

**APPRAISAL SUBCOMMITTEE
OPEN SESSION MEETING MINUTES
SPECIAL MEETING
NOVEMBER 17, 2011**

LOCATION: 1401 H Street NW, Suite 760, Washington, DC and via teleconference.

ATTENDEES

ASC MEMBERS: OCC – D. Merkle
CFPB – P. Sanford (Advisory Representative)
FDIC – S. Gardner
FHFA – S. Cooper
FRB – G. Gibbs
HUD – P. Gillispie
NCUA – J. Lee

ASC STAFF: Executive Director – J. Park
Deputy Executive Director – D. Graves
General Counsel – A. Ritter
Administrative Officer – L. Schuster

OBSERVERS: A. Lindo – Federal Reserve Board
T. Sweat - NCUA

The meeting was called to order at 10: 05 a.m. by D. Merkle.

<OPEN SESSION>

1. Discussion Agenda

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

J. Park provided an overview of the revisions to the Hotline recommendation made by staff during the November 9th ASC meeting. ASC members asked and responded to various questions regarding expenses, project management, staffing, and documentation of Hotline procedures.

An ASC member expressed concerns regarding the phased in approach, internal procedures, and staff's lack of experience in operating a Hotline. J. Park indicated that staff does have significant experience handling complaints that are currently being received at ASC headquarters. He also indicated that several member agencies have indicated their willingness to assist the staff. In response to a

question from a Board member, the NCUA member indicated that she and her agency could provide assistance in addition to her regular duties.

In response to concerns expressed by another ASC member, J. Park indicated that staff could provide progress reports on the Hotline's development. Further discussion took place regarding USA Contact's ability and willingness to assist in developing the in-house Hotline or in the alternative, going through their procurement process should the ASC decide to outsource. Discussion continued regarding the timing and need for an RFP, the types of questions staff is anticipating, and backup procedures for the Hotline if needed. J. Park described the reasons why an RFP is not needed at this time and what backup procedures have been discussed. S. Cooper made a motion to approve the ASC staff recommendation to set up the Hotline. G. Gibbs amended the motion to add that she would like the ASC staff and agencies to conduct an evaluation within six months of the start date of the Hotline to evaluate call type and volume, and that she would have liked more information from ASC staff on available options in their recommendation. D. Merkle further amended the motion to request staff complete a statement of work (SOW) within 60 days from today's date. S. Cooper said she agreed with the amendments to her motion (S. Cooper left the meeting). An ASC member asked what the SOW would entail and that it could possibly take 90 days to complete rather than 60 days. Another ASC member said the SOW should encompass the entire operation of the Hotline and was fine with extending the deadline to 90 days. This member added that information in the ASC staff recommendation can be the basis for the SOW. An ASC member asked if the motion could still be seconded since S. Cooper left the meeting. An ASC staff member said yes if the request for the extension of the SOW was removed from the motion. An ASC member added that the ASC could vote at the December 14th ASC meeting and amend the motion from 60 to 90 days if the former will not be enough time for ASC staff to develop the SOW. G. Gibbs seconded the motion and all members present approved.

The meeting adjourned at 11:45 a.m.