

MCLEAN ASSOCIATES
20 GUNSTOCK HILL ROAD
GILFORD, NH 03249
603-528-5540
mcleanappraisal@aol.com

May 11, 2015

Ms. Jean M. Dobbins
Senior Vice President
Compliance Officer
Bank of New Hampshire
62 Pleasant Street
Laconia, NH 03246

Reference: Complaint Policy

Dear Ms. Dobbins:

In accordance with your letter of May 6, 2015, please see attached the complaint policy and complaint form for McLean Associates.

McLean Associates will forward to Bank of New Hampshire a copy of any unresolved complaint made to McLean Associates by a customer of Bank of New Hampshire. It is the policy of McLean Associates to always first attempt to settle any complaint made against it informally.

McLean Associates has not received any complaints from customers of Bank of New Hampshire over the past 12 months.

If you have any questions regarding the attachments, please contact me.

Sincerely,



William J. McLean
NHCG 219

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COMPLAINT POLICY

Any person may file a complaint with McLean Associates against a licensed or certified appraiser working on its behalf.

Complaints are required to be in writing on the Complaint Form attached to this policy statement.

Written complaints must be signed and state the facts on which they are based.

A copy of the appraisal report in question must be submitted with the complaint.

After a complaint is filed, it is screened by the Complaint Officer to determine if it meets the basic requirements of paragraph 2. If it does, the Complaint Officer will forward a copy of the complaint to the appraiser involved and asks for a response in writing. At this stage, the appraiser involved will learn the identity of the individual who has filed the complaint so that a full and complete response to the complaint may be prepared and so that the appraiser's right to due process is protected.

Once a response has been received from the appraiser involved, the file is reviewed by the Complaint Officer, who may determine that there is no basis to proceed and dismiss the complaint. The Complaint Officer may also determine that it is appropriate to conduct a further investigation to obtain more information from all relevant sources.

The Complaint Officer will attempt to resolve complaints informally. A complainant dissatisfied with the outcome will be provided information on how to file a complaint with the NH Real Estate Appraisal Board.

The Complaint Officer shall be William J. McLean, III, who will act on all complaints except any complaint in which he is named, in which case an alternative Complaint Officer will be named.

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Purpose: This form may be used to file a complaint against an individual appraiser, an appraisal company, an appraisal management company or other entity associated with your appraisal and is intended to address concerns relating to appraiser independent requirements and conformity with the Uniform Standards of Professional Appraisal Practice.

Your complaint will be reviewed by appropriate personnel who are not associated with your complaint. Please do not include any information in your complaint that you consider confidential or do not want disclosed in the course of reviewing the complaint.

You may deliver your complaint via mail or email to the addresses above.

1. I WISH TO FILE A COMPLAINT AGAINST: (choose only one)

Appraiser Appraisal Management Company (AMC) Other

2. MY CONTACT INFORMATION:

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Email Address: _____
Telephone Number(s): _____ Fax Number: _____

3. INFORMATION CONCERNING THE PERSON OR COMPANY YOU ARE COMPLAINING ABOUT:

Person's Name: _____
Company Name: _____
Physical Address: _____
City: _____ State: _____ Zip: _____
Telephone Number(s): _____
NH License Number (if known): _____

4. DOES THIS COMPLAINT INVOLVE AN APPRAISAL? Yes No *If yes, please attach a copy of the appraisal report.*

Address of property appraised: _____

Date of Appraisal: _____ Date you first became aware of the issues described in this complaint: _____

5. IS THIS MATTER CURRENTLY IN CIVIL OR CRIMINAL LITIGATION? Yes No

If yes, please provide the following information:

TYPE OF LITIGATION? Civil Criminal

Case Name and Number (e.g., *Doe v Smith*, No. LIT-123) _____

Court Name (e.g., Belknap County Superior Court) _____

Status of Litigation, if known (e.g., Discovery Deadline is mm/dd/yyyy; Trial Date is mm/dd/yyyy)

NOTE: If your answer to this question is "NO," but you anticipate filing litigation or become aware of litigation involving this matter in the future, please notify the Board within 10 business days after you file or become aware of litigation involving this matter.

6. IF YOU ANSWERED "YES" TO QUESTION 5, ARE YOU A PARTY IN THE LITIGATION? Yes No

If yes, please provide your attorney's contact information:

Attorney's Name: _____

Attorney's Address: _____

City: _____ State: _____ Zip: _____

Telephone Number(s): _____

7. ARE YOU FILING THIS COMPLAINT: (check all that apply)

To comply with mandatory reporting requirements of the Dodd-Frank Act?

Following a referral from the Appraisal Complaint National Hotline?

8. ARE YOU AN APPRAISER, FILING THIS COMPLAINT BECAUSE: (check all that apply)

You were dismissed by an AMC for alleged illegal conduct, an alleged violation of the Uniform Standards of Professional Appraisal Practice, or an alleged violation of the Texas Appraiser Licensing and Certification Act?

You have not been compensated by an AMC within 60 days of providing the appraisal or valuation assignment, or you have not been compensated at a rate that is reasonable and customary for appraisals being performed in the market area of the property being appraised consistent with the presumptions under federal law?

The AMC engaged in a prohibited act under applicable New Hampshire law? (e.g., the AMC sought to influence or otherwise encourage a targeted value, the AMC altered a completed appraisal report by adding or removing information, etc.)

Have you made a written request to complete the dispute resolution process offered by the AMC? Yes No

If yes, was the matter resolved by the AMC's dispute resolution process? Yes No

If no, please explain why you did not make a written request to complete the AMC's dispute resolution process or why it remains unresolved.

9. HAVE YOU FILED A COMPLAINT AGAINST THIS PERSON OR COMPANY WITH ANOTHER AGENCY? Yes No

If yes, which agency? _____

What action has been taken by the other agency? _____

10. COMPLAINT DETAIL: Describe the nature or reason for the complaint. Please send copies of any documents that may assist us in addressing the complaint, such as the appraisal or review appraisal. Attach additional sheets as needed.

11. PLEASE EXPLAIN YOUR CONCERN ABOUT THE APPRAISAL REPORT OR APPRAISER/AMC CONDUCT: If the appraised value is your primary concern, please explain specifically what concerns you about the appraised value or the development of value.

12. HAVE YOU PREVIOUSLY NOTIFIED THE PERSON OR COMPANY ABOUT YOUR COMPLAINT? YES NO

If yes, how did you notify them? WRITTEN (attach copies) ORAL (detail each contact)

What was the response?

13. PLEASE LIST THE NAME(S), ADDRESS(ES), AND TELEPHONE NUMBER(S) OF ANY WITNESS(ES) WHO HAVE INFORMATION CONCERNING THE SUBJECT MATTER OF YOUR COMPLAINT: Attach additional sheets as needed.

Name: _____ Telephone Number(s): _____

Address: _____

Name: _____ Telephone Number(s): _____

Address: _____

Name: _____ Telephone Number(s): _____

Address: _____

SIGNATURE BLOCK

(McLean Associates will not process an unsigned form)

I certify that the information contained herein and all enclosed documents are true and correct to the best of my knowledge.

I understand that, if determined to have merit, a copy of my complain form will be made available to the person or company against whom it is filed and a copy of my complaint form and accompanying documentation is subject to public disclosure or inspection in accordance with applicable NH law.

Signature: _____ Date: _____