



STATE OF FLORIDA
DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION



Jeb Bush
Governor

Simone Marstiller
Secretary

January 10, 2006

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Virginia M. Gibbs, Chairman
Appraisal Subcommittee
Federal Financial Institutions Examinations Council
2000 K Street, NW, Suite 310
Washington, DC 20006

Re: Letter of Finding and Recommendations, dated December 20, 2005

Dear Ms. Gibbs:

Thank you for sharing your findings with the Florida Department of Business and Professional Regulation. As Director of the Division of Real Estate, I am responding on behalf of the department.

I have reviewed your comments and the business processes associated with the resolution of complaints. I assure you that the department shares your desire to resolve these complaints as quickly as possible. We are concerned when any complaint resolution takes longer than a year.

As you pointed out, the department has been able to reduce the percentage of outstanding complaints open more than one year. Overall, the department has been able to reduce the total number of complaints open more than one year by 68 percent since the 2004 field review. Although factors impacting the resolution of these complaints are not fully within the control of the department, myself and other division managers continue to monitor and act on every appropriate opportunity to resolve these and all complaints, as quickly as possible. Please be assured that we are committed to improving the complaint resolution process.

I look forward to the 2006 field review by your staff and, as always, anticipate cooperating with any specific recommendations for improving this critical process and achieving improved results, based on their observations.

Sincerely,


Michael E. Murphy, Director
Division of Real Estate

MEM/ajr

cc: Jay Small, Chairman, FREAB
Simone Marstiller, Secretary
Dennis Yecke, Deputy Secretary
Michael Martinez, Special Counsel

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