

## 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

Integration Questions/Issues with your platform:  
[Integrations@nan-amc.com](mailto:Integrations@nan-amc.com)

Quote Request:  
[www.nan-amc.com/quote](http://www.nan-amc.com/quote)

Average County Level Turn Times:  
[www.nan-amc.com/turntimes](http://www.nan-amc.com/turntimes)

## Customer Service

**NAN Appraisal Success Managers are your dedicated point of contact for specific file support. They are assigned regionally by state and county according to subject property. To contact your ASM [click here](#).**

**Stephanie Holdsworth | SVP of Customer Experience**  
[SHoldsworth@nan-amc.com](mailto:SHoldsworth@nan-amc.com)  
813.616.5701

**Sarah Stillman | Client Service Manager**  
[SStillman@nan-amc.com](mailto:SStillman@nan-amc.com)  
813.497.4194

**Jimmy Summey | Sr. Manager of Escalations**  
[JSummey@nan-amc.com](mailto:JSummey@nan-amc.com)  
813.749.4241

**Katelyn Workman | Client Service Manager**  
[KWorkman@nan-amc.com](mailto:KWorkman@nan-amc.com)  
813.336.3140

**Nery Valdez | Director of Client Services & Processing**  
¡Se habla español!  
[NValdez@nan-amc.com](mailto:NValdez@nan-amc.com)  
813.497.4621

## CMS Integrated Lending Partners

### FOR ASSISTANCE RELATED TO:

•CMS Integrated processes, workflow, communication, payments.

**Ashlee See | CMS Team Lead**  
[ASee@nan-amc.com](mailto:ASee@nan-amc.com)  
813.522.6197

### MAIN CONTACT:

[CMSHelp@nan-amc.com](mailto:CMSHelp@nan-amc.com)

**Hollie Payton | CMS Team Lead**  
[HPayton@nan-amc.com](mailto:HPayton@nan-amc.com)  
813.538.1396

## Quality Control & Conditions

### FOR ASSISTANCE RELATED TO:

•Quality concerns  
•Compliance/AIR

**Martin Froehlich | Chief Appraiser**  
[MFroehlich@nan-amc.com](mailto:MFroehlich@nan-amc.com)  
813.749.8842

Send UW Conditions to:  
[Conditions@nan-amc.com](mailto:Conditions@nan-amc.com)

**Kate Top | Quality Control & UW Conditions Department Manager**  
[KTop@nan-amc.com](mailto:KTop@nan-amc.com)  
813.749.8847

Send ROV/ Appraisal Disputes to:  
[nan-disputes@nan-amc.com](mailto:nan-disputes@nan-amc.com)

## Onboarding

### FOR ASSISTANCE RELATED TO:

•Account setup or changes  
•Add or Disable Users  
•General support

### MAIN CONTACT:

**Kim Davis | Onboarding Specialist**  
[KDavis@nan-amc.com](mailto:KDavis@nan-amc.com)  
813.749.4240

## Sales Support

### MAIN CONTACT:

**Steve Sussman | Chief Business Development Officer**  
[SSussman@nan-amc.com](mailto:SSussman@nan-amc.com)  
Office - 813.749.4264 Cell - 727.210.9152

**Shauna Reimann | Sr. Regional Sales Mgr. - Southwest**  
[SReimann@nan-amc.com](mailto:SReimann@nan-amc.com)  
Cell - 801.232.3888

**Christopher Seymour | VP of National Sales**  
[CSeymour@nan-amc.com](mailto:CSeymour@nan-amc.com)  
Cell - 412.559.9535

**Felicia Seedorf | Regional Sales Mgr. - Northeast**  
[FSeedorf@nan-amc.com](mailto:FSeedorf@nan-amc.com)  
Cell - 914.374.3808

**Jason McMullen | Sr. Regional Sales Mgr. - Southeast**  
[JMcMullen@nan-amc.com](mailto:JMcMullen@nan-amc.com)  
Cell - 727.278.3697

**Nancy Cole | New Client Success Manager**  
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Cell - 314.359.1804