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ESCALATION POLICIES

In scenarios that require escalation, Absolute Value Management determines the nature of the problem in order to determine the appropriate escalation procedures, which fall under three primary categories:

1. **Service**
2. **Valuation**
3. **Procedural Operations**

Service

Service issues include: order assignment, acceptance, inspection and completion of the appraisal assignment; file or appraiser status; pending or completed orders; general concerns.

If an AVM Assignor or Customer Service Representative (CSR) determines the need for assistance and/or escalation, the assignment escalates to the Operations Supervisor. If the problem is not resolved, the concern escalates to the Operations Manager. The Operations Manager resolves the problem or interacts with the appropriate client contact to communicate the problem, explain possible resolution options and/or seeks assistance (if needed) from the client contact.

Valuation:

Valuation concerns pertain to: pre-submission concerns identified by the internal review staff; post-submission requests; value rebuttals that the internal QC staff requires assistance with; addendum and/or revision requests; value investigations; value reconsiderations; quality control.

In these scenarios, the escalation is brought first to the CSR assigned to the client, then to the Senior Review Appraiser who will resolve with the appraisal vendor and/or communicate the problem to the appropriate client representative. If the Senior Review Appraiser feels that the appraisal problem requires additional discussion or review, then the file is escalated to the Chief Appraiser.

Procedural Operations:

Procedural Operations problems span: compliance; UCDP set-up; software integration; placing and retrieving orders, setting up accounts; billing.

In Procedural Operations scenarios, a Senior Representative from the appropriate AVM department is consulted and engaged. If the matter cannot be resolved, the issue is brought to the attention of the Operations Manager who either resolves the problem or interacts with the appropriate client contact to communicate the problem, explain possible resolution options and/or seek assistance (if needed) from an additional client contact.

In a case of a borrower's unwillingness to provide payment, an AVM CSR or Finance Department Representative will escalate the issue to the Operations Manager who will first reach out to the borrower in one last attempt to collect payment. If payment is not made, the appropriate client representative will be consulted for guidance. In scenarios of monthly billing concerns, if the client's Billing Director is unable to resolve, account will be escalated to ownership.