

Chuck Drago, Interim Secretary

Charlie Crist, Governor

March 10, 2008

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

Dear Ms. Gibbs:

The Department of Business and Professional Regulation (Department), Division of Real Estate (Division) is in receipt of your letter of January 16, 2008 regarding the Appraisal Subcommittee (ASC) review of Florida's real estate appraiser regulatory program. On behalf of the Interim Secretary for the Department of Business and Professional Regulation, Chuck Drago, I have outlined the Departments response to the issue raised in your correspondence.

Florida's complaint investigation and resolution program did not comply with Title XI and ASC Policy Statement 10.

We agree that Florida's complaint investigation and resolution program did not comply with Title XI and ASC Policy Statement 10, but as you pointed out in your correspondence, the Division has made considerable progress in bringing its complaint resolution program into compliance with federal standards.

In our continuing effort to bring this program into federal compliance, the Division is doing the following:

- Closely monitor the aging of complaints at four critical junctures:
 - Initial complaint determination for legal sufficiency,
 - Movement of complaints to investigation,
 - Movement of investigations to legal, and
 - Movement of cases to the legal docket.

Monthly monitoring at these pivotal junctures will allow the Division to address trends in a timely fashion and ensure total compliance of the program.

- Continue to implement the Division's training plan for complaint analysts, investigators and legal staff to enhance the processing of complaints

If you have questions or comments concerning our response please let me know.

~~Sincerely,~~

Thomas O'Bryant, Jr.
DIRECTOR

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