

Interagency Appraisal Complaint Form

NONCONFIDENTIAL // EXTERNAL



**Federal Reserve
Consumer Help**

Please print clearly below
Mail or fax this completed form to:

FR 1379d- OMB No. 7100-0135
Approval expires February 28, 2029
Federal Reserve Consumer Help
PO Box 1200, Minneapolis, MN 55480
Fax: 877-888-2520 Questions? Call us at 888-851-1920

Purpose: This form collects information about complaints of non-compliance with the appraisal independence standards and the Uniform Standards of Professional Appraisal Practice, including complaints from appraisers, individuals, financial institutions, and other entities.

Complaint Process: Your complaint will be reviewed by the appropriate regulator(s). Please do not submit documents with your complaint, as the regulator(s) will contact you if more information is needed. Please note the regulator(s) may not be able to provide the resolution you request because of legal and other constraints. For example, regulator(s) considering a complaint do not have jurisdiction to directly award damages, settle fee disputes, or act as your attorney or expert witness. A regulator's review of your complaint will focus on potential violations of applicable law or regulatory policy and could result in a regulator taking action(s) against the entity about which you are complaining.

Paperwork Reduction Act of 1995: The burden for this collection of information is estimated to take 10 minutes per response. This includes time for reviewing the instructions, gathering needed information, and completing and reviewing the form. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. If you have comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, send comments to: Secretary, Board of Governors of the Federal Reserve System, 20th and C Streets, NW, Washington, DC 20551; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0135), Washington, DC 20503.

Privacy Notice: The information you are providing is being collected pursuant to the individual authorities of the federal financial institution regulators (12 U.S.C. §§ 1481, 1464, 1756, 1766, 1820, and 1844 in connection with a complaint made pursuant to 12 U.S.C. § 3351(i)). The information provided will be used to ensure the appropriate regulator receives your complaint and by the regulator to review and respond to your complaint. In order to review and respond to your complaint, the appropriate regulator may disclose your information consistent with the routine uses listed in the regulators' respective Privacy Act Statement:

OCC (<https://www.occ.treas.gov/about/policies/web-privacy-policy.html#privacy-act-statement>)

FDIC (<https://www.fdic.gov/about/privacy-program>)

FRB (<https://www.federalreserveconsumerhelp.gov/en/about/privacy-statement>) and

NCUA (<https://ncua.gov/privacy>)

Do not include any information in your complaint you consider confidential or do not want disclosed during the complaint review process. While completing this form is voluntary, failure to provide all of the information may delay or prevent the appropriate regulator from reviewing your complaint. Information collected as part of the application process is stored in the System of Records BGFRS-18 Consumer Complaint Information (73 FR 24984).

Whistleblowers: Federal and state laws offer protection for whistleblowers.

Your Information

Name (First, Last or Business) _____ (_____) _____ - _____
Phone

Address, City, State, Zip Code _____ Email _____

Who are you? Please check the appropriate box.

- | | |
|---|---|
| <input type="checkbox"/> Individual Property Owner | <input type="checkbox"/> Mortgage Broker |
| <input type="checkbox"/> Business Property Owner | <input type="checkbox"/> Appraiser |
| <input type="checkbox"/> Financial Institution Lender | <input type="checkbox"/> Appraisal Management Company |
| <input type="checkbox"/> Non-Financial Institution Lender | <input type="checkbox"/> Other _____ |

Who are you complaining about? Check all that apply.

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Appraiser | <input type="checkbox"/> Appraisal Management Company |
| <input type="checkbox"/> Lender | <input type="checkbox"/> Other _____ |

Are you employed by the subject of your complaint? Yes No

Please provide information regarding the person or entity you are complaining about. If more than one, please provide information in the “Describe your complaint” section, below.

_____(_____)_____-_____
 Name (First, Last or Business) Phone

 Address, City, State, Zip Code

What is the nature of your complaint? Check all that apply.

- Appraiser independence
- Non-compliance with Uniform Standards of Professional Appraisal Practice
- Improper (or attempted improper) influencing of an appraiser or the appraisal process
- Removal or exclusion from an approved appraiser list or addition to a “do not use” list
- Appraisal fee-related issue
- Appraisal report inaccurate
- Other _____

Please provide information about your complaint.

Type of Property <input type="checkbox"/> Residential 1-to-4 Family <input type="checkbox"/> Commercial or Multi-Family (over 4 units)	Address of the Property Involved _____ _____
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Have you tried to resolve your complaint with anyone? Yes No

If Yes, date of contact: _____ Who did you contact? _____

At what company or government agency? _____

Describe your complaint.

Briefly describe your complaint. Do not submit any documents with your complaint. You will be contacted if more information is needed.

For more information on appraiser independence or the Uniform Standards of Professional Appraisal Practice (USPAP), go to: <https://refermyappraisalcomplaint.asc.gov/index.php/refer>

I certify that I am the named individual or business (or their designee) filing this complaint and the information in this complaint is true and correct to the best of my knowledge and belief.

 Signature

 Date