

Office of the
Comptroller of the Currency
100 Bureau of the Reserve
HelpWithMyBank.gov
Answers & Solutions

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INTERAGENCY APPRAISAL COMPLAINT FORM

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 information you request because of legal or other restrictions. For example, regulator(s) may not be able to provide information to you if the information is confidential, exempt from disclosure under the Freedom of Information Act, or otherwise protected by law. 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 30 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 (OCC OMB Control No. 1507-0014, Expiration Date March 31, 2016). 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: Legislative and Regulatory Advice Division, Office of the Comptroller of the Currency, Washington, DC 20219.

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, and 1820 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 (www.helpwithmybank.gov/privacy/privacy.html).
- FDIC (www.fdic.gov/consumers/questions/privacy_statement.html).
- FRB (www.federalreserve.gov/privacy.html), and
- NCUA (www.ncua.gov/about/pages/Privacy.aspx)

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.

Whistleblowers Federal and state laws offer protection for whistleblowers.

Next

YOUR INFORMATION

The Account Owner/Holder should complete this section.

* Indicates Required Fields

First Name *:

Middle Name:

Last Name *:

Business Name (if Applicable):

Street Address *:

City *:

State *:

Zip Code *
(Sample - 12345 or 12345-1234) :

Phone *
(Enter digits only, no dashes):

E-mail *
(Sample - username@name.domain):

Enter your e-mail address once more for verification *:

Who are you? Please check the appropriate box. *:

- Individual Property Owner
- Business Property Owner
- Financial Institution Lender
- Non-Financial Institution Lender
- Mortgage Broker
- Appraiser
- Appraisal Management Company
- Other

Please specify other:

PERSON OR ENTITY THAT IS SUBJECT OF THE COMPLAINT

Who are you complaining about? Check all that apply.*:

- Appraiser
- Lender
- Appraisal Management Company
- Other

Please specify 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 of Person or Entity: *

Street Address:

City:

State:

Zip Code

(Sample - 12345 or 12345-1234):

Phone:

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 specify other:

Type of Property*

- Residential 1-to-4 Family
- Commercial or Multi-Family (over 4 units)

Address of the Property Involved*

Have you tried to resolve your complaint with anyone?*

- YES
- NO

If Yes, date of contact? (i.e., mm/dd/yyyy)

Who did you contact?

At what company or government agency:

COMPLAINT INFORMATION *

(Response Required)

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

Maximum of **4000** characters allowed. You have **4000** characters left to describe your complaint.

A rectangular text input field with a vertical scroll bar on the right side. The field is currently empty, and the scroll bar is positioned at the top, indicating that the text area is at the beginning of its range.

For more information on appraiser independence or the Uniform Standards of Professional Appraisal Practice (USPAP), go to : ReferMyAppraisalComplaint.ASC.gov