



Modernizing Appraisal Management Practices

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This original report, sponsored by ServiceLink and its EXOS Technologies division, examines key challenges and opportunities in mortgage origination processes and the evolving role that digital mortgage strategies play in enhancing the appraisal process for borrowers and lenders.

This research report was independently produced by Javelin Strategy & Research. Javelin maintains complete independence in the data collection, findings, and analysis contained in this report.

Collateral valuations are crucial to safe mortgage originations and strategies to accelerate this essential process have become increasingly important as lenders strive to improve efficiency from application to final closing. This dynamic points to an opportunity for lenders, appraisers, and their appraisal management company (AMC) partners to implement new strategies that prioritize consistent and predictable service delivery, consumer engagement, and data transparency, while also providing a more seamless experience for consumers and their real estate agents.

This approach has become even more important as the COVID-19 pandemic is hastening the adoption of digitally enabled appraisal techniques, appraisal and inspection waivers, and collateral analytics. Lenders must embrace a more comprehensive approach to collateral valuations in order to remain relevant and competitive in this rapidly changing landscape.

Consumer data in this report was collected via an online survey fielded in March 2020 consisting of 1,500 single-family homeowners who obtained either a purchase mortgage, refinance mortgage, home equity loan/line of credit for their single-family home, or who sold a single-family home, on or after January 2018.

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