

## 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:  
NAN Text & Chat Feature

[NANSupport@nan-amc.com](mailto:NANSupport@nan-amc.com)  
[www.nan-amc.com/turntimes](http://www.nan-amc.com/turntimes)  
[www.nan-amc.com/quote](http://www.nan-amc.com/quote)  
[888.813.0333](tel:888.813.0333)

## Specialized Support

|                                  |                                                                                                                |                                                                                                                                 |
|----------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Account Onboarding & Maintenance | New Registration, Onboarding Setup, Account Changes, Adding/Disabling Users, NAN Web Portal Support & Guidance | <b>Kim Davis   Onboarding Specialist</b><br><a href="mailto:KDavis@nan-amc.com">KDavis@nan-amc.com</a><br>Direct - 813.749.4240 |
| Quality Control & Conditions     | Appraisal Questions, Appraisal Revision Requests, UW Questions, Document Delivery, Revision Status Update      | <a href="mailto:Conditions@nan-amc.com">Conditions@nan-amc.com</a>                                                              |
|                                  | Reconsideration of Value, Appraisal Disputes                                                                   | <a href="http://www.nan-amc.com/rov/">www.nan-amc.com/rov/</a>                                                                  |
| Technical                        | System Integration Questions/ Issues                                                                           | <a href="mailto:Integrations@nan-amc.com">Integrations@nan-amc.com</a>                                                          |
| Compliance                       | Compliance Inquiries                                                                                           | <a href="mailto:Compliance@nan-amc.com">Compliance@nan-amc.com</a>                                                              |
| Priority Escalations             | Escalated Loan Level Inquiries                                                                                 | <a href="mailto:Escalations@nan-amc.com">Escalations@nan-amc.com</a>                                                            |
| Regional Sales Team              |                                                                                                                | <a href="#">Sales Team</a>                                                                                                      |

## Management Team

|                                              |                                                                    |                                                                                         |
|----------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Payment Processing/ Inspection Scheduling    | <b>Marilyn Dalin</b><br>Processing Team Lead                       | <a href="mailto:MDalin@nan-amc.com">MDalin@nan-amc.com</a><br>Direct - 813.518.0255     |
| Appraisal Fulfillment                        | <b>Sarah Rosman</b><br>Traditional Product Services Manager        | <a href="mailto:SRosman@nan-amc.com">SRosman@nan-amc.com</a><br>Direct - 813.497.4194   |
| Quotes, Bulk Orders & Alternative Valuations | <b>Natasha Skinner</b><br>Non-Traditional Product Services Manager | <a href="mailto:NSkinner@nan-amc.com">NSkinner@nan-amc.com</a><br>Direct - 813.538.1370 |
| Quality Control                              | <b>Staci Thomas</b><br>Director of Quality Control                 | <a href="mailto:SThomas@nan-amc.com">SThomas@nan-amc.com</a><br>Direct - 813.454.0393   |
| Order Escalations                            | <b>Jimmy Summey</b><br>Director of Resolution Services             | <a href="mailto:JSummey@nan-amc.com">JSummey@nan-amc.com</a><br>Direct - 813.749.4241   |

## Senior Leadership Team

|            |                                                            |                                                                                                                |
|------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Sales      | <b>Steve Sussman</b><br>Chief Business Development Officer | <a href="mailto:SSussman@nan-amc.com">SSussman@nan-amc.com</a><br>Office - 813.749.4264<br>Cell - 727.210.9152 |
| Operations | <b>Bill Waltenbaugh</b><br>Chief Appraiser                 | <a href="mailto:BWaltenbaugh@nan-amc.com">BWaltenbaugh@nan-amc.com</a><br>Direct - 813.303.9142                |
|            | <b>Reetu Dave</b><br>Chief Operations Officer              | <a href="mailto:RDave@nan-amc.com">RDave@nan-amc.com</a><br>Direct - 813.538.1183                              |