

Appraisal Escalation Policy

Cardinal Financial Company - Wholesale

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Overview

We understand that sometimes there will be appraisal issues that require Management review. In the event an appraisal issue requires an escalation, please follow the Escalation Process outlined below.

Escalation Process

Please note- all appraisal communication must be documented in Mercury. Mercury is the system of record that allows loan teams and Appraisal Management Companies (AMC's) to communicate per AIR regulations. Cardinal Financial will also use the documentation within Mercury to review any issues, concerns, and escalations.

Escalation Steps

1. Log into Mercury, search for your loan number or appraisal order number and leave a note in Mercury. Allow up to 48-72 business hours for the appraisal management company (AMC) to respond to the issue.
2. Allow up to 48-72 business hours for the Appraisal Management Company (AMC) to respond to the issue.
3. If a resolution is not resolved after 48-72 business hours the Broker may contact the AMC directly to see if the issue can be resolved. Please contact Wholesale Customer Care at 1-855-399-6242 for the AMC's contact information.
4. If there is no resolution after speaking with the AMC, please notate Mercury with the conversation notes, and reach out to the Wholesale Client Advocate (WCA) on the file.
 - a. The WCA will determine whether or not a Wholesale Operations Manager will need to be involved.
5. If the escalation relates to a request for an AMC change the following will be reviewed by Operation Management:
 - a. AMC changes will be granted IF the original AMC assigned cannot perform on appraisal order.
 - b. Support Management can assist with the change but must have Operation Management Written Approval.

References

Reference List
Mercury

Revision History

Date	Description	Approver
11.10.2021	Initial Release	Renee Wiens
Date	Change Summary	Final Approver