



IAPD Report

KAREN JEAN HILL

CRD# 1018669

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Please contact FINRA with any concerns.



IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page <http://www.nasaa.org/IAPD/IARReports.cfm>

What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

Are there other resources I can use to check the background of investment professionals?

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



Report Summary

KAREN JEAN HILL (CRD# 1018669)

The report summary provides an overview of the representative's professional background and conduct. The information contained in this report has been provided by the representative, investment adviser and/or securities firms, and/or securities regulators as part of the states' investment adviser registration and licensing process. The information contained in this report was last updated by the representative, a previous employing firm, or a securities regulator on **01/15/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CETERA WEALTH SERVICES, LLC	CRD# 13572	06/09/2021
IA	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	06/29/2023

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **13** jurisdiction(s).

Is this representative currently Inactive or Suspended with any regulator? **No**

Note: Not all jurisdictions require IAR registration or may have an exemption from registration.

Additional information including this individual's qualification examinations and professional designations is available in the Detailed Report.

REGISTRATION HISTORY

This representative was previously registered with the following firm(s):

	FIRM	CRD#	LOCATION	REGISTRATION DATES
IA	CETERA ADVISOR NETWORKS LLC	13572	EL SEGUNDO, CA	06/09/2021 - 06/29/2023
IA	VOYA FINANCIAL ADVISORS, INC.	2882	SPRING LAKE, MI	05/07/2014 - 06/11/2021
B	VOYA FINANCIAL ADVISORS, INC.	2882	SPRING LAKE, MI	04/28/2014 - 06/09/2021

For additional registration and employment history details as reported by the individual, refer to the Registration and Employment History section of the Detailed Report.

DISCLOSURE INFORMATION

Disclosure events include certain criminal charges and convictions, formal investigations and disciplinary actions initiated by regulators, customer disputes and arbitrations, and financial disclosures such as bankruptcies and unpaid judgments or liens.

Are there events disclosed about this representative? **Yes**

The following types of events are disclosed about this representative:

Type	Count
Regulatory Event	1
Customer Dispute	4



Qualifications

REGISTRATIONS

This section provides the SRO, states and U.S. territories in which the representative is currently registered and licensed, the category of each registration, and the date on which the registration becomes effective. This section also provides, for each firm with which the representative is currently employed, the address of each location where the representative works. This individual is currently registered with **13** jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 2

Firm Name: **CETERA WEALTH SERVICES, LLC**
Main Address: 2301 ROSECRANS AVE #5100
EL SEGUNDO, CA 90245
Firm ID#: 13572

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	06/09/2021
B California	Agent	Approved	06/09/2021
B Florida	Agent	Approved	06/11/2021
B Georgia	Agent	Approved	06/09/2021
B Illinois	Agent	Approved	06/09/2021
B Indiana	Agent	Approved	06/09/2021
B Michigan	Agent	Approved	06/09/2021
B Nevada	Agent	Approved	06/09/2021
B New York	Agent	Approved	06/09/2021
B North Dakota	Agent	Approved	06/09/2021
B Ohio	Agent	Approved	01/15/2026
B South Dakota	Agent	Approved	04/22/2025
B Texas	Agent	Approved	06/27/2025



Qualifications

Regulator	Registration	Status	Date
B Virginia	Agent	Approved	08/13/2025

Branch Office Locations

CETERA ADVISOR NETWORKS LLC
SPRING LAKE, MI

Employment 2 of 2

Firm Name: **CETERA INVESTMENT ADVISERS LLC**
 Main Address: 1450 AMERICAN LANE
 6TH FLOOR, SUITE 650
 SCHAUMBURG, IL 60173-2096
 Firm ID#: 105644

Regulator	Registration	Status	Date
IA Michigan	Investment Adviser Representative	Approved	06/29/2023
IA Texas	Investment Adviser Representative	Restricted Approval	06/27/2025

Branch Office Locations

CETERA INVESTMENT ADVISERS LLC
SPRING LAKE, MI



Qualifications

PASSED INDUSTRY EXAMS

This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
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No information reported.

General Industry/Product Exams

Exam	Category	Date
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Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
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General Securities Representative Examination (S7)	Series 7	12/19/1981
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State Securities Law Exams

Exam	Category	Date
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Uniform Combined State Law Examination (S66)	Series 66	11/23/2005
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Uniform Securities Agent State Law Examination (S63)	Series 63	01/21/1982
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PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **0** professional designation(s).

No information reported.



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
IA	06/09/2021 - 06/29/2023	CETERA ADVISOR NETWORKS LLC	CRD# 13572	EL SEGUNDO, CA
IA	05/07/2014 - 06/11/2021	VOYA FINANCIAL ADVISORS, INC.	CRD# 2882	SPRING LAKE, MI
B	04/28/2014 - 06/09/2021	VOYA FINANCIAL ADVISORS, INC.	CRD# 2882	SPRING LAKE, MI
IA	02/03/2006 - 04/28/2014	NEWBRIDGE FINANCIAL SERVICES GROUP, INC.	CRD# 130814	BOCA RATON, FL
B	02/03/2004 - 04/28/2014	NEWBRIDGE SECURITIES CORPORATION	CRD# 104065	SAGINAW, MI
B	02/01/1999 - 12/09/2002	BANC ONE SECURITIES CORPORATION	CRD# 16999	CHICAGO, IL
B	09/19/1996 - 02/01/1999	FIRST CHICAGO NBD INVESTMENT SERVICES, INC.	CRD# 17516	CHICAGO, IL
B	05/18/1991 - 09/19/1996	INVEST FINANCIAL CORPORATION	CRD# 12984	APPLETON, WI
B	03/12/1991 - 05/07/1991	RONEY & CO.	CRD# 900	DETROIT, MI
B	12/23/1981 - 05/06/1989	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	

EMPLOYMENT HISTORY

Below is the representative's employment history for up to the last 10 years.

Employment Dates	Employer Name	Position	Investment Related	Employer Location
06/2023 - Present	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISOR REPRESENTATIVE	Y	SCHAUMBURG, IL, United States
06/2021 - Present	CETERA WEALTH SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	El Segundo, CA, United States
04/2014 - Present	FINANCIAL INVESTMENTS SERVICES GROUP, INC.	OWNER/PRESIDENT	Y	SAGINAW, MI, United States
09/2014 - 06/2021	VOYA FINANCIAL ADVISORS	REG REP	Y	SPRING LAKE, MI, United States



Registration & Employment History



OTHER BUSINESS ACTIVITIES

This section includes information, if any, as provided by the representative regarding other business activities the representative is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent, or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious, or fraternal and is recognized as tax exempt.

NAME OF ENTITY:Financial Investments Services Group, Inc.; No; 17628 Oakwood Drive; Spring Lake; MI; 49456; FINANCIAL SERVICES/DBA; Owner/President; 4/25/2014; 160; 130; SALE AND SERVICE INSURANCE,SECURITIES & INVESTMENT PRODUCTS.|NAME OF ENTITY:Owner/Beneficiary Variable Universal Life Insurance; No; 17628 Oakwood Drive; Spring Lake; MI; 49456; Robert Manzagol Variable Universal Life Insurance Policy; Owner/Benificary Varialbe Universal Insurance; 9/1/2012; 0; 0; Owner/Beneficiary - I pay all premiums monthly|NAME OF ENTITY: Independent Insurance Agent; Yes; 17628 Oakwood Drive; Spring Lake; MI; 49506; Fixed Insurance Sales; Independent Insurance Agent; 11/12/1984; 5; 5; Sales of fixed insurance products|



Disclosure Summary

Disclosure Information

What you should know about reported disclosure events:

(1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

(2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

(3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
 - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

(4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

Type	Count
Regulatory Event	1
Customer Dispute	4

Regulatory Event

This disclosure event may include a final, formal proceeding initiated by a regulatory authority (e.g., a state securities agency, a federal regulator such as the Securities and Exchange Commission or the Commodities Futures Trading Commission, or a foreign financial regulatory body) for a violation of investment-related rules or regulations. This disclosure event may also include a revocation or suspension of an Investment Adviser Representative's authority to act as an attorney, accountant or federal contractor.

Disclosure 1 of 1

Reporting Source: Regulator

Regulatory Action Initiated By: NASD

Sanction(s) Sought:

Date Initiated: 06/23/2005

Docket/Case Number: [C8A050060](#)

Employing firm when activity occurred which led to the regulatory action: BANC ONE SECURITIES CORP.

Product Type: No Product

Allegations: SEC RULE 10B-5, NASD RULES 2110, 2120, 2310 - RESPONDENT RECOMMENDED AND EFFECTED SECURITIES TRANSACTIONS IN THE ACCOUNTS OF PUBLIC CUSTOMERS WITHOUT HAVING A REASONABLE BASIS FOR BELIEVING THE TRANSACTIONS WERE SUITABLE BASED UPON CUSTOMERS INVESTMENT OBJECTIVES, FINANCIAL SITUATION AND NEEDS; BY THE USE OR INSTRUMENTALITIES OF INTERSTATE COMMERCE OR THE MAILES, INTENTIONALLY OR RECKLESSLY MISREPRESENTED AND EMPLOYED DEVICES TO DEFRAUD PUBLIC CUSTOMERS BY MAKING UNTRUE STATEMENTS OF MATERIAL FACT AND/OR OMITTING TO STATE MATERIAL FACTS NECESSARY TO MAKE THE STATEMENTS, IN LIGHT OF THE CIRCUMSTANCES IN WHICH THEY WERE MADE, NOT MISLEADING, IN CONNECTION WITH THE PURCHASE OR SALE OF SECURITIES; IN CONNECTION WITH THE REPRESENTATION THAT THERE WOULD BE NO SURRENDER OR SALES CHARGES ON THE MUTUAL FUND SWITCHES RESPONDENT RECOMMENDED AND AFTER THE CUSTOMERS SIGNED THE BLANK SWITCH FORMS, RESPONDENT FILLED IN THE CORRECT



SURRENDER CHARGE AND INITIAL SALES CHARGE AS WELL AS PLACED FALSE AND INACCURATE REASONS FOR THE MUTUAL FUND SWITCH ON THE FORMS AND SUBMITTED THE FORMS TO THE MEMBER'S PRINCIPAL REVIEW DESK AS IF THE FORMS WERE ACCURATE AND THE CUSTOMERS HAD SIGNED AS AN ACKNOWLEDGMENT OF THE INFORMATION ON THE SWITCH FORMS WHEN IN FACT, THE CUSTOMERS HAD NOT RECEIVED THE SALES CHARGE INFORMATION AND THEIR SIGNATURES WERE NOT AN ACKNOWLEDGMENT OF THE INFORMATION DISCLOSED ON THE COMPLETED SWITCH FORM.

Current Status: Final

Resolution: Decision

Does the order constitute a final order based on violations of any laws or regulations that prohibit fraudulent, manipulative, or deceptive conduct? No

Resolution Date: 03/01/2007

Sanctions Ordered: Civil and Administrative Penalty(ies)/Fine(s)
Monetary Penalty other than Fines
Suspension

Regulator Statement HEARING PANEL DECISION RENDERED NOVEMBER 14, 2006 WHEREIN HILL IS SUSPENDED FROM ASSOCIATION WITH ANY NASD MEMBER IN ANY CAPACITY FOR SIX MONTHS AND ORDERED TO PAY \$4,102.25 IN COSTS FOR FALSIFYING DOCUMENTS IN VIOLATION OF NASD RULE 2110. THE COSTS ARE DUE AND PAYABLE WHEN, AND IF, HILL SEEKS TO RETURN TO THE SECURITIES INDUSTRY. THE HEARING PANEL DISMISSED THE ALLEGATIONS THAT HILL RECOMMENDED AND EFFECTED UNSUITABLE SECURITIES TRANSACTIONS IN THE ACCOUNTS OF PUBLIC CUSTOMERS AND MADE FRAUDULENT MISREPRESENTATIONS AND OMISSIONS IN VIOLATION OF SEC RULE 10B-5, NASD RULES 2110, 2120, 2310. APPEALED TO THE NAC ON DECEMBER 7, 2006. APPEAL WITHDRAWN ON MARCH 1, 2007. THE NAC DID NOT CALL THE CASE FOR REVIEW. THE OFFICE OF HEARING OFFICERS DECISION RENDERED NOVEMBER 14, 2006 IS FINAL EFFECTIVE MARCH 1, 2007. HILL IS SUSPENDED FROM ASSOCIATION WITH ANY NASD MEMBER IN ANY CAPACITY FOR SIX MONTHS AND ASSESSED HEARING COSTS OF \$4,102.25. THE COSTS ARE DUE AND PAYABLE WHEN, AND IF, HILL SEEKS TO RETURN TO THE SECURITIES INDUSTRY. THE SUSPENSION IN ANY CAPACITY IS IN EFFECT FROM MARCH 19, 2007 THROUGH SEPTEMBER 18, 2007. FINES PAID.

Reporting Source: Individual

Regulatory Action Initiated By: NASD

Sanction(s) Sought: Suspension

Other Sanction(s) Sought:

Date Initiated: 06/23/2005

Docket/Case Number: [C8A050060](#)



Employing firm when activity occurred which led to the regulatory action:	BANC ONE SECURITIES CORPORATION
Product Type:	Mutual Fund(s)
Other Product Type(s):	
Allegations:	BETWEEN JAN. 2002 AND DEC. 2002, NASD ALLEGES THAT REP MADE UNSUITABLE RECOMMENDATIONS TO AT LEAST 5 CUSTOMERS TO SWITCH MUTUAL FUNDS. IN ADDITION, DURING THE SAME TIME PERIOD, NASD ALLEGES THAT REP MISREPRESENTED FEES AND COSTS ASSOCIATED WITH MUTUAL FUNDS WHEN SHE ARRANGED FOR AT LEAST 15 CUSTOMERS TO SIGN BLANK MUTUAL FUND SWITCH FORMS.
Current Status:	Final
Resolution:	Decision
Resolution Date:	03/01/2007
Sanctions Ordered:	Suspension
Other Sanctions Ordered:	HEARING COSTS OF \$4,102.25
Sanction Details:	THE OFFICE OF HEARING OFFICERS DECISION RENDERED NOVEMBER 14, 2006 IS FINAL EFFECTIVE MARCH 1, 2007. MS. HILL IS SUSPENDED FROM ASSOCIATION WITH ANY NASD MEMBER IN ANY CAPACITY FOR SIX MONTHS AND ASSESSED HEARING COSTS OF \$4,102.25. THE COSTS ARE DUE AND PAYABLE WHEN, AND IF, MS. HILL SEEKS TO RETURN TO THE SECURITIES INDUSTRY. THE SUSPENSION IN ANY CAPACITY IS IN EFFECT FROM MARCH 19, 2007 THROUGH SEPTEMBER 18, 2007.
Broker Statement	HEARING PANEL DECISION RENDERED NOVEMBER 14, 2006 WHEREIN HILL IS SUSPENDED FROM ASSOCIATION WITH ANY NASD MEMBER IN ANY CAPACITY FOR SIX MONTHS AND ORDERED TO PAY \$4,102.25 IN COSTS FOR FALSIFYING DOCUMENTS IN VIOLATION OF NASD RULE 2110. THE COSTS ARE DUE AND PAYABLE WHEN, AND IF, HILL SEEKS TO RETURN TO THE SECURITIES INDUSTRY. THE HEARING PANEL DISMISSED THE ALLEGATIONS THAT HILL RECOMMENDED AND EFFECTED UNSUITABLE SECURITIES TRANSACTIONS IN THE ACCOUNTS OF PUBLIC CUSTOMERS AND MADE FRAUDULENT MISREPRESENTATIONS AND OMISSIONS IN VIOLATION OF SEC RULE 10B-5, NASD RULES 2110, 2120, 2310. APPEALED TO THE NAC ON DECEMBER 7, 2006. APPEAL WITHDRAWN ON MARCH 1, 2007. THE NAC DID NOT CALL THE CASE FOR REVIEW.



Customer Dispute

This section provides information regarding a customer dispute that was reported to the Investment Adviser Registration Depository (IARD) by the Investment Adviser Representative (IAR), an investment adviser and/or securities firm, and/or a securities regulator. The event may include a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit that contains allegations of sales practice violations against the individual.

The customer dispute may be pending or may have resulted in a civil judgment, arbitration award, monetary settlement, closure without action, withdrawal, dismissal, denial, or other outcome.

Disclosure 1 of 4

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: BANC ONE SECURITIES CORPORATION

Allegations: CLIENT IS ALLEGING BREACH OF CONTRACT, COMMON LAW FRAUD, NEGLIGENCE, BREACH OF FIDUCIARY DUTY, FAILURE TO DISCLOSE, MISREPRESENTATION, UNSUITABILITY IN CONNECTION WITH THE SALE OF MUTUAL FUNDS AND ANNUITY

Product Type: Mutual Fund(s)

Other Product Type(s): ANNUITY

Alleged Damages: \$200,000.00

Customer Complaint Information

Date Complaint Received: 03/28/2005

Complaint Pending? No

Status: Arbitration/Reparation

Status Date: 09/13/2006

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: [CUSTOMER] V BANC ONE SECURITIES CORPORATION AND KAREN HILL NASD CASE NO. 05-01494

Date Notice/Process Served: 03/28/2005

Arbitration Pending? No

Disposition: Settled

Disposition Date: 09/13/2006

Monetary Compensation Amount: \$52,500.00

Individual Contribution Amount: \$2,500.00

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Reporting Source: Individual



Employing firm when activities occurred which led to the complaint: BANC ONE SECURITIES CORPORATION

Allegations: CLIENT IS ALLEGING BREACH OF CONTRACT, COMMON LAW FRAUD, NEGLIGENCE, BREACH OF FIDUCIARY DUTY, FAILURE TO DISCLOSE, MISREPRESENTATION, UNSUITABILITY IN CONNECTION WITH THE SALE OF MUTUAL FUNDS AND ANNUITY

Product Type: Mutual Fund(s)

Other Product Type(s): ANNUITY

Alleged Damages: \$200,000.00

Customer Complaint Information

Date Complaint Received:

Complaint Pending?

Status: Arbitration/Reparation

Status Date:

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: [CUSTOMER] V BANC ONE SECURITIES CORPORATION AND KAREN HILL NASD CASE NO. 05-01494

Date Notice/Process Served: 03/28/2005

Arbitration Pending? No

Disposition: Settled

Disposition Date: 10/10/2006

Monetary Compensation Amount: \$50,000.00

Individual Contribution Amount: \$2,500.00

Broker Statement CLIENT OPENED ACCOUNT IN 1999 AND IMMEDIATELY STARTED MAKING SYSTEMATIC WITHDRAWALS DESPITE THE REGISTERED REPRESENTATIVE'S OBJECTIONS. CLIENT CONTINUED TO MAKE SUBSTANTIAL WITHDRAWALS, WHICH SEVERELY REDUCED THE AMOUNT OF PRINCIPAL AVAILABLE TO INVEST AND GENERATE INCOME. ALL INVESTMENTS WERE EXPLAINED TO, AND APPROVED BY CLIENT. REGISTER REPRESENTATIVE AGREED TO SETTLE CLAIM FOR NUISANCE VALUE.

Disclosure 2 of 4

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: BOSC

Allegations: CLIENT ALLEGES THAT THE FEES RELATED TO INVESTMENT WERE NOT



DISCLOSED.

Product Type: Unit Investment Trust(s)

Alleged Damages: \$13,856.00

Customer Complaint Information

Date Complaint Received: 12/24/2002

Complaint Pending? No

Status: Settled

Status Date: 02/07/2003

Settlement Amount: \$13,856.00

Individual Contribution Amount: \$0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BOSC

Allegations: CLIENT ALLEGES THAT THE FEES RELATED TO INVESTMENT WERE NOT DISCLOSED

Product Type: Unit Investment Trust(s)

Alleged Damages: \$13,856.00

Customer Complaint Information

Date Complaint Received: 12/24/2002

Complaint Pending? No

Status: Settled

Status Date: 02/07/2003

Settlement Amount: \$13,856.00

Individual Contribution Amount: \$0.00

Disclosure 3 of 4

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BOSC

Allegations: CUSTOMER CLAIMS THAT THE INVESTMENT PRODUCT WAS UNSUITABLE FOR HER INVESTMENT GOALS.

Product Type: Annuity(ies) - Variable

Alleged Damages: \$5,001.00

Customer Complaint Information

Date Complaint Received: 09/28/2001

Complaint Pending? No



Status: Denied
Status Date: 11/16/2001
Settlement Amount: \$0.00
Individual Contribution Amount: \$0.00

Disclosure 4 of 4

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: BOSC

Allegations: CUSTOMER ALLEGES MISREPRESENTATION AND THE TRANSACTION WAS UNSUITABLE.

Product Type: Mutual Fund(s)
Alleged Damages: \$26,264.53

Customer Complaint Information

Date Complaint Received: 12/26/2000
Complaint Pending? No
Status: Denied
Status Date: 02/20/2001
Settlement Amount:
Individual Contribution Amount:



End of Report

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