

# WHO WE ARE

## 2004

### Opened our doors

Proudly serving every county in the United States



## The NAN Philosophy

At NAN, we believe in technology, communication, customer service and accountability. Everything we do is with the best interests of our customer in mind. It's the reason why we are one of the longest tenured AMC's in the United States, and why so many of the nation's top lenders look to NAN for their appraisal needs.

## The NAN Experience

We leverage sophisticated technology to deliver a uniquely data-driven approach to appraiser selection. Our investment in technology means consistently faster turn times, higher quality reports, and fewer underwriting conditions for our lender and broker partners. Our dedicated team of customer care professionals are here from 8am-9pm EST, and our experienced in-house staff appraisers are always available to consult with you on any value or reporting questions that might arise.

# WE WORK WITH THE BEST - YOU SHOULD TOO

## Appraiser Selection using Data and Analytics

Our technology tracks real-time data to identify the top performing appraisers in every zip code of the United States, and allows us to select the best possible appraiser based on location, loan type and property type. Our technology tracks multiple data points for each appraiser including:

- Turn Times
- Due Date Met %
- UW Conditions
- CU Scores
- Disputes
- And More...



## Quality Control and Preliminary Value Delivery!

Our QC process is structured to ensure that our lender and broker partners obtain value information as quickly as possible. If the appraisal passes all of the initial QC checkpoints, we will promptly deliver the report to the lender and to the broker. If there are any revisions required from the appraiser, NAN will deliver preliminary value to the broker so they can proceed with loan docs while the appraiser completes the revisions. We require the appraiser to revise their reports same day or within 24 hours. The process is quick, thorough, and customer focused.

# 10-DAY APPRAISER PAYMENT INCENTIVE

## Appraisers are prioritizing your business

NAN has implemented an appraiser incentive program in an effort to deliver even faster turn times and better quality reports for our lender partners. Here's how it works:



Orders accepted without conditions



Scheduled within 24 hours



Appraisal report delivered ON TIME



Appraiser paid in 10 days!



Faster closings Happier Clients!