



IAPD Report

CAROLYN POZZI

CRD# 1083038

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When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

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

CAROLYN POZZI (CRD# 1083038)

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 **07/15/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CETERA INVESTMENT SERVICES LLC	CRD# 15340	10/28/2024
IA	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	11/04/2024

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **9** 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
B	LPL FINANCIAL LLC	6413	JACKSONVILLE, FL	03/07/2024 - 11/08/2024
IA	LPL FINANCIAL LLC	6413	JACKSONVILLE, FL	03/07/2024 - 11/08/2024
IA	CETERA INVESTMENT ADVISERS LLC	105644	TALLAHASSEE, FL	12/12/2019 - 03/04/2024

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
Customer Dispute	3



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 9 jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 2

Firm Name: **CETERA INVESTMENT SERVICES LLC**
Main Address: 400 FIRST ST. S. SUITE 300
ST. CLOUD, MN 56301
Firm ID#: 15340

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	10/28/2024
B Alabama	Agent	Approved	11/12/2024
B Florida	Agent	Approved	10/29/2024
B Georgia	Agent	Approved	10/29/2024
B Illinois	Agent	Approved	11/08/2024
B Louisiana	Agent	Approved	07/16/2025
B New York	Agent	Approved	10/29/2024
B North Carolina	Agent	Approved	11/14/2024
B Ohio	Agent	Approved	10/29/2024
B South Carolina	Agent	Approved	10/29/2024

Branch Office Locations

CETERA INVESTMENT SERVICES LLC
110 BUSCH DRIVE
JACKSONVILLE, FL 32218

Employment 2 of 2


Firm Name: **CETERA INVESTMENT ADVISERS LLC**



Qualifications

Main Address: 1450 AMERICAN LANE
6TH FLOOR, SUITE 650
SCHAUMBURG, IL 60173-2096

Firm ID#: 105644

Regulator	Registration	Status	Date
 Florida	Investment Adviser Representative	Approved	11/04/2024

Branch Office Locations

CETERA INVESTMENT ADVISERS LLC
110 BUSCH DRIVE
JACKSONVILLE, FL 32218



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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B	Securities Industry Essentials Examination (SIE)	SIE	01/02/2023
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B	General Securities Representative Examination (S7)	Series 7	04/16/1983
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State Securities Law Exams

Exam	Category	Date
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B	Uniform Securities Agent State Law Examination (S63)	Series 63	04/13/2019
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IA	Uniform Investment Adviser Law Examination (S65)	Series 65	09/15/1999
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PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **1** professional designation(s).

Certified Financial Planner

This representative holds or did hold **1** professional designation(s) that may have been used to qualify as an Investment Advisor representative. Please check with the appropriate designation authority for verification that the designation is still in effect. The contact information for these professional designation authorities can be found on the website for the North American Securities Administrators Association at <http://www.nasaa.org>



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
B	03/07/2024 - 11/08/2024	LPL FINANCIAL LLC	CRD# 6413	JACKSONVILLE, FL
IA	03/07/2024 - 11/08/2024	LPL FINANCIAL LLC	CRD# 6413	JACKSONVILLE, FL
IA	12/12/2019 - 03/04/2024	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	TALLAHASSEE, FL
B	12/09/2019 - 03/04/2024	CETERA INVESTMENT SERVICES LLC	CRD# 15340	ORLANDO, FL
B	03/01/2019 - 12/03/2019	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	FERNANDINA BEACH, F
IA	03/01/2019 - 12/03/2019	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	FERNANDINA BEACH, F
IA	12/05/2018 - 03/01/2019	QUESTAR ASSET MANAGEMENT, INC.	CRD# 133358	FERNANDINA BEACH, F
B	12/03/2018 - 03/01/2019	QUESTAR CAPITAL CORPORATION	CRD# 43100	FERNANDINA BEACH, F
B	10/01/2003 - 11/12/2014	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	HUNTERSVILLE, NC
IA	10/01/2003 - 11/12/2014	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	HUNTERSVILLE, NC
IA	04/26/2002 - 11/18/2003	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	CHARLOTTE, NC
B	01/22/2002 - 11/18/2003	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	BOSTON, MA
B	02/14/2000 - 01/16/2002	WACHOVIA SECURITIES, INC.	CRD# 431	CHARLOTTE, NC
B	05/22/1995 - 02/14/2000	WACHOVIA BROKERAGE SERVICE	CRD# 17503	WINSTON SALEM, NC
B	03/14/1994 - 05/15/1995	LINCOLN FINANCIAL ADVISORS CORPORATION	CRD# 3978	FORT WAYNE, IN
B	03/14/1994 - 05/15/1995	THE LINCOLN NATIONAL LIFE INSURANCE COMPANY	CRD# 2580	FORT WAYNE, IN



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
B	08/26/1992 - 03/11/1994	USLIFE EQUITY SALES CORP.	CRD# 7962	NEW YORK, NY
B	02/13/1992 - 07/13/1992	USLIFE EQUITY SALES CORP.	CRD# 7962	NEW YORK, NY
B	01/03/1991 - 01/29/1991	DEAN WITTER REYNOLDS INC.	CRD# 7556	PURCHASE, NY
B	04/22/1988 - 03/30/1989	GLOBAL CAPITAL SECURITIES, INC.	CRD# 13358	
B	08/01/1986 - 11/24/1987	DEAN WITTER REYNOLDS INC.	CRD# 7556	
B	10/13/1983 - 08/15/1986	ISFA CORPORATION	CRD# 12984	
B	04/19/1983 - 09/16/1983	SHEARSON/AMERICAN EXPRESS INC.	CRD# 7506	

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
09/2024 - Present	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISOR REPRESENTATIVE	Y	TALLAHASSEE, FL, United States
09/2024 - Present	CETERA INVESTMENT SERVICES LLC	REGISTERED REPRESENTATIVE	Y	SAINT CLOUD, MN, United States
03/2024 - 10/2024	LPL	Registered Representative	Y	Jacksonville, FL, United States
03/2024 - 10/2024	VYSTAR CREDIT UNION	Registered Representative	Y	FERNANDINA BEACH, FL, United States
12/2019 - 03/2024	CETERA INVESTMENT SERVICES LLC	REGISTERED REPRESENTATIVE	Y	ST. CLOUD, MN, United States
12/2019 - 03/2024	REGIONS BANK	REGISTERED REPRESENTATIVE	Y	TALLAHASSEE, FL, United States
03/2019 - 11/2019	WOODBURY FINANCIAL SERVICES, INC.	REGISTERED REPRESENTATIVE	Y	FERNANDINA BEACH, FL, United States
03/2019 - 11/2019	WOODBURY FINANCIAL SERVICES, INC.	REGISTERED REPRESENTATIVE	Y	FERNANDINA BEACH, FL, United States



Registration & Employment History

EMPLOYMENT HISTORY

Employment Dates	Employer Name	Position	Investment Related	Employer Location
11/2018 - 03/2019	QUESTAR ASSET MANAGEMENT	INVESTMENT ADVISORY REPRESENTATIVE	Y	MINNEAPOLIS, MN, United States
11/2018 - 03/2019	QUESTAR CAPITAL CORPORATION	REGISTERED REPRESENTATIVE	Y	MINNEAPOLIS, MN, United States
10/2014 - 11/2018	INDEPENDENT CFP	INDEPENDENT CFP	Y	FERNANDINA BEACH, FL, United States

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.

No information reported.



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
Customer Dispute	3

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 3

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	CETERA INVESTMENT SERVICES LLC
Allegations:	Poor annuity recommendations
Product Type:	Annuity-Fixed
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	DAMAGES BELIEVED TO BE GREATER THAT \$5000
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	06/12/2024
Complaint Pending?	No
Status:	Denied
Status Date:	06/23/2024
Settlement Amount:	



Individual Contribution Amount:

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: CETERA INVESTMENT SERVICES LLC

Allegations: Poor annuity recommendations

Product Type: Annuity-Fixed

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): DAMAGES BELIEVED TO BE GREATER THAT \$5000

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 06/12/2024

Complaint Pending? No

Status: Denied

Status Date: 06/23/2024

Settlement Amount:

Individual Contribution Amount:

Disclosure 2 of 3

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMER ALLEGE MISREPRESENTATION REGARDING A VARIABLE ANNUITY PURCHASED IN JANUARY 2010.

Product Type: Annuity-Variable

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): DAMAGES ARE NOT SPECIFIED.

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No



Customer Complaint Information

Date Complaint Received: 06/07/2014

Complaint Pending? No

Status: Denied

Status Date: 07/01/2014

Settlement Amount:

Individual Contribution Amount:

Disclosure 3 of 3

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, INC

Allegations: NC RESIDENTS FEEL FA MISREPRESENTED THAT FIRM COULD NOT HOLD THEIR MANULIFE NEW VENTURE ANNUITIES. IN RELIANCE ON REPRESENTATION, CLIENTS EXCHANGED THEM ON 07-16-01 AND 08-14-01 FOR PUTNAM ALLSTATE POLICIES.

Product Type: Annuity-Variable

Alleged Damages: \$38,192.09

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 05/28/2004

Complaint Pending? No

Status: Settled

Status Date: 11/15/2004

Settlement Amount: \$2,627.00

Individual Contribution Amount: \$0.00

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, INC.

Allegations: NC RESIDENTS FEEL FA MISREPRESENTED THAT FIRM COULD NOT HOLD THEIR MANULIFE NEW VENTURE ANNUITIES. IN RELIANCE ON REPRESENTATION, CLIENTS EXCHANGED THEM ON 07/16/01 AND 08/14/01 FOR PUTNAM ALLSTATE POLICIES. CLIENTS CLAIM LOSSES OF \$38,192.09

Product Type: Annuity-Variable



Alleged Damages:	\$38,192.09
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	05/28/2004
Complaint Pending?	No
Status:	Settled
Status Date:	11/15/2004
Settlement Amount:	\$2,627.00
Individual Contribution Amount:	\$0.00



End of Report

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