

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

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

**Kylie Cronch | Manager of Conditions & Underwriting**  
[KCronch@nan-amc.com](mailto:KCronch@nan-amc.com)  
Direct - 813.219.8528

Staff Appraiser Team/ Escalated Conditions:  
[SAA@nan-amc.com](mailto:SAA@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**  
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Office - 813.749.4264 Cell - 727.210.9152

**Christopher Seymour | VP of National Sales**  
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Cell - 412.559.9535

**Jason McMullen | Sr. Regional Sales Mgr. - Southeast**  
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**Barry Donaldson | Regional Sales Specialist - Southeast**  
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**Felicia Seedorf | Regional Sales Mgr. - Northeast**  
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Cell - 914.374.3808

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

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

**Nancy Cole | New Client Success Manager**  
[NCole@nan-amc.com](mailto:NCole@nan-amc.com)  
Direct - 813.303.9300

**Shelley Drescher | Regional Sales Mgr. - Southwest**  
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Cell - 469.222.3393

**Liv Stone | Regional Sales Mgr. - Midwest**  
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## Operations Leadership Team

**Nery Valdez | Director of Operations & Processing**  
**iSe habla español!**  
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**Jimmy Summey | Director of Escalations & Vendor Services**  
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**Katelyn Workman | Customer Service Manager**  
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**Bill Waltenbaugh | Chief Appraiser**  
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**Dan Figurski | Director of Quality Control**  
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