

THE APPRAISAL DEFENDER PROCESS EXPLAINED:

The simplest thing to do is go to <https://www.appraiserconsult.com/appraisal-defender.html> and start the process. At the bottom of that page is the *Register* button.



Clicking on it will take you through the first steps. Afterward:

1. You'll receive our *Consultation Agreement*, which we need to have in place before you start sending me anything;
2. We'll send instructions for uploading the complaint, at-issue appraisal report(s), and workfile(s); once everything's uploaded
3. I will examine it all (60-90 minutes) and contact you to schedule an online meeting* to discuss my initial findings;
4. In the course of that meeting, I'll give you a *to-do list* with documentation I think you should obtain to supplement your response (this is what the *Supplemental Workfile* is for);
5. After you've completed the to-do list to the best you can, we'll have a second online meeting to discuss it. I'll send you an outline of what I think your response should say, you'll write the response and send it to me for proofing.
6. Once you've got the response where you want it, you'll sign it (along with the *Questionnaire*), and it'll go into the Response Package; finally
7. We'll have a brief, third online meeting to discuss the contents of the Response package (at-issue report, workfile, supplemental workfile, *Response*, and *Questionnaire*). With your authorization, I'll send the package digitally to TALCB. You don't have to make two copies. You don't have to burn a CD. You don't have to send it overnight. APC will bundle it and ship it. I will also give you an idea of how I think your case will be resolved. The options are:
 - a. Dismissal;
 - b. Warning (a dismissal with a letter in your file saying you need to be more careful about X, Y, and Z);
 - c. Contingent Dismissal (a dismissal which requires that you do some work/classes/mentoring over a brief period of time, such as 3-6 months prior to having your case dismissed); and
 - d. An Agreed Final Order (a disciplinary action from the board. This is sent to the National Registry where it can become known to your clients)

*We use GoToMeeting (GTM) for our online meetings. The audio and video are excellent *and* we record them! That way, you have a copy of all we discussed (making note-taking less necessary).

All of this usually takes 5-6 hours. You're initial retainer is a minimum of \$500. If/when we need more, I'll let you know in advance (some people pay \$750 up front). Any retainer that isn't billed by APC is refunded to you.