



# Submit an Appraisal Related Complaint

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## Interagency Appraisal Complaint Form

OMB No. 3133-0200

**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 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. 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 Activities Division, Office of the Comptroller of the Currency, Washington, DC 20219; Comments/Legal ESS, Federal Deposit Insurance Corporation, 550 17th Street NW, Washington, DC 20429; NCUA PRA, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314.

**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. §§1, 481,

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 regulator's respective Privacy Act statements:

[OCC \(www.helpwithmybank.gov/policies/policies-privacy.html\)](http://www.helpwithmybank.gov/policies/policies-privacy.html)

[FDIC \(www.fdic.gov/consumers/questions/Priv\\_statement.html\)](http://www.fdic.gov/consumers/questions/Priv_statement.html)

[FRB \(www.federalreserve.gov/privacy.htm\)](http://www.federalreserve.gov/privacy.htm)

[NCUA \(www.mycreditunion.gov/Pages/privacy.aspx\)](http://www.mycreditunion.gov/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.

## Your Information

First Name *(required)*

Last Name *(required)*

Phone Number *(required)*

Email *(required)*

Address *(required)*

**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

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

Appraiser

Lender

Appraisal Management Company

Other

Are you employed by the subject of your complaint?

--None--

**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,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

Address of the Property Involved

Have you tried to resolve your complaint with anyone?

If Yes, date of contact

[ [8/10/2021](#) ]

At what company or government agency?

Who did you contact?

## Describe your complaint

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

**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.**

[Submit My Complaint](#)

## NCUA's Authority

Please note, NCUA does not have the authority to resolve every type of problem that may arise with a credit union. We are unable to resolve contract disputes or undocumented factual disputes between a consumer and a credit union. In these cases, we suggest that you contact an attorney. We cannot investigate matters that are the subject of a pending lawsuit or offer legal assistance. NCUA cannot represent consumers in settling claims or recovering damages. NCUA does not own, operate, or control credit unions, nor do we establish their operating policies and procedures. We cannot dictate the range of services they offer and are unable to resolve complaints about customer service or disagreements over specific credit union policies and procedures not addressed by federal law or regulation.

## Privacy

The information collected is solicited to provide NCUA with data that is necessary and useful in reviewing requests received from individuals regarding their interactions with federal and federally insured credit unions. You are not required to give us this information. However, without such information, our ability to complete a review or to provide requested assistance may be hindered. It is intended that the information you provide to us will be used within NCUA and provided to the credit union that is the subject of your complaint or inquiry. As required by law, we may make additional disclosures of such information.

*Last updated on 12/27/18*