

Entry Contact Does Not Meet the Appraiser at the Appointed Time (No Show)

- In the event of a “No Show”, the appraiser will contact the assigned Customer Account Representative who will make appropriate comments into the Schedule and Status Form.
- The appraiser must also notify the assigned Customer Account Representative of the new appointment time after calling the entry contact to reschedule the appointment.

Fee changes cannot be made to any order once the appraiser completes the appraisal. Acceptance of the appraisal order indicates acceptance of the terms of the order, including the fees as shown on the order. Any change of fees MUST be approved at the time the need is discovered. For example, the property turns out to be a complex property or an income property and a fee adjustment is necessary. An immediate call must be made to the Customer Account Representative for approval of the fee adjustment. The customer will be notified and the change will be documented in the file. If an invoice is received with a fee that deviates from what is on the original order, and a change in fee was not approved, the original fee will be paid.

- The appraiser will be responsible for including the “No Show” or “Trip Fee” in the Appraisal Completion and Product Information Form when faxed to us upon delivery of the report. The assigned Customer Account Representative will confirm the documentation in the Schedule and Status Form comments section and include a trip fee as applicable in the invoice amount.

Appraised Value and Requests for Copies of an Appraisal Report

Appraised value – Only the lender and LandSafe employees may be apprised of the appraised value on a property. Any further questions regarding this matter should be referred to LandSafe Appraisal Management.

Copies of Appraisals – The borrower can request a copy from the lender. The appraiser may not distribute additional copies to other parties without prior written consent from the Lender.

Payment of Invoices

Appraisals will be processed and paid in a timely manner by LandSafe. Our typical turnaround time for invoice payment is 7 to 10 business days. Should you encounter any problems in the payment of invoices, please call the Appraiser Hotline at 800-924-3633, Option 3 (Payments and Invoicing).