

# Valuation Support Team (VST)

## Quick Reference Guide



### WHO?

The VST is a specialised team dedicated to helping you manage valuation exceptions and escalations. They specifically deal with complex valuation policy and process questions and act as an escalation point between Brokers and valuers to ensure the best outcome for our customers.

### WHAT?

- **Action VST Reviews**
  - After you receive a query response from the valuer with no change to the valuation, you may request a VST Review if there are reasonable grounds to dispute a valuer's assessed value.
    - E.g. a comparable sale that was not included in the report that we believe is more compelling than those already included.
  - A VST Review can result in the original valuation report being supported by VST, a revised valuation report being received or a second valuation being completed by a different valuer firm. The result of the VST Review is final and you will be required to use whichever valuation report has been supported by the VST.
  - You can request a VST Review by selecting **Request VST review** in CommVal and including any additional supporting evidence for the review.
- Assist with upfront valuation lifecycle advice.
- Ensuring external valuation reports comply with valuation industry standards.
- Conduct an **Audit Valuation** if an additional inspection by a different valuation firm is warranted.
- Valuation Type amendments.
- Assist with **complaints** relating to policy and process or valuer performance.
- CommVal **process support** (non-IT related) for known issues.

### HOW?

- You can request a VST Review by selecting **Request VST review** in CommVal.
- You can contact the Valuation Support Team if escalation is required on [ValuationServices@cba.com.au](mailto:ValuationServices@cba.com.au).