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SEP 21 2015

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS

Lauren W. Kingry
Superintendent of Financial Institutions

DOUGLAS A. DUCEY
GOVERNOR

August 24, 2015

Dana A. Miller
7840 W. Kristal Way
Glendale, AZ 85308

RE: Complaint No. 3800

Dear Ms. Miller,

As you know, the Department of Financial Institutions, Real Estate Appraisal Division received a complaint against you for the appraisal you performed on a single family residence located at 1819 W. Joy Ranch Rd., Phoenix, AZ with an effective date of value of April 9, 2015.

The above-captioned matter is before the Superintendent of the Department of Financial Institutions ("Superintendent") and the Real Estate Appraisal Division ("Division"). The matter has been reviewed; including the complaint, your response thereto, the appraisal, the supporting workfile, and the Investigative Review.

The investigation of the appraisal and workfile revealed that your appraisal development and reporting violate the following standards of the Uniform Standards of Professional Appraisal Practice, the 2014-2015 Edition:

**Standards Rule 1-1(a)(c); Standards Rule 1-4(a); Standards Rule 1-4(b)(iii);
Standards Rule 2-1(a)(b); Standards Rule 2-2(a)(viii) and A.R.S. §32-3635(A)(B).**

Pursuant to Arizona Administrative Code (A.A.C.) R4-46-301 and Substantive Policy Statement #1, the Division considers these violations to amount to a Level II Violation. In lieu of further proceedings, and pursuant to Arizona Revised Statutes (A.R.S.) §32-3632(B) and A.A.C. R4-46-301(C), the Division is willing to resolve this matter with a letter of due diligence, if you agree to remedy these violations through exercising greater due diligence in the future and if you complete a **thirty (30) hour Basic Appraisal course, with exam** and remit a \$500.00 civil penalty, made payable to "The Department of Financial Institutions".

The education **may not** be used toward your continuing education requirements for renewal during your next licensing period. The required education **may be completed through distance education**. The education must be completed within three (3) months of the date of your acceptance. Proof of attendance and successful examination results must be provided to the Division within three (3) weeks of completing the coursework.

A letter of due diligence is a disciplinary action and is a matter of public record in your Division file and may be used in any future disciplinary proceedings. By signing below, you

acknowledge that you have read and understand this letter of due diligence and have had the opportunity to discuss this letter with an attorney or have waived the opportunity to discuss this letter with an attorney.

By signing this letter of due diligence, you are voluntarily relinquishing your right to an informal hearing, formal hearing, and judicial review in state or federal court with regard to the matter herein.

Upon signing this letter of due diligence and returning it to the Division, you may not revoke acceptance of this letter of due diligence. In addition, you may not make any modifications to this letter of due diligence. Any modifications to this letter of due diligence are ineffective and void unless mutually approved by you and the Division.

If any part of this letter of due diligence is later declared void or otherwise unenforceable, the remainder of the letter of due diligence in its entirety shall remain in force and effect.

If you fail to comply with the terms of this letter of due diligence, the Division may properly institute proceedings for noncompliance, which may result in suspension, revocation, or other disciplinary and/or remedial actions. By signing this letter of due diligence you are agreeing that any violation of this letter of due diligence is a violation of A.R.S. § 32-3631(A)(8), which is willfully disregarding or violating any of the provisions of the Division's statutes or the rules of the Division for the administration and enforcement of its statutes.

If you agree to accept this letter of due diligence, please execute this document by your signature below. Please return the original signed document to the Division at **2910 N. 44th St., Phoenix, Arizona 85018**, on or before **September 21, 2015**. If you do not return this original document on or before the specified date, the Division may conduct further proceedings, including but not limited to a formal hearing before the Office of Administrative Hearings.

Sincerely,



Debra Rudd, Manager
Real Estate Appraisal Division

ACKNOWLEDGED AND AGREED



Dana A. Miller, Respondent



Date