

Media Release

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Appraisal Subcommittee

Federal Financial Institutions Examination Council

For Immediate Release

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Contact Information:

(202) 289-2735

www.asc.gov

The Appraisal Subcommittee (ASC) of the Federal Financial Institutions Examination Council announced today it will begin operation of the **Appraisal Complaint National Hotline** (Hotline). The Hotline is required by the Dodd-Frank Wall Street Reform and Consumer Protection Act.

The Hotline includes:

- **Website (<http://ReferMyAppraisalComplaint.asc.gov>)**
The website provides referral information to complainants based on responses to a series of questions and drop-down menu selections. The complainant is provided with agency contact information for filing of a complaint. The website also offers tools and resources to enable complainants to determine the nature of their complaint, as well as other helpful information.
- **Call Center with toll-free number (877-739-0096)**
The call center representative provides referral information to complainants as presented on the website and will be available 9 a.m. – 5 p.m. (EDT), Monday – Friday (except government holidays) to respond to calls.
- **Email**
A complainant may send an email to request a referral. The Hotline website provides a link to send the email and instructions on the information to include and not to include in the email to the Hotline.

The Hotline will refer complainants to appropriate State and/or Federal agencies to handle complaints of alleged violations of the Uniform Standards of Professional Appraisal Practice (USPAP) and/or appraisal independence requirements. Intake of complaints will be handled based on existing protocols established by the State or Federal agency receiving the complaint. The Hotline does not initiate complaints, act on behalf of complainants, arbitrate complaints, assist in appealing the outcome of complaints, or follow up on complaint referrals previously provided.

The Hotline will be rolled out in a phased approach. Phase 1 will consist of the initial operation of the Hotline. After the first six months of operation (Phase 1), the ASC will review the Hotline during Phase 2 to determine performance levels and whether adjustments need to be made. Phase 3 will implement any adjustments that were determined to be needed during Phase 2.

For further information, please contact James R. Park, Executive Director, at (202) 595-7575 or Jim@ASC.gov; or Alice M. Ritter, General Counsel, at (202) 595-7577 or Alice@ASC.gov.

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