

Appraisal Assignment Service Levels

Standard Order

- Acceptance of order the must be done within 4 business hours of receipt of order.
- Envoy must be notified within 3 business days of receipt of order to confirm appointment status.
- If no contact or notification is made within 3 business days, Envoy reserves the right to reassign the order without compensation.
- The appraisal report is due within 24 hours of inspection and / or must be completed by due date reflected on the appraisal assignment letter.
- If reporting or scheduling by the appraiser is delayed, Envoy must be notified immediately of the delay and provided a new delivery time estimate.
- Envoy reserves the right to cancel the appraisal order at any time. The appraiser will be compensated based on what has been completed.

Rush Order

- Acceptance of the order must be done within 4 business hours of receipt of order.
- Envoy must be notified within 1 business days of receipt of order to confirm appointment status.
- If no contact or notification is made within 1 business days, Envoy reserves the right to reassign the order without compensation.
- The appraisal report is due within 24 of hours of inspection and / or must be completed by due date.
- If reporting or scheduling is delayed by the appraiser, Envoy must be notified immediately of the delay and provided a new delivery time estimate.
- Envoy reserves the right to cancel the appraisal order at any time. The appraiser will be compensated based on what has been completed.