

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

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:
NANSupport@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:
Conditions@nan-amc.com

ROV/ Appraisal Disputes:
nan-disputes@nan-amc.com

Amber Bullen | Quality Control Production Manager
ABullen@nan-amc.com
Direct - 813.303.9347

Staff Appraiser Team/ Escalated Conditions:
SAA@nan-amc.com

Kylie Cronch | Manager of Conditions & Underwriting
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
KDavis@nan-amc.com
Direct - 813.749.4240

Sales Support

Steve Sussman | Chief Business Development Officer
SSussman@nan-amc.com
Office - 813.749.4264 Cell - 727.210.9152

Christopher Seymour | VP of National Sales
CSeymour@nan-amc.com
Cell - 412.559.9535

Jason McMullen | Sr. Regional Sales Mgr. - Southeast
JMcMullen@nan-amc.com
Cell - 727.278.3697

Barry Donaldson | Regional Sales Specialist - Southeast
BDonaldson@nan-amc.com
Direct - 813.538.1606

Steve Casazza | Regional Sales Mgr. - West
SCasazza@nan-amc.com
Cell - 818.661.8061

Jesse Wilcox | Regional Sales Specialist - West
JWilcox@nan-amc.com
Direct - 813.535.8970

Shelley Drescher | Regional Sales Mgr. - Southwest
SDrescher@nan-amc.com
Cell - 469.222.3393

Andrew Axup | Regional Sales Specialist - Northeast
AAxup@nan-amc.com
Direct - 813.538.1212

Liv Stone | Regional Sales Mgr. - Midwest
LStone@nan-amc.com
Cell - 586.381.5971

Nancy Cole | New Client Success Manager
NCole@nan-amc.com
Direct - 813.303.9300

Operations Leadership Team

Nery Valdez | Director of Operations & Processing
iSe habla español!
NValdez@nan-amc.com
Direct - 813.497.4621

Sarah Rosman | Customer Service Manager
SRosman@nan-amc.com
Direct - 813.497.4194

Jimmy Summey | Director of Escalations & Vendor Services
JSummey@nan-amc.com
Direct - 813.749.4241

Katelyn Workman | Operations Administrator
KWorkman@nan-amc.com
Direct - 813.336.3140

Bill Waltenbaugh | Chief Appraiser
BWaltenbaugh@nan-amc.com
Direct - 813.303.9142