson

The Meeting was called to order at 10:35 a.m. by A. Lindo. T. Segerson attended via telephone.

<OPEN SESSION>

1. Opening Remarks

A. Lindo welcomed the observers to the Meeting.

J. Park reported on ASC staff activities since the ASC's September 11th ASC Meeting. He and D. Graves attended the Appraiser Qualifications Board (AQB) meeting in San Diego on September 12-13. The work session and meeting focused on the

implementation of the 2015 AQB Criteria. J. Park also attended the Association of Real Estate Licensing Law Officials meeting in Seattle on September 19-20 and the Valuation Summit hosted by the National Association of Realtors in DC on October 1st. He and A. Lindo attended the September 24th FFIEC Meeting and updated the FFIEC on the Illinois appraiser regulatory program, the Hotline, and the ASC's new Strategic Plan.

2. **Summary Agenda**

- **September 11, 2013 minutes – Open Session**

R. Miller made a motion to move the September 11th open session meeting minutes to the Discussion Agenda. D. Benhart seconded and all members present voted to approve.

3. **Discussion Agenda**

- **September 11, 2013 minutes – Open Session**

R. Miller suggested an edit to the minutes and the other ASC members were in agreement. R. Miller made a motion to approve the September 11th open session meeting minutes as edited. R. Witt seconded and all members present voted to approve.

- **Appraisal Foundation May, June and July 2013 Grant Reimbursement Requests**

G. Hull presented the reimbursement requests and detailed the expenses associated with each. M. Marshall moved to approve the May, June, and July grant reimbursement requests in the amounts of \$71,015, \$82,785, and \$12,207, respectively. R. Miller seconded and all members present voted to approve.

- **Phase 2 Appraisal Complaint Hotline Recommendations**

J. Park noted the Hotline was approved in three phases on January 23, 2013. Phase 1 included: referring complainants to the appropriate State and/or Federal agency to investigate the complaint; and studying the volume and nature of the complaints to maximize the Hotline's usefulness. Phase 2 was to analyze the website and call center approximately six months after opening the Hotline to determine if enhancements or changes were needed. Phase 3 is the contracting or maintenance Phase, depending on whether the Hotline is outsourced or maintained in house. J. Park reported that in the past six months, over 600 referrals were made to State agencies and approximately 200 to Federal agencies. A small percentage of those referrals have turned into official complaints. Most of the Hotline traffic has been

through the website. ASC staff recommends moving into Phase 3 as a maintenance Phase in house, with ASC staff reviewing the Hotline operations annually to make any refinement recommendations to the ASC. D. Benhart asked what types of calls are being received. J. Park responded that some are USPAP-related which are referred to States, and others are homeowners or potential sellers complaining about the appraiser's opinion of value. He added that ASC staff will submit quarterly reports to the ASC detailing call volume, website usage and complaint referrals. A. Lindo asked if there was a motion to accept staff's recommendation. D. Benhart made a motion to move into Phase 3 of the Hotline implementation plan. M. Marshall seconded and all members present voted to approve.

- **Mississippi and South Carolina Compliance Reviews**

D. Graves reported that Compliance Reviews of Mississippi and South Carolina were conducted in April 2013. Both Programs were found "In Substantial Compliance." The Reports and letters were signed by the Chair under the delegation of authority.

The Open Session adjourned at 10:50 a.m. into Closed Session and the observers left the Meeting. The next scheduled Meeting is for November 13, 2013.