



## Post Script to Past Articles

Previously, I emailed articles for which I've received a correction and feedback that I wanted to share:

Correction –

In *The Easiest Way to Get Suspended/Revoked*, I've learned that probated revocation is still a tool that's used from time to time based on the particular circumstances of the case. However, suspensions are no longer probated.

Feedback –

For *Beware the Helpful Appraisal Software*, I received feedback from the Inside Sales Leader at CoreLogic/a la mode.

Here's the timeline: I commented in a "Customer Satisfaction Survey" my concerns regarding probable USPAP violations with their SmartExchange (to see that article, see the accompanying link).

Then, I was sent an FAQ of theirs to which I replied with a copy of the article. The reply is below:

"Thank you for the very thoughtful reply.

"I can certainly understand your concerns. However, these same concerns apply to using data from any source. And nowhere do we promote any appraiser to blindly add comparable data to their report using SmartExchange and disregard their due diligence in verifying that data.

"So, as valid as your concerns are I personally feel they are misplaced as ultimately it is the appraiser's responsibility to verify data they are using whether that data be from the MLS, public records, county assessor, or SmartExchange.

“That said, when it comes to data sources SmartExchange is unequivocally better than using data from an MLS (which has been the primary source of data for the majority of residential appraisers) for several reasons. For one, it’s in UAD format which save an appraiser typing time. Next, although it’s the appraisers responsibility to conclude their own opinion on things such as Q & C, SmartExchange allows the appraisers to know what their peers have concluded and to prepare to answer questions from underwriters upfront when their opinion may differ. And last but not least, the data can be used to see trends.

“In the end, this is the same data that is being used to compare one appraisal from the next on the same properties. Why shouldn’t the appraiser have and use it rather than it only being used by lenders as a tool to scrutinize the appraiser?”

“Thanks again for your insight, and I very much appreciate you offering your expert opinion and advice on USPAP.”

Rather than point out the inaccuracies in the response, my reply was, “Nonsense!” and the counter was:

“I agree, nonsense if we assume that appraisers are going to blindly use data from SmartExchange without performing their due diligence responsibilities.

“We think more highly of our appraiser customers’ adherence to regulatory requirements.”

I’m not sure if the response from CoreLogic/a la mode is naïve or disingenuous, but it’s one of those:

- If it’s naïve, one must ask: What is convenient about this service if I have to pull up the MLS sale sheet and tax data to verify everything I’m dropping into the comparable column? Am I paying for the time it takes to fill out the form?
- As for whether it’s a genuine sentiment, I point you to examples of the marketing of the service:

- “Save time on every report – Type an address in the grid exactly like you do now, and instantly have the rest of the grid filled out for that comp. There’s no delay, no tweaking, and every row is there.”
- “Share, reference, and reuse property data instantly.”
- “SmartExchange lightens the load on any one appraiser by crowdsourcing the data entry of comparable properties.”

The words and phrases such as “save time,” “there’s no delay,” “no tweaking,” “instantly,” and “lightens the load” point me to *disingenuous*.

As I said in the original article, the job of the appraisal software is to make it faster and easier to complete residential appraisal report forms. Nothing they do is a violation of USPAP because software can’t violate USPAP.

Forms can’t violate USPAP.

Only appraisers can violate USPAP.

Stay safe out there.