

---

To All AXIS Panel Appraisers,

The amount of misinformation and confusion in the valuation space seems to be growing exponentially. We thought it might be helpful for us to send you a brief note to clarify a few key items.

**First**, every single health or executive order to "Shelter" exempts vendors who provide services to the financial services industry. That includes all of us. With that in mind, we drafted protocols to help minimize risk. We also have compiled every state or municipal order for you to access. Both can be found [here](#).

**Secondly**, if on a whole you are not taking inspection orders at this time due to an existing condition for you or a family member, please let us know. We will put you on a temporary hold so that we don't continue to bother you with orders you can't take right now. We completely respect and support any decision you make.

**Thirdly**, for an individual order, if you or the homeowner believe for health reasons that an inspection should not take place, we will put the order on hold and work with the lender on options. Due to the next point, please note that options are very limited therefore don't be surprised if the order is put on hold or canceled.

**Finally**, everyone has heard about the GSE flexibility regarding inspections during this time period.

However, there are some key points that we all need to understand:

1. **GSEs still prefer a traditional appraisal with the interior inspection if possible.**
2. **There are only 2 types of loans that qualify for these new Desktops and Exteriors:**
  - o **Desktop is for a purchase that is being sold to Fannie or Freddie**
  - o **Exterior is for a no or limited cash-out refi in which the same GSE already owns and is rebuying the new loan. No other option allows the use of a 2055 for any Refinance.**
  - o **At this time, that is it. Be assured that if additional options open up, we will expedite their use and update you.**
3. **These new Desktops and Exteriors are not your mother's Desktops and Exteriors. They have a specific set of criteria which we detail for you if we are able to convert a full to one of these products.**

Please email us at [covid\\_directives@axis-amc.com](mailto:covid_directives@axis-amc.com) or contact your account executive if you have any additional questions.



**Axis Management Team**  
888-806-AXIS (2947)  
Fax: 866-248-8388

Confidentiality Notice: This message and any attachments are confidential and are intended solely for the use of the intended recipient(s). Any unauthorized review, use, disclosure or distribution is strictly prohibited. For your protection, do not include any non-public information in your email. If you have received this message in error, please delete it from your system, destroy any hard copies and immediately advise the sender either by email at [axis@axis-amc.com](mailto:axis@axis-amc.com). Opinions and ideas expressed in this message do not necessarily represent that of AXIS Appraisal Management Solutions. AXIS maintains the right to monitor all emails sent or received through the company's email system.