

FIELDSMART EVALUATIONS | SERVICE PERFORMANCE METRICS

Key Insights into the Value of Boxwood's Client Support



ON-TIME DELIVERY PERFORMANCE

99.3%

Delivering reports with high reliability



REPORT REVISION RATE

2.7%

Minimal revisions, underscoring quality and credibility



Boxwood's Support Team Strengthens Client Operations

AVERAGE REVISION TURNAROUND TIME

31 MINS

Re-delivery Rate < 1 Hr: 61.9%
Re-delivery Rate < 24 Hrs: 99.6%

Fast, efficient return of reports



TOTAL CLIENT SAVINGS

\$9.3 MILLION

Big borrower savings with evaluations over appraisals



All metrics reflect 2024 evaluations report activity, on par with prior years' performance. Revision statistics include both preventable and non-preventable changes to reports.

Boxwood Means, LLC is a leading national provider of commercial real estate property valuations and risk assessment services in the small CRE property and loan markets.