

## 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  
Compliance Inquiries: [compliance@nan-amc.com](mailto:compliance@nan-amc.com)

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

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

Quality Control Concerns:  
[Lisa Cook | Conditions Specialist](mailto:LisaCook@nan-amc.com)  
[LCook@nan-amc.com](mailto:LCook@nan-amc.com)  
Direct - 813.535.8971

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

[Kylie Cronch | Sr. Conditions Specialist](mailto:KylieCronch@nan-amc.com)  
[KCronch@nan-amc.com](mailto:KCronch@nan-amc.com)  
Direct - 813.219.8528

## 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:KimDavis@nan-amc.com)  
[KDavis@nan-amc.com](mailto:KDavis@nan-amc.com)  
Direct - 813.749.4240

## Sales Support

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

[Christopher Seymour | VP of National Sales](mailto:ChristopherSeymour@nan-amc.com)  
[CSeymour@nan-amc.com](mailto:CSeymour@nan-amc.com)  
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[Nancy Cole | New Client Success Manager](mailto:NancyCole@nan-amc.com)  
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[Liv Stone | Regional Sales Mgr. - Midwest](mailto:LivStone@nan-amc.com)  
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## Operations Leadership Team

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