

[Brokerage Name]
[Address Line 1]
[City, State, Zip Code]
[Phone Number]
[Email]

[Date]

[Appraisal Firm Name]
[Contact Person]
[Address Line 1]
[City, State, Zip Code]

RE: Confirmation of Appraisal Service Level Agreement (SLA)

Dear [Contact Person],

This letter serves as formal confirmation of the Service Level Agreement (SLA) between [Brokerage Name] and [Appraisal Firm Name], effective as of [Start Date].

As per our agreement, [Appraisal Firm Name] agrees to provide real estate appraisal services under the following performance standards:

- **Turnaround Time:** Final appraisal reports shall be delivered within [Number] business days from the date of the site inspection.
- **Communication:** Inspection appointments must be scheduled within [Number] hours of the initial order request.
- **Quality Control:** All reports must comply with USPAP standards and include at least [Number] comparable sales.
- **Updates:** Status updates shall be provided via [Email/Portal] every [Number] hours until completion.

Please acknowledge your receipt and acceptance of these terms by signing and returning a copy of this letter. We look forward to a productive professional relationship.

Sincerely,

[Signature]

[Name of Authorized Representative]
[Title]
[Brokerage Name]

Acknowledgment and Acceptance:

Signature: _____

Date: _____

On behalf of [Appraisal Firm Name]