

Customer Appraisal Dispute Request Form



CROSSCOUNTRY MORTGAGE®

Please utilize this form if you have questions or concerns regarding your appraisal report or want to request a reconsideration of value.

Complete and submit the information below to our Customer Appraisal Support Team via one of the following options:

Email: Customer.AppraisalSupport@ccm.com

Mail: Attn: Appraisal Customer Support Team
CrossCountry Mortgage, LLC
2160 Superior Ave, Cleveland, OH 44114

Please allow 48-72 business hours for this request to be reviewed. A representative from the Customer Appraisal Support Team will contact you based on the information provided.

For questions regarding this form or the Reconsideration of Value (ROV) process, call 866-306-2804 or email Customer.AppraisalSupport@ccm.com.

Purpose of Customer Appraisal Dispute Request

Select all options that apply to your request. Please only select those that are applicable.

- Correct and/or explain factual errors within the appraisal report
- Review additional sold comparables which sold prior to the effective date of the appraisal report
- Appraiser conduct concern
- Report concerns of appraiser bias or discrimination

General Guidance

- Comparable sale must be for a closed purchase, no listings or contingent sales can be considered.
- The closed date must be no more than 12 months prior to the effective date on your appraisal and cannot be after the effective date on your appraisal.
- The comparable sale must be proximate to your home. While proximity may vary based on the rural or urban location of your home, keep in mind that the closer (and more similar in characteristics) the comparable, the more likely it will be considered appropriate and acceptable. If you live in a subdivision, condominium project, or PUD, recent sales in your development of similar homes are the most persuasive.
- The square footage of the comparable should be comparable to the subject property, typically the difference in square footage should be less than +/- 20% of the subject property.
- Comparable sales should have similar characteristics including the style of the home, size of the lot, square footage, room/bedroom/bathroom count, age, and condition.

Note: Please **do not** supply more than five (5) sold comparables for the appraiser to review.

Contact information

Name: _____ Date requested: _____
Email address: _____ Phone number: _____
CCM loan number (if known): _____
Appraiser name: _____ Appraisal effective date: _____
Property address, city, state, zip code: _____

Reason for appraisal dispute/reconsideration of value. Provide information and comments regarding your inquiry. Please **do not** list additional closed sales in the section below. **Attach additional pages if text does not fit in this box.**

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Additional comparable sales

This portion of the form must be completed in its entirety when including sales similar to the subject property. Please ensure they are in the same market area, and not already included in the appraisal report. In the comments section for each additional sale, include additional information to further support its use.

Comparable sale information #1

Property address:

Distance from the subject (in miles):

Property type:

Square footage:

Sale date:

Sales price:

Comments (including the data source for the comparable and an explanation of why the new data supports the ROV):

Comparable sale information #2

Property address:

Distance from the subject (in miles):

Property type:

Square footage:

Sale date:

Sales price:

Comments (including the data source for the comparable and an explanation of why the new data supports the ROV):

Comparable sale information #3

Property address:

Distance from the subject (in miles):

Property type:

Square footage:

Sale date:

Sales price:

Comments (including the data source for the comparable and an explanation of why the new data supports the ROV):

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Comparable sale information #4

Property address:

Distance from the subject (in miles):

Square footage:

Sales price:

Property type:

Sale date:

Comments (including the data source for the comparable and an explanation of why the new data supports the ROV):

Comparable sale information #5

Property address:

Distance from the subject (in miles):

Square footage:

Sales price:

Property type:

Sale date:

Comments (including the data source for the comparable and an explanation of why the new data supports the ROV):