

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

Appraisal Quote Request:
www.nan-amc.com/quote

System Integration Questions/Issues:
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

Escalated Loan Level Inquiries:
Escalations@nan-amc.com

Quality Control & Conditions

All Underwriting Condition Requests must go through the NAN Appraisal Scope Ordering Platform or through the Lender's integration system.

Quality Control Concerns:
[Jennifer Morgan | Appraisal Alliance Analyst](mailto:Jennifer.Morgan@nan-amc.com)
JMorgan@nan-amc.com
Direct - 813.492.7507

ROV/ Appraisal Disputes:
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](mailto:Kim.Davis@nan-amc.com)
KDavis@nan-amc.com
Direct - 813.749.4240

Sales Support

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

[Nancy Cole | New Client Success Manager](mailto:Nancy.Cole@nan-amc.com)
NCole@nan-amc.com
Cell - 314.359.1804

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

[Barry Donaldson | Regional Sales Specialist - Southeast](mailto:Barry.Donaldson@nan-amc.com)
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Direct - 813.538.1606

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

[Liv Stone | Regional Sales Specialist - Southwest](mailto:Liv.Stone@nan-amc.com)
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[Felicia Seedorf | Regional Sales Mgr. - Northeast](mailto:Felicia.Seedorf@nan-amc.com)
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Cell - 914.374.3808

[Andrew Axup | Regional Sales Specialist - Northeast](mailto:Andrew.Axup@nan-amc.com)
AAxup@nan-amc.com
Direct - 813.538.1212

[Steve Casazza | Regional Sales Mgr. - West](mailto:Steve.Casazza@nan-amc.com)
SCasazza@nan-amc.com
Cell - 818.661.8061

[Hunter Harris | Regional Sales Specialist - West](mailto:Hunter.Harris@nan-amc.com)
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Direct - 813.454.0528

Operations Leadership Team

[Stephanie Holdsworth | Chief Operations Officer](mailto:Stephanie.Holdsworth@nan-amc.com)
SHoldsworth@nan-amc.com
Direct - 813.616.5701

[Stacy Caprioli | Chief Appraiser](mailto:Stacy.Caprioli@nan-amc.com)
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Direct - 813.749.8842

[Jimmy Summey | Director of Escalations & Vendor Services](mailto:Jimmy.Summey@nan-amc.com)
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[Nery Valdez | Director of Client Services & Processing](mailto:Nery.Valdez@nan-amc.com)
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