

General Appraisal Support

Toll Free: 888.760.8899
Toll Free FAX: 888.765.8899
Days of Operation: Monday - Friday
Hours of Operation: 8:30AM - 9:00PM EST

General Loan Level Inquiries:
Average Appraisal Turn Times by State/ County:
Appraisal Quote Request:

NANSupport@nan-amc.com
www.nan-amc.com/turntimes
www.nan-amc.com/quote

Specialized Support

Account Onboarding & Maintenance

New Registration, Onboarding Setup, Account Changes, Adding/Disabling Users, NAN Web Portal Support & Guidance

Kim Davis | Onboarding Specialist
KDavis@nan-amc.com
Direct - 813.749.4240

Quality Control & Conditions

Appraisal Questions, Appraisal Revision Requests, UW Questions, Document Delivery, Revision Status Update

Conditions@nan-amc.com

Reconsideration of Value, Appraisal Disputes

www.nan-amc.com/rov/

Technical

System Integration Questions/ Issues

Integrations@nan-amc.com

Compliance

Compliance Inquiries

Compliance@nan-amc.com

Priority Escalations

Escalated Loan Level Inquiries

Escalations@nan-amc.com

Regional Sales Team

[Sales Team](#)

Management Team

Payment Processing/ Inspection Scheduling

Crystal Sanchez
Processing Team Lead

CSanchez@nan-amc.com
Direct - 813.538.1372

Appraisal Fulfillment

Sarah Rosman
Traditional Product Services Manager

SRosman@nan-amc.com
Direct - 813.497.4194

Quotes, Bulk Orders & Alternative Valuations

Natasha Skinner
Non-Traditional Product Services Manager

NSkinner@nan-amc.com
Direct - 813.538.1370

Quality Control

Staci Thomas
Director of Quality Control

SThomas@nan-amc.com
Direct - 813.454.0393

Order Escalations

Jimmy Summey
Director of Resolution Services

JSummey@nan-amc.com
Direct - 813.749.4241

Senior Leadership Team

Sales

Steve Sussman
Chief Business Development Officer

SSussman@nan-amc.com
Office - 813.749.4264
Cell - 727.210.9152

Operations

Bill Waltenbaugh
Chief Appraiser

BWaltenbaugh@nan-amc.com
Direct - 813.303.9142

Reetu Dave
Chief Operations Officer

RDave@nan-amc.com
Direct - 813.538.1183