

# Estate Valuations & Pricing Systems, Inc.

## Client Complaint Process

### Overview

Estate Valuations & Pricing Systems, Inc. considers itself a client-focused and client-friendly company. EVP will do everything in its power to make sure that every client has a successful relationship with us.

If an EVP Systems client has any complaints about their experiences with company, they are urged to contact the appropriate department—generally Support ([support@evpsys.com](mailto:support@evpsys.com), 818-313-6300) for technical difficulties or valuation issues, or Billing ([billing@evpsys.com](mailto:billing@evpsys.com), 818-313-6300) for invoicing problems—so that the complaint can be resolved as quickly as possible. The company’s president, Michael A. Walker, PhD, is also available for contact regarding any matter, via [mike@evpsys.com](mailto:mike@evpsys.com).

### Valuation Issues

If a client has an issue with a valuation provided by EVP, the company will re-examine the data and algorithms used in the evaluation. If no problems are found, EVP’s Support Department will explain any potential misunderstandings about how the value was arrived at. If the company determines that the data used in the valuation is incorrect, it will contact the appropriate data vendor to have it corrected. If the problem arises from a bug in EVP Systems’ software, the company will provide the client with the proper valuation to be entered manually and include the fix in the next release of the software, noting the change in the release notes. Refunds for incorrect valuations are issued at the company’s discretion, but are usually granted as a matter of course.

### Data Mis-Entry

If a client makes a mistake when entering data or accidentally runs an evaluation, refunds or credit are sometimes offered at the company’s discretion, depending on numerous factors, including the history of the client with the company.

### Charges

If a client has an issue with an invoice or the amount charged for a service, the company will confirm that the services were performed as billed. If so, but extenuating circumstances exist, a refund or credit may be granted at the company’s discretion. In the case of misbilling,

refunds are either sent immediately via check or the amount is applied to the client's account for future use, per client preference. If there is confusion between two accounts held by the same company, and the client's configuration of EVP Systems' software is incorrect, the company will work with the client to correct the configuration and the billed amounts will be transferred to the proper account codes.

## Other

If a client has any other complaint or issue with EVP Systems, its employees, reports, processes or actions, they are urged to contact the president, Michael A. Walker, PhD, directly at [mike@evpsys.com](mailto:mike@evpsys.com).

Last update: October 13, 2024