

To: All Customers **From:** Appraisal Review
Date: 12/08/2020 – Update 12/10/20 **Memo #:** 20116
Subject: **Appraisal Management Company Update**

Effective Tuesday, December 8th, 2020, Flagstar Bank will be removing the following Appraisal Management Companies from Loantrac:

- Xome Valuation
- **First American Mortgage Solutions**

As of Tuesday, December 8th, 2020:

- New orders will not be assigned to the listed AMCs
- Non-AIR compliant customers will no longer be able to select Xome or **First American Mortgage Solutions** in Loantrac.
- If there is a need for revisions after this date, though the AMC name will no longer appear in Loantrac, comments may still be processed using the *Add Comment* function in the *Appraisal Management* module.
- If a final inspection is needed by one of the above AMCs, because they completed the full 1004, please contact Appraisal.Review@flagstar.com for assistance.
- Any appraisals ordered through the above AMCs prior to December 8th will be delivered through Loantrac. Additionally, the *Transaction History/Add Comment* section of the *Appraisal Management* module will remain updated on these orders and the AMCs will continue to receive comments sent through the *Add Comment* function.

Appraiser Independence Compliant (AIR) lenders may still place orders with the above AMCs directly outside of Loantrac.

For more information regarding Appraisal Management Companies, please refer to *Appraisal Management Companies*, [Doc. #4903](#) which has been updated to reflect these changes.

CUSTOMER SUPPORT

If you have any questions, please email Appraisal Review at Appraisal.Review@flagstar.com or call 866-945-9872, select option #1, then option # 1.