



## IAPD Report

# JAMES MATTHEWS TROY

CRD# 1172773

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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

### JAMES MATTHEWS TROY (CRD# 1172773)

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 **05/23/2023**.

### CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
<b>B</b>	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	02/22/2013
<b>IA</b>	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	02/26/2013

### QUALIFICATIONS

This representative is currently registered in **6** SRO(s) and **25** 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>B</b>	MORGAN STANLEY	149777	MADISON, CT	06/01/2009 - 03/07/2013
<b>IA</b>	MORGAN STANLEY	149777	MADISON, CT	06/01/2009 - 03/07/2013
<b>B</b>	CITIGROUP GLOBAL MARKETS INC.	7059	GUILFORD, CT	07/31/1993 - 06/01/2009

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	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 **25** jurisdiction(s) and 6 SRO(s) through his or her employer(s).

#### Employment 1 of 1

Firm Name: **MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED**  
Main Address: ONE BRYANT PARK  
NEW YORK, NY 10036  
Firm ID#: 7691

Regulator	Registration	Status	Date
B Cboe BYX Exchange, Inc.	General Securities Representative	Approved	05/07/2014
B Cboe BZX Exchange, Inc.	General Securities Representative	Approved	05/07/2014
B Cboe Exchange, Inc.	General Securities Representative	Approved	02/22/2013
B FINRA	General Securities Representative	Approved	02/22/2013
B Nasdaq Stock Market	General Securities Representative	Approved	02/22/2013
B New York Stock Exchange	General Securities Representative	Approved	02/22/2013
B Arizona	Agent	Approved	09/19/2022
B California	Agent	Approved	09/08/2022
B Colorado	Agent	Approved	09/07/2022
B Connecticut	Agent	Approved	02/22/2013
IA Connecticut	Investment Adviser Representative	Approved	02/26/2013
B Florida	Agent	Approved	03/26/2013
IA Florida	Investment Adviser Representative	Approved	09/29/2017



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> Georgia	Agent	Approved	09/09/2022
<b>B</b> Illinois	Agent	Approved	09/13/2022
<b>B</b> Indiana	Agent	Approved	09/07/2022
<b>B</b> Louisiana	Agent	Approved	09/12/2022
<b>B</b> Maine	Agent	Approved	09/07/2022
<b>B</b> Massachusetts	Agent	Approved	02/22/2013
<b>B</b> Mississippi	Agent	Approved	09/07/2022
<b>B</b> New Hampshire	Agent	Approved	02/26/2015
<b>B</b> New Jersey	Agent	Approved	09/07/2022
<b>B</b> New York	Agent	Approved	09/08/2022
<b>B</b> North Carolina	Agent	Approved	09/08/2022
<b>B</b> Oregon	Agent	Approved	09/07/2022
<b>B</b> Pennsylvania	Agent	Approved	09/08/2022
<b>B</b> South Carolina	Agent	Approved	09/07/2022
<b>B</b> Texas	Agent	Approved	09/08/2022
<b>IA</b> Texas	Investment Adviser Representative	Restricted Approval	09/08/2022
<b>B</b> Vermont	Agent	Approved	09/07/2022
<b>B</b> Virgin Islands	Agent	Approved	09/07/2022



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> Virginia	Agent	Approved	09/08/2022
<b>B</b> Washington	Agent	Approved	09/07/2022
<b>B</b> Wisconsin	Agent	Approved	09/08/2022

### Branch Office Locations

**MERRILL LYNCH, PIERCE, FENNER & SMITH  
INCORPORATED**  
350 GOOSE LN  
STE 303-C  
GUILFORD, CT 06437



## 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, 4 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
 Foreign Currency Options Examination (S15)	Series 15	06/18/1985
 National Commodity Futures Examination (S3)	Series 3	05/18/1984
 General Securities Representative Examination (S7)	Series 7	08/20/1983

#### State Securities Law Exams

Exam	Category	Date
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 Uniform Investment Adviser Law Examination (S65)	Series 65	08/11/1995
 Uniform Securities Agent State Law Examination (S63)	Series 63	10/07/1983

### 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
B	06/01/2009 - 03/07/2013	MORGAN STANLEY	CRD# 149777	MADISON, CT
IA	06/01/2009 - 03/07/2013	MORGAN STANLEY	CRD# 149777	MADISON, CT
B	07/31/1993 - 06/01/2009	CITIGROUP GLOBAL MARKETS INC.	CRD# 7059	GUILFORD, CT
IA	05/09/1991 - 06/01/2009	CITIGROUP GLOBAL MARKETS INC.	CRD# 7059	GUILFORD, CT
B	04/01/1991 - 07/31/1993	LEHMAN BROTHERS INC.	CRD# 7506	NEW YORK, NY
B	08/23/1983 - 04/01/1991	PRUDENTIAL SECURITIES INCORPORATED	CRD# 7471	NEW YORK, NY

### 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
06/2013 - Present	BANK OF AMERICA, N.A.	SVP; FINANCIAL ADVISOR	Y	MADISON, CT, United States
02/2013 - Present	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	FINANCIAL ADVISOR	Y	MADISON, CT, 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	4

### 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

<b>Reporting Source:</b>	Individual
<b>Employing firm when activities occurred which led to the complaint:</b>	SALOMON SMITH BARNEY/CITIGROUP GLOBAL MARKETS INC.
<b>Allegations:</b>	ALLEGES NEGLIGENCE, BREACH OF FIDUCIARY DUTY, POOR PERFORMANCE BEGINNING JANUARY 1, 2000.
<b>Product Type:</b>	Equity-OTC
<b>Alleged Damages:</b>	\$404,259.20
<b>Is this an oral complaint?</b>	No
<b>Is this a written complaint?</b>	Yes
<b>Is this an arbitration/CFTC reparation or civil litigation?</b>	No

### Customer Complaint Information

<b>Date Complaint Received:</b>	12/08/2004
<b>Complaint Pending?</b>	No
<b>Status:</b>	Evolved into Arbitration/CFTC reparation (the individual is a named party)
<b>Status Date:</b>	12/08/2004

#### Settlement Amount:

**Individual Contribution Amount:**

### Arbitration Information



**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** NASD

**Docket/Case #:** 04-08182

**Date Notice/Process Served:** 12/08/2004

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 01/30/2006

**Monetary Compensation Amount:** \$9,999.99

**Individual Contribution Amount:** \$0.00

#### Disclosure 2 of 4

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** SALOMON SMITH BARNEY

**Allegations:** CLIENT ALLEGED THAT THE AMOUNT OF THE PROCEEDS THAT HE WOULD RECEIVE UPON THE SURRENDER OF A LIFE INSURANCE POLICY WAS MISREPRESENTED. ALLEGED DAMAGES UNSPECIFIED BUT IN EXCESS OF \$5,000. SALOMON SMITH BARNEY.

**Product Type:** Insurance

**Alleged Damages:** \$5,000.00

#### Customer Complaint Information

**Date Complaint Received:** 07/12/1999

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 12/03/1999

**Settlement Amount:**

**Individual Contribution Amount:**

**Broker Statement** THE CLIENT'S CLAIM WAS DENIED.

#### Disclosure 3 of 4

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** PRUDENTIAL SECURITIES INCORPORATED

**Allegations:** THE ABOVE CLIENT(S) SUBMITTED CLAIM FORM(S) TO THE CLAIMS RESOLUTION PROCESS RELATING TO LIMITED PARTNERSHIP PURCHASE( DURING THE PERIOD 10/84-12/84. THE ABOVE MENTIONED REGISTERED REPRESENTATIVE WAS THE BROKER OF RECORD AT



THE TIME OF THE PURCHASE(S). NO DAMAGES WERE ALLEGED BUT THE AMOUNT(S) OF ACTUAL LOSS (OUT-OF-POCKET) IS/ARE APPROXIMATELY \$9,057

**Product Type:**

**Alleged Damages:** \$9,057.00

**Customer Complaint Information**

**Date Complaint Received:** 10/21/1993

**Complaint Pending?** No

**Status:** Settled

**Status Date:**

**Settlement Amount:** \$26,002.00

**Individual Contribution Amount:**

**Firm Statement**

SETTLEMENT(S) WITH THE ABOVE CLIENT(S) HAS/HAVE BEEN REACHED IN THE CLAIMS RESOLUTION PROCESS. THE DOLLAR AMOUNT(S) OF THE SETTLEMENT(S) IS/ARE APPROXIMATELY: \$26,002 THIS MATTER RESULTED FROM THE UNPRECEDENTED, UNSOLICITED MAILING OF CLAIM FORMS BY PSI TO OVER 340,000 INVESTORS WHO PURCHASED LIMITED PARTNERSHIPS THROUGH PSI FROM JANUARY 1, 1980 TO JANUARY 1 1991. THE ABOVE REFERENCED CLIENT(S) FORM(S) IN RESPONSE TO THIS MAILING. THE CLAIM FORM(S) WAS/WERE EVALUATED BY PSI IN ACCORDANCE WITH THE STANDARDS ESTABLISHED UNDER THE SETTLEMENT BETWEEN PSI, THE SEC, NASD AND THE STATE SECURITIES ADMINISTRATORS. THE REPORTED SETTLEMENT(S) AROSE OUT OF THIS UNIQUE PROCESS.

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** PRUDENTIAL SECURITIES INCORPORATED

**Allegations:** THE CLIENT SUBMITTED CLAIM FORMS THAT WERE SENT TO HIM BY PRUDENTIAL

**Product Type:**

**Alleged Damages:** \$9,057.00

**Customer Complaint Information**

**Date Complaint Received:** 10/21/1993

**Complaint Pending?** No

**Status:** Settled

**Status Date:**

**Settlement Amount:** \$26,002.00

**Individual Contribution Amount:**



**Broker Statement** PRU REACHED SETTLEMENT WITH CLIENTS AFTER MAILING OUT 340AA CLAIM FORMS. I WAS NOT INVOLVED IN SETTLEMENT PROCESS THAT PRUDENTIAL INITIATED

**Disclosure 4 of 4**

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** PRUDENTIAL SECURITIES

**Allegations:** CUSTOMERS ALLEGED MISREPRESENTATIONS RELATING TO FSLIC INSURANCE COVERAGE. ALLEGED DAMAGES ARE BELIEVED TO BE IN EXCESS OF 10,000.00

**Product Type:**

**Alleged Damages:**

**Customer Complaint Information**

**Date Complaint Received:**

**Complaint Pending?** No

**Status:** Litigation

**Status Date:**

**Settlement Amount:**

**Individual Contribution Amount:**

**Civil Litigation Information**

**Court Details:** CV92-0332129 S

**Date Notice/Process Served:** 04/23/1992

**Litigation Pending?** No

**Disposition:** Settled

**Disposition Date:** 10/13/1992

**Monetary Compensation Amount:** \$17,732.41

**Individual Contribution Amount:** \$850.00

**Firm Statement** WITHOUT ADMITTING LIABILITY, THE MATTER WAS SETTLED FOR \$17,732.41. JAMES TROY HAS CONTRIBUTED \$850.00 TO THE AMOUNT OF THE SETTLEMENT.  
 Not Provided

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**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** PRUDENTIAL SECURITIES

**Allegations:** THAT THE PRUDENTIAL SECURITIES & JAMES TROY DID NOT ADEQUATELY INFORM CUSTOMER THAT 2 SEPARATE ACCOUNTS



WOULD BE CONSOLIDATED FDIC INSURANCE IN THE EVENT THE BANK (COLUMBIA S&L) FAILED -ALLEGED DAMAGES IN EXCESS OF 10,000.00

**Product Type:**

**Alleged Damages:**

**Customer Complaint Information**

**Date Complaint Received:**

**Complaint Pending?** No

**Status:** Litigation

**Status Date:**

**Settlement Amount:**

**Individual Contribution Amount:**

**Civil Litigation Information**

**Court Details:** CV92-0332129 S

**Date Notice/Process Served:** 04/23/1992

**Litigation Pending?** No

**Disposition:** Settled

**Disposition Date:** 10/13/1992

**Monetary Compensation Amount:** \$17,732.41

**Individual Contribution Amount:** \$850.00

**Broker Statement**

SETTLED BY PRUDENTIAL SECURITIES WITHOUT ADMITTING LIABILITY FOR 17,732- I CONTRIBUTED 850-AS A GOOD FAITH GESTURE. I CONTINUE TO COMMUNICATE WITH THE FORMER MANAGER AND FELT IT WAS FAIR THAT I CONTRIBUTE SOMETHING. THE SITUATION INVOLVED A CLIENT WHO HAD A ICRO DUPON CD ISSUED BUY COLUMBIA S & L . MATURITY VAL. WAS 174,000-AS CD VALUE BEGAN TO APPROACH 100 M I CALLED LAISON DESK AND WAS TOLD THAT ALL THAT WAS NEEDED TO MAINTAIN INSURANCE WAS TO OPEN A SECOND A/C (3 NAMES ON ACCOUNT) I OPENED A SECOND ACCOUNT-EVEN USED A DIFFERENT SOCIAL SECURITY # ON 2ND A/C BUT FDIC COMBINED ACCOUNTS & LEFT APPROX 17M UNINSURED!!



## End of Report

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