

U.S. Bank Appraisal Services Help Desk Support

U.S. BANK APPRAISAL SERVICES HELP DESK 866-239-2026
Help desk support team hours: 8:00 AM TO 5:00 PM (CST)

Matthew Mohler manages the U.S. Bank Appraisal Services Help Desk support team. If help desk call volume is high or you call outside of regular hours, leave a message for a timely response.

THE APPRAISAL SERVICES HELP DESK IS AVAILABLE TO ASSIST REGISTERED CLIENTS WITH THE FOLLOWING ISSUES:

— Clients that need to register should contact their U.S. Bank Account Executive —

- Password resets
- Available appraisal products
- Issues with accessing or signing onto our web site
- Placing appraisal orders on hold or cancelling active appraisal orders after client has notified the company actually assigned the order
- Correcting an existing order if the wrong appraisal was ordered
- Limited technical questions or issues

Active appraisal order queries will be referred to the company handling the order. Queries that can be answered will be handled by the help desk support team. Queries of a technical nature that require follow up will be forwarded to the correct support area and they will respond back.

APPRAISAL ORDERS FOR REGISTERED CLIENTS ARE HANDLED BY TWO COMPANIES:

DataQuick Lending Solutions

888-217-1447

ValuAmerica Settlement Services:

800-646-8258 ext. 8245

On active appraisal orders, these companies are the primary contact for questions, issues,