

[Lender Name]
[Lender Address]
[City, State, Zip Code]

[Date]

[Appraisal Management Company/Appraiser Name]
[Address]
[City, State, Zip Code]

RE: Acknowledgment of Property Appraisal Service Level Agreement (SLA)

To [Contact Name or Management Team],

This letter serves as formal acknowledgment by [Lender Name] of the Service Level Agreement (SLA) established for property appraisal services effective as of [Start Date].

By signing this document, we confirm our understanding and acceptance of the following performance standards and requirements outlined in the agreement:

- **Turnaround Times:** Completion of appraisal reports within [Number] business days from the date of order.
- **Quality Standards:** Adherence to USPAP guidelines and specific lender overlays.
- **Communication:** Status updates provided every [Number] hours/days regarding inspection scheduling and delays.
- **Revision Requests:** Response to correction or clarification requests within [Number] business hours.
- **Fee Schedule:** Adherence to the agreed-upon pricing for standard and complex assignments.

We acknowledge that consistent failure to meet these agreed-upon metrics may result in a formal review of our professional relationship or a reduction in volume allocation.

We look forward to a productive partnership and high-quality valuation services.

Sincerely,

[Signature]

[Printed Name]
[Title]
[Lender Name]