

# Nationwide Appraisal Network Hires Monica Bankus as VP of Operations, and Establishes a New Platinum Standard for Customer Experience

OLDSMAR, Fla., Dec. 1, 2016 (SEND2PRESS NEWSWIRE) – Nationwide Appraisal Network (NAN), an innovative, women-owned, industry-leading appraisal management company with true national coverage, announced today that Monica Bankus has joined the company and will serve as VP of Operations. In that role, she will lead a team that will employ proprietary, groundbreaking technology, enhanced workflow and processes, improved communication with appraisers and lenders – and establish a new Platinum Standard for customer experience at NAN, a standard that with time the mortgage industry might attempt to adopt as its own.



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“Nationwide Appraisal Network has earned a reputation for perpetually looking for ways to raise the customer experience for clients and appraisers. We will achieve that through a program that features unparalleled lender and appraiser support, cutting-edge technology, and frequent communication all of which develops loyalty – and ensures that timelines are met and expectations are exceeded every day, without exception,” said Monica Bankus, VP of Operations for Nationwide Appraisal Network.

“We are taking proactive steps as part of a well-honed strategy that keeps the lenders we work with ahead of their competitors. Monica has very quickly come to understand and embrace our firm’s focus on developing or enhancing solutions that enable our clients to gain transparency into their appraisal orders, reduce turn times, improve quality, and close more loans,” said Joni Pilgrim, chief business development officer at Nationwide Appraisal Network.

Prior to joining Nationwide Appraisal Network, Bankus worked for almost eight years at Streetlinks Lender Solutions (now Assurant Valuations), serving for the past three years as one of their eight account manager/client advocates. In that role, she was responsible for more than 90 banking and mortgage accounts in the U.S. In addition, she was responsible for two of the firm’s 10 largest accounts, based on the volume of business they transacted and revenue they produced. In addition, Bankus was the liaison for implementation of any new client processes and protocols for her accounts and assisted with resolving system issues. Streetlinks recognized her outstanding performance with a prestigious 2015 Excellence Award.

In 2012, she was one of the firm’s quality control assistant managers and led a team of 25 people, while co-managing a department of more than 60 associates. She also monitored performance reporting, training and ensured compliance with USPAP, Fannie Mae, Freddie Mac and FHA appraisal underwriting guidelines.

Prior to working with StreetLinks, Bankus was a residential real estate appraiser and salesperson and held positions with other companies within the real estate and financial industry over the course of 10 years.

## **About Nationwide Appraisal Network:**

Nationwide Appraisal Network (NAN), a women-owned, award-winning national appraisal management company, is an industry leader because it provides superior customer service, sophisticated, innovative technology, and a talented, experienced professional staff.

For more information, visit: <https://nationwide-appraisal.com/>.

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