



Key Contacts

General Appraisal Support

Days of Operation: Monday - Friday
Hours of Operation: 830AM - 9PM EST

Toll Free: 888.760.8899
Toll Free FAX: 888.765.8899
Appraiser Hot Line: 888.978.3471

For Integration Questions/Issues with your platform:
Integrations@nan-amc.com

For Quote Request:
<https://nan-amc.com/quote/>

For Average County Level Turn Times:
<https://nan-amc.com/turntimes/>

Customer Service

NAN Appraisal Success Managers are your main points of contact on your specific files. To find your ASM based on State and county, [click here](#)

Stephanie Holdsworth | SVP of Customer Experience
SHoldsworth@nan.amc.com
813.616.5701

Jimmy Summey | Sr. Manager of Escalations
JSummey@nan-amc.com
813.749.4241

UW Conditions

FOR ASSISTANCE RELATED TO:

- Conditions
- Underwriter support

MAIN CONTACT:

Conditions@nan-amc.com

Quality Control

FOR ASSISTANCE RELATED TO:

- Appraisal disputes/ROV (follow policy)
- Quality concerns
- Compliance/AIR

MAIN CONTACT:

Martin Froehlich | Chief Appraiser
MFroehlich@nan-amc.com
813.749.8842

Kate Top | Quality Control Department Manager
KTop@nan-amc.com
813.749.8847

Onboarding

FOR ASSISTANCE RELATED TO:

- Account setup or changes
- General support

MAIN CONTACT:

Kim Davis | Communications Coordinator
KDavis@nan-amc.com
813.749.4240

Sales Support

MAIN CONTACT:

Steve Sussman | Chief Business Development Officer
SSussman@nan-amc.com
Office - 813.749.4264
Cell - 727.210.9152

Shauna Reimann | Regional Sales Mgr. - Southwest
SReimann@nan-amc.com
Office - 813.556.9517
Cell - 801.232.3888

Jason McMullen | Regional Sales Mgr. - Southeast
JMcMullen@nan-amc.com
Cell - 727.278.3697

Keith Kirby | Regional Sales Mgr. - West
KKirby@nan-amc.com
Cell - 858.395.6840