

## 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

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

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

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

## Loan Level Service

**NAN Appraisal Success Managers are your dedicated point of contact for specific file support. Reach out to the contacts below to find your assigned Appraisal Success Manager.**

General Loan Level Inquiries:  
[Client@nan-amc.com](mailto:Client@nan-amc.com)

Escalated Loan Level Inquiries:  
[Escalations@nan-amc.com](mailto:Escalations@nan-amc.com)

## Quality Control & Conditions

UW Conditions/ Quality Control Concerns:  
[Conditions@nan-amc.com](mailto:Conditions@nan-amc.com)

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

## Account Onboarding and Maintenance

### FOR ASSISTANCE RELATED TO:

- New registration, onboarding setup
- Account changes
- Adding or disabling users
- NAN web portal support and guidance

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

## Sales Support

Steve Sussman | Chief Business Development Officer  
[SSussman@nan-amc.com](mailto:SSussman@nan-amc.com)  
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Nancy Cole | New Client Success Manager  
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Christopher Seymour | VP of National Sales  
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Jason McMullen | Sr. Regional Sales Mgr. - Southeast  
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Liv Stone | Regional Sales Specialist - Southwest  
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Felicia Seedorf | Regional Sales Mgr. - Northeast  
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Cell - 914.374.3808

Andrew Axup | Regional Sales Specialist - Northeast  
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Steve Casazza | Regional Sales Mgr. - West  
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Cell - 818.661.8061

Hunter Harris | Regional Sales Specialist - West  
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Direct - 813.454.0528

## Operations Leadership Team

Stephanie Holdsworth | Chief Operations Officer  
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Stacy Caprioli | Chief Appraiser  
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Nery Valdez | Director of Client Services & Processing  
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