User Guidance

www.adviserinfo.sec.gov

IAPD Report

CAROL BUTLER HOLM

CRD# 1178157

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

CAROL BUTLER HOLM (CRD# 1178157)

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 **10/16/2023**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CENTAURUS FINANCIAL, INC.	CRD# 30833	01/05/2006
IA	CENTAURUS FINANCIAL, INC.	CRD# 30833	01/17/2006

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **6** 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	PRINCOR FINANCIAL SERVICES CORPORATION	1137	BLACKFOOT, ID	09/29/2004 - 01/12/2006
B	PRINCOR FINANCIAL SERVICES CORPORATION	1137	DES MOINES, IA	09/02/2004 - 01/12/2006
B	EQUITY SERVICES, INC.	265	MONTPELIER, VT	10/08/2002 - 07/23/2004

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	20

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

Employment 1 of 1

Firm Name: **CENTAURUS FINANCIAL, INC.**

Main Address: 2300 EAST KATELLA AVE
SUITE 200
ANAHEIM, CA 92806

Firm ID#: 30833

	Regulator	Registration	Status	Date
B	FINRA	Direct Participation Programs	Approved	01/05/2006
B	FINRA	Invest. Co and Variable Contracts	Approved	01/05/2006
B	FINRA	Corporate Securities Represent	Approved	05/14/2008
B	Arizona	Agent	Approved	01/24/2006
IA	Arizona	Investment Adviser Representative	Approved	05/23/2012
B	California	Agent	Approved	01/18/2006
B	Idaho	Agent	Approved	01/13/2006
IA	Idaho	Investment Adviser Representative	Approved	01/17/2006
B	Texas	Agent	Approved	08/22/2016
B	Washington	Agent	Approved	01/05/2006
IA	Washington	Investment Adviser Representative	Approved	01/05/2011
B	Wyoming	Agent	Approved	10/25/2006

Branch Office Locations

Qualifications

CENTAURUS FINANCIAL, INC.
494 N. MERIDIAN
BLACKFOOT, ID 83221

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 1 state securities law exam.

Principal/Supervisory Exams

	Exam	Category	Date
	No information reported.		

General Industry/Product Exams

	Exam	Category	Date
B	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
B	Corporate Securities Limited Representative Examination (S62)	Series 62	05/13/2008
B	Direct Participation Programs Representative Examination (S22)	Series 22	12/10/1984
B	Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	09/03/1983

State Securities Law Exams

	Exam	Category	Date
B	Uniform Securities Agent State Law Examination (S63)	Series 63	08/31/1984

PROFESSIONAL DESIGNATIONS

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

Chartered Financial Consultant

Only professional designations listed in Question 8 of the Form U4 will appear in this section if the appropriate box is checked and verified by the issuing organization at the time of the filing. Learn more about eligible designations at IARD and NASAA.

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	09/29/2004 - 01/12/2006	PRINCOR FINANCIAL SERVICES CORPORATION	CRD# 1137	BLACKFOOT, ID
B	09/02/2004 - 01/12/2006	PRINCOR FINANCIAL SERVICES CORPORATION	CRD# 1137	DES MOINES, IA
B	10/08/2002 - 07/23/2004	EQUITY SERVICES, INC.	CRD# 265	MONTPELIER, VT
IA	04/06/2001 - 10/04/2002	EAGLE STRATEGIES CORP	CRD# 110826	BLACKFOOT, ID
B	09/12/1983 - 10/03/2002	NYLIFE SECURITIES INC.	CRD# 5167	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
01/2006 - Present	CENTAURUS FINANCIAL, INC.	REGISTERED REP	Y	BLACKFOOT, ID, 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.

C&C BOOKS LLC, NON-INVESTMENT RELATED, 494 NORTH MERIDIAN, BLACKFOOT, IDAHO 83221, SELL BOOKS, OWNER/PARTNER, SINCE 2/1/2012, DEVOTED TIME IS 12 HRS A MONTH, PROMOTING THE BOOK, DOING MAGAZINE OR RADIO INTERVIEWS. CAROL HOLM FINANCIAL, ADVISOR, SINCE 1/9/1999, 494 NO. MERIDIAN, BLACK FOOT, IDAHO 83221, I DO NON-VARIABLE LIFE INSURANCE, SALE OF FIXED INSURANCE AND /OR FIXED ANNUITIES WITH SEVERAL COMPANIES, DEVOTED TIME IS 4 HRS A MONTH, NON- INVESTMENT RELATED.

CAROL HOLM, AUTHOR, SOLE PROPRIETOR, SINCE 7/8/1999, AT 524 WEST 37TH SOUTH, BLACKFOOT, ID, A BOOK ABOUT GOAL SETTING, NON-INVESTMENT RELATED. CAROL HOLM, AUTHOR, SOLE PROPRIETOR, SINCE 1/1/2001, AT 524 WEST 37TH SOUTH, BLACKFOOT, ID 83221, I AM WRITING A BOOK ON USING THE POWER OF THE MIND TO ACHIEVE GOALS,CURENTLY WITH AN EDITOR TO CREATE A MANUSCRIPT TO BE PRINTED, DEVOTED TIME IS 40 HRS A MONTH, NON-INVESTMENT RELATED.

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	20

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 20

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	CENTAURUS FINANCIAL, INC.
Allegations:	ALLEGATIONS INCLUDE VIOLATIONS OF FEDERAL SECURITIES LAWS, VIOLATION OF IDAHO SECURITIES ACT, BREACH OF CONTRACT, BREACH OF FIDUCIARY DUTY, COMMON LAW FRAUD AND NEGLIGENCE WITH RESPECT TO THE TENANT IN COMMON INVESTMENT PURCHASED IN 2008.
Product Type:	Other: TENANT-IN-COMMON
Alleged Damages:	$197,116.20
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	14-01125
Filing date of arbitration/CFTC reparation or civil litigation:	04/02/2014

Customer Complaint Information

Date Complaint Received:	05/12/2014

Complaint Pending? No

Status: Settled

Status Date: 12/01/2015

Settlement Amount: $107,500.00

Individual Contribution Amount: $0.00

Broker Statement CLAIMANT WAS INTRODUCED TO THE REPRESENTATIVE BY THE TITLE COMPANY INVOLVED IN THE SALE OF HIS FARMLAND. THE CLAIMANT HAD ALREADY SOLD HIS PROPERTY AS A 1031 EXCHANGE WHEN HE CALLED THE REPRESENATIVE TO DISCUSS HIS INVESTMENT OPTIONS. CLAIMANT WAS WELL INFORMED OF HIS OPTIONS AND TAX OBLIGATIONS AND CHOSE TO EFFECT THE EXCHANGE SO AS TO AVOID PAYING TAXES ON THE SALE OF HIS FARM LAND. CLAIMANT NOW SEEKS TO PLACE BLAME ON THE REPRESENTATIVE FOR HIS INFORMED AND REASONED DECISION. ANY CULPABILITY FOR THE ALLEGED LOSS IS VEHEMENTLY DENIED. IF THEY EXIST, SUCH LOSS IS NOT THE RESULT OF ANY ACTION OR FAILURE TO ACT ON THE PART OF REPRESENTATIVE, WHO INTENDS TO VIGOROUSLY DEFEND THIS BASELESS CLAIM.

Disclosure 2 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MARCH 1998, CUSTOMER ALLEGES THAT SHE PLACED HER MONEY IN THE CARE OF THE RR WITH THE UNDERSTANDING THAT THE MONEY WOULD BE PLACED IN A CONSERVATIVE TO VERY LOW MODERATE FUNDS THAT WOULD GROW, MAINTAIN THE PRINCIPAL INVESTED AND HAVE MONIES AVAILABLE FOR HER LIFETIME USE. CUSTOMER ALLEGES THAT SHE LOST APPOXIMATELY $19692.00

Product Type: Annuity(ies) - Variable

Alleged Damages: $19,692.00

Customer Complaint Information

Date Complaint Received: 09/22/2006

Complaint Pending? No

Status: Denied

Status Date: 10/20/2006

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Individual

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MARCH 1998, CUSTOMER ALLEGGED THAT SHE WANTED HER MONEY INVESTED CONSERVATIVE TO LOW MODERATE: AND THAT IT WOULD GROW, AND MAINTAIN THE PRINCIPAL INVESTED AND HOVE MONIES AVAILABLE FOR HER LIFETIME USE.

Product Type: Annuity(ies) - Variable

Alleged Damages: $19,692.00

Customer Complaint Information

Date Complaint Received: 09/22/2006

Complaint Pending? No

Status: Denied

Status Date: 10/25/2006

Settlement Amount:

Individual Contribution Amount:

Broker Statement [CUSTOMER] WAS INVESTED MODERATE WHICH WAS HOW SHE SAID SHE WANTED TO BE INVESTED. AS OF 2002 SHE HAD GAINED $4247.00 INSTEAD OF LOSING $19692.00 AS SHE INDICATED.

Disclosure 3 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO VARIABLE ANNUITIES PURCHASED IN DECEMBER 1997 AND AUGUST 2000, CUSTOMER ALLEGES THAT BASED ON THE RECOMMENDATIONS OF THE RR, HE ROLLED OVER HIS 401K AND CHOSE A PLAN THAT WOULD CREATE GOOD INCOME FOR MONTHLY LIVING EXPENSES WHILE MAINTAINING THE PRINCIPAL INVESTED. CUSTOMER MAINTAINS THAT HE LOST $81,583.49.

Product Type: Annuity(ies) - Variable

Alleged Damages: $81,583.49

Customer Complaint Information

Date Complaint Received: 09/29/2006

Complaint Pending? No

Status: Denied

Status Date: 10/26/2006

Settlement Amount: $0.00

Individual Contribution Amount: $0.00

Reporting Source: Individual

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

Allegations: CUSTOMER ALLEGES THAT IN AUGUST OF 2000, HE ROLLED OVER HIS 401(K) AND CHOSE A PLAN THAT WOULD CREATE GOOD INCOME FOR MONTHLY LIVING EXPENSES WHILE MAINTAINING THE PRINCIPAL INVESTED.

Product Type: Annuity(ies) - Variable

Alleged Damages: $81,583.49

Customer Complaint Information

Date Complaint Received: 09/29/2006

Complaint Pending? No

Status: Denied

Status Date: 10/26/2006

Settlement Amount:

Individual Contribution Amount:

Broker Statement [CUSTOMER] UNDERSTOOD THAT THE MARKET FLUCTUTES AND THAT IF HE WAS PULLING INCOME AND THE MARKET WAS DROPPING HE WOULD BE PULLING FROM HIS PRINCIPAL.

Disclosure 4 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MARCH 2006, CUSTOMER ALLEGES THAT SHE ROLLED HER 401K WITH THE UNDERSTANDING THAT HER MONEY WOULD BE KEPT IN CONSERVATIVE AND MODERATE INVESTMENT. CUSTOMER FURTHER ALLEGES THAT SHE WAS LED TO BELIEVE THAT THE POLICY WAS SECURED IN THAT SHE COULD NEVER LOSE HER ORIGINAL PRINCIPAL LESS ANY WITHDRAWALS, NO MATTER HOW THE MARKET FLUCTUATED. CUSTOMER MAINTAINS THAT SHE LOST $17283.48.

Product Type: Annuity(ies) - Variable

Alleged Damages: $17,283.48

Customer Complaint Information

Date Complaint Received: 09/29/2006

Complaint Pending? No

Status: Denied

Status Date: 10/26/2006

Settlement Amount: $0.00

Individual Contribution Amount: $0.00

Reporting Source: Individual

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

Allegations: IN MARCH OF 2006, CUSTOMER ALLEGES THAT SHE ROLLED HER 401 (K) WITH THE UNDERSTANDING THAT HER MONEY WOULD BE KEPT IN CONSERVATIVE AND MODERATE INVESTMENT, AND THAT SHE BELIEVED THAT THE POLICY WAS SECURED IN THAT SHE COULD NEVER LOSE HER ORIGINAL PRINCIPAL LESS ANY WITHDRAWALS, NO MATTER HOW THE MARKET FLUCTUATED.

Product Type: Annuity(ies) - Variable

Alleged Damages: $17,283.48

Customer Complaint Information

Date Complaint Received: 09/29/2006

Complaint Pending? No

Status: Denied

Status Date: 10/26/2006

Settlement Amount:

Individual Contribution Amount:

Broker Statement [CUSTOMER] WAS INVESTED MODERATE AND SHE UNDERSTOOD THAT THE MARKET FLUCTUATED WHICH MENT HER MONEY WAS NOT GUARANTEED.

Disclosure 5 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO THE PURCHASE OF A VARIABLE ANNUITY IN OR ABOUT JUNE OF 1997, THE CUSTOMER ALLEGES THAT BASED ON THE RR RECOMMENDATION HE RETIRED AND ROLLED OVER HIS RETIREMENT FUNDS INTO A VARIABLE ANNUITY POLICY. CUSTOMER ALLEGES THAT HE EXPRESSED CONCERNS TO HIS RR REGARDING MARKET PERFORMANCE AND AS A RESULT LOST MONEY. CUSTOMER IS REQUESTING A RETURN OF THE ORIGINAL MONEY LOST.

Product Type: Annuity(ies) - Variable

Alleged Damages: $220,869.00

Customer Complaint Information

Date Complaint Received: 08/21/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $31,315.25

Individual Contribution Amount: $0.00

Firm Statement THE COMPANY MADE AN ERROR IN CALCULATING THE SETTLEMENT AMOUNT ORIGINAL REPORTED ON THE U5 OF $121,752.06. THE CORRECT SETTLEMENT AMOUNT IS $31,315.25.

Reporting Source: Individual

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

Allegations: WITH REGARD TO THE PURCHASE OF A VARIABLE ANNUITY IN OR ABOUT JUNE OF 1997, THE CUSTOMER ALLEGES THAT BASED ON REPS RECOMMENDATION HE RETIRED AND ROLLED OVER HIS RETIREMENT FUNDS INTO A VARIABLE ANNUITY POLICY. CUSTOMER ALLEGES THAT HE EXPRESSED CONCERNS TO HIS REP REGARDING MARKET PERFORMANCE AND AS A RESULT LOS MONEY. CUSTOMER IS REQUESTING A RETURN OF THE ORIGINAL MONEY LOST.

Product Type: Annuity(ies) - Variable

Alleged Damages: $220,869.00

Customer Complaint Information

Date Complaint Received: 08/21/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $31,315.25

Individual Contribution Amount: $0.00

Broker Statement CUSTOMER DIDN'T LOOSE ANY MONEY. AS OF 09/2002, THE LAST STATEMENT I RECEIVED, HE HAD A GAIN OF $20,599.00.
THE PREVIOUS COMPANY MADE AN ERROR IN CALCULATING THE SETTLEMENT AMOUNT ORIGINAL REPORTED ON THE U5 OF $121,752.06. THE CORRECT SETTLEMENT AMOUNT IS $31,315.25.

Disclosure 6 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO THE PURCHASE OF A VARIABLE ANNUITY ON OR AROUND MARCH OF 1998, THE CUSTOMER ALLEGES THAT BASED ON THE RR RECOMMENDATION SHE RETIRED AND ROLLED OVER HER RETIREMENT INTO A VARIABLE ANNUITY POLICY. CUSTOMER ALLEGES THAT SHE EXPRESSED CONCERNS TO HER RR REGARDING MARKET PERFORMANCE AND AS A RESULT SHE LOST MONEY. CUSTOMER IS REQUESTING A RETURN OF THE ORIGINAL MONEY LOST.

Product Type: Annuity(ies) - Variable

Alleged Damages: $55,000.00

Customer Complaint Information

Date Complaint Received: 08/21/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $35,222.57

Individual Contribution Amount: $0.00

Reporting Source: Individual

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

Allegations: ON OR AROUND MARCH OF 1998, CUSTOMER ALLEGES THAT BASED ON MY RECOMMENDATION SHE RETIRED AND ROLLED OVER HER RETIREMENT INTO A VARIABLE ANNUITY POLICY. CUSTOMER ALLEGES THAT SHE EXPRESSED CONCERNS TO HER RR REGARDING MARKET PERFORMANCE AND AS A RESULT SHE LOST MONEY. CUSTOMER IS REQUESTING A RETURN OF THE ORGINAL MONEY LOST.

Product Type: Annuity(ies) - Variable

Alleged Damages: $55,000.00

Customer Complaint Information

Date Complaint Received: 08/21/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $35,222.57

Individual Contribution Amount: $0.00

Broker Statement CUSTOMER CHOOSE TO INVEST IN THE MARKET. I EXPLAINED THE RISKS. SHE CHOSE TO INVEST MODERATE.

Disclosure 7 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MARCH 1999, CUSTOMER ALLEGES THAT THE REP KNEW HE WANTED SAFE ACCOUNTS AND STILL INVESTED HIS FUNDS IN HIGH RISK. CUSTOMER FURTHER ALLEGES THAT HE LOST $50,000 AND WANTS THIS REFUNDED TO HIM.

Product Type: Annuity(ies) - Variable

Alleged Damages: $50,000.00

Customer Complaint Information

Date Complaint Received: 06/15/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $21,153.61

Individual Contribution Amount: $0.00

Reporting Source: Individual

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MARCH 1999, CUSTOMER ALLEGES THAT HE WANTED SAFE ACCOUNTS, BUT WAS INVESTED IN A HIGH RISK ACCOUNT. ALLEGES THAT HE LOST $50,000.00 AND WANTS THIS REFUNDED TO HIM.

Product Type: Annuity(ies) - Variable

Alleged Damages: $50,000.00

Customer Complaint Information

Date Complaint Received: 06/21/2006

Complaint Pending? No

Status: Settled

Status Date: 09/29/2006

Settlement Amount: $21,153.61

Individual Contribution Amount: $0.00

Broker Statement CUSTOMER WAS NOT INVESTED IN HIGH RISK, HE WAS INVESTED MODERATE.

Disclosure 8 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO A PURCHASE OF A VARIABLE ANUUITY AND A VARIABLE LIFE INSURANCE PRODUCT ON OR ABOUT MARCH OF 1999, THE CUSTOMER ALLEGES THAT THE FORMER RR RECOMMENDED UNSUITABLE INVESTMENTS AND ALLEGED THAT THE RR DID NOT LISTEN TO HIS REQUESTS TO REINVEST IN A LOWER RISK INVESTMENT. ALSO, THE CUSTOMER COMPLAINED ABOUT THE MONEY LOSSES THAT OCCURRED

	IN THESE INVESTMENTS.
Product Type:	Annuity(ies) - Variable
Other Product Type(s):	VARIABLE LIFE INSURANCE
Alleged Damages:	$72,626.06

Customer Complaint Information

Date Complaint Received:	04/24/2006
Complaint Pending?	No
Status:	Settled
Status Date:	06/19/2006
Settlement Amount:	$69,626.06
Individual Contribution Amount:	$0.00

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	ABOUT IN MARCH OF 1999, THE CUSTOMER ALLEGED THAT I DID NOT LISTEN TO HIS REQUEST TO REINVEST IN A LOWER RISK INVESTMENT. THEY ALSO COMPLAINED ABOUT THE MONEY LOSSES THAT OCCURRED IN THESE INVESTMENTS.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$72,626.06

Customer Complaint Information

Date Complaint Received:	04/24/2006
Complaint Pending?	No
Status:	Settled
Status Date:	06/19/2006
Settlement Amount:	$69,626.06
Individual Contribution Amount:	$0.00
Broker Statement	I HAVE A RISK TOLERANCE TEST SIGNED BY [THIRD PARTY] DATED 5/23/2002. THEY STILL SCORED AGGRESSIVE GROWTH WHICH INDICATES THAT THEIR RISK TOLERANCE HAD NOT CHANGED.

Disclosure 9 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN JANUARY 1999, CUSTOMER ALLEGES THAT HE WAS PLACED IN AN INAPPROPRIATE

	INVESTMENT GIVEN HIS INVESTMENT PROFILE AND CONSEQUENTLY LOST A SUBSTANTIAL AMOUNT OF HIS RETIREMENT SAVINGS. CUSTOMER MAINTAINS THAT THE REGISTERED REPRESENTATIVE FAILED TO ACT ON NUMEROUS REQUESTS TO MOVE THE ACCOUNT INTO A MORE CONSERVATIVE VEHICLE. CUSTOMER IS REQUESTING A REIMBURSEMENT OF ALL MONEY LOST PLUS INTEREST.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$94,496.01

Customer Complaint Information

Date Complaint Received:	02/16/2006
Complaint Pending?	No
Status:	Denied
Status Date:	03/17/2006
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	CLINT ALLEGES THAT HE WAS PLACED IN AN INAPPROPRIATE INVESTMENT. IN JANUARY 1999, CUSTOMER PURCHASED A VARIABLE ANNUITY. HIS OTHER INVESTMENTS WERE INVESTED AGGRESSIVE. HE DIDN'T ASK FOR HIS ACCOUNT TO BE MORE CONSERVATIVE UNTIL 10/2002 WHEN HE MOVED TO BONDS.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$94,496.01

Customer Complaint Information

Date Complaint Received:	02/16/2006
Complaint Pending?	No
Status:	Denied
Status Date:	03/17/2006
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 10 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	CLIENTS ALLEGE THAT FORMER RR PLACED THEIR FUNDS IN ACCOUNTS WITH MORE RISK THAN AGREED UPON. ADDITIONALLY THEY ALLEGE THE

	SURRENDER CHARGES ASSOCIATED WITH TWO VARIABLE UNIVERSAL LIFE INSURANCE POLCIES WERE MISREPRESENTED TO THEM.
Product Type:	Insurance
Other Product Type(s):	VARIABLE UNIVERSAL LIFE AND VARIABLE ANNUITY
Alleged Damages:	$16,682.56

Customer Complaint Information

Date Complaint Received:	05/25/2005
Complaint Pending?	No
Status:	Denied
Status Date:	06/21/2005
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES
Allegations:	CLIENTS ALLEGED THAT I INVESTED THEIR FUNDS MORE RISKY THAN AGREED UPON, BUT I INVESTED THEM THE SAME RISK AS THE 401(K) THAT WAS TRANSFERRED. THEY ALSO ALLEGED THE SURRENDER CHARGES WERE MISREPRESENTED. I WENT OVER THEIR VUL ILLUSTRATIONS WITH THEM SEVERAL TIMES AND THE ILLUSTRATION CLEARLY SHOWS THE SURRENDER CHARGES.
Product Type:	Annuity(ies) - Variable
Other Product Type(s):	VUL
Alleged Damages:	$16,682.56

Customer Complaint Information

Date Complaint Received:	05/25/2005
Complaint Pending?	No
Status:	Denied
Status Date:	06/21/2005
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	SEE QUESTION 4 FOR COMMENTS.

Disclosure 11 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.

Allegations:	IN REGARD TO FIVE VARIABLE LIFE INSURANCE POLICIES PURCHASED IN OCTOBER 2000, THE CUSTOMER ALLEGED THAT THEY WERE NOT INFORMED THAT THEY HAD BEEN DENIED A "PREFERRED RATING" AND THAT THE RR TOLD THEM THAT "NON-SMOKER RATING WAS THE BEST AVAILABLE." CUSTOMER STATES THAT THEY DID NOT HAVE AN OPPORTUNITY TO CHALLENGE THE UNDEWRITING RATING.
Product Type:	Insurance
Alleged Damages:	$300.00

Customer Complaint Information

Date Complaint Received:	07/22/2004
Complaint Pending?	No
Status:	Settled
Status Date:	07/22/2004
Settlement Amount:	$26,323.60
Individual Contribution Amount:	$0.00
Firm Statement	UPON REVIEW, THE COMPANY DID NOT FIND SUFFICIENT DOCUMENTATION TO SUBSTANTIATE THE CUSTOMER'S ALLEGATION. HOWEVER, IN THE INTEREST OF GOOD CUSTOMER RELATIONS AN OFFER WAS MADE TO WAIVE SURRENDER CHARGES ON THE CUSTOMERS' POLICIES WITHOUT ANY ADMISSION OF LIABILITY BY THE COMPANY OR FORMER RR.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES, INC.
Allegations:	THE LIFE POLICIES WERE PURCHASED OCT 2000. I CHALLENGED NYL TO GET THE RATING CHANGED TO NS WHICH I THOUGHT WAS THE BEST RATING AT THE TIME. ANOTHER AGENT TOLD THE CLIENT THEY DIDN'T HAVE THE BEST RATING ON THESE POLICIES. SO THE CLIENT SENT A LETTER TO NYL TO FIND OUT WHY THEY WEREN'T INFORMED THAT THEY DIDN'T GET THE BET RATING. WHILE RESEARCHING IT THE CLIENT FOUND OUT NYL DIDN'T INFORM THEIR AGENT OF THE PREFERRED OPTION ON SURVIVOR POLICIES UNTIL DEC 2000.
Product Type:	Insurance
Alleged Damages:	$300.00

Customer Complaint Information

Date Complaint Received:	04/09/2004
Complaint Pending?	No
Status:	Settled
Status Date:	07/22/2004
Settlement Amount:	$226,323.60
Individual Contribution Amount:	$0.00

Broker Statement	UPON REVIEW, THE COMPANY DID NOT FIND SUFFICIENT DOCUMENTATION TO SUBSTANTIATE THE CUSTOMER'S ALL;EGATION. HOWEVER, IN THE INTEREST OF GOOD CUSTOMER RELATIONS AN OFFER WAS MADE TO WAIVE SURRENDER CHARGES ON THE CUSTOMER'S POLICIES WITHOUT ANY ADMISSION OF LIABILITY BY THE COMPANY OR FORMER RR.

Disclosure 12 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE LIFE INSURANCE POLICY AND VARIABLE ANNUITIES PURCHASED IN SEPTEMBER 1998 THROUGH MARCH 2000, THE CUSTOMER'S DAUGHTER ALLEGES MS. HOLM MADE INVESTMENT DECISIONS THAT FAILED TO MEET THE CUSTOMER'S FINANCIAL NEEDS THUS CAUSING THE CUSTOMER TO LOSE MONEY. THE CUSTOMER REQUESTS A REFUND OF HER LOSSES.
Product Type:	Annuity(ies) - Variable
Other Product Type(s):	VARIABLE LIFE INSURANCE
Alleged Damages:	$312,000.00

Customer Complaint Information

Date Complaint Received:	01/13/2004
Complaint Pending?	No
Status:	Settled
Status Date:	03/26/2004
Settlement Amount:	$210,588.02
Individual Contribution Amount:	$0.00
Firm Statement	THE MATTER WAS SETTLED THROUGH AN OFFER AND ACCEPTANCE. THE MATTER WAS SETTLED IN THE AMOUNT OF $210,588.02 WHICH CONSISTED OF THE INITIAL SETTLEMENT OF $78,588.02 AND AN ADDITIONAL SETTLEMENT OF $132,00.00. THE CUSTOMER ACCEPTED THE OFFER.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES, INC.
Allegations:	WITH REGARD TO A VARIABLE LIFE INSURANCE POLICY AND VARIABLE ANNUITIES PURCHASED IN SEPTEMBER 1998 THROUGH MARCH 2000, THE CUSTOMER'S DAUGHTER ALLEGES MS. HOLM MADE INVESTMENT DECISIONS THAT FAILED TO MEET THE CUSTOMER'S FINANCIAL NEEDS THUS CAUSING THE CUSTOMER TO LOSE MONEY. THE CUSTOMER REQUESTS A REFUND OF HER LOSSES.
Product Type:	Annuity(ies) - Variable
Other Product Type(s):	VARIABLE LIFE INSURANCE

Alleged Damages: $312,000.00

Customer Complaint Information

Date Complaint Received: 01/13/2004

Complaint Pending? No

Status: Settled

Status Date: 02/26/2004

Settlement Amount: $210,588.02

Individual Contribution Amount: $0.00

Broker Statement THE MATTER WAS SETTLED THROUGH AN OFFER AND ACCEPTANCE. THE MATTER WAS SETTLED IN THE AMOUNT OF $210,588.02 WHICH CONSISTED OF THE INITIAL SETTLEMENT OF $78,588.02 AND AN ADDITIONAL SETTLEMENT OF $132,000.00. THE CUSTOMER ACCEPTED THE OFFER.

Disclosure 13 of 20

Reporting Source: Firm

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN AUGUST 2001, THE CUSTOMER ALLEGES HE WAS PLACED IN HIGH RISK INVESTMENTS DESPITE THE CUSTOMER'S REQUEST FOR CONSERVATIVE INVESTMENTS. THE CUSTOMER NOW FINDS THAT HE HAS LOST MONEY AND REQUESTS A REFUND OF HIS LOSSES.

Product Type: Annuity(ies) - Variable

Alleged Damages: $57,000.00

Customer Complaint Information

Date Complaint Received: 11/11/2003

Complaint Pending? No

Status: Denied

Status Date: 12/23/2003

Settlement Amount:

Individual Contribution Amount:

Firm Statement UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

Reporting Source: Individual

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

Allegations: WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN AUGUST 2001, THE

	CUSTOMER ALLEGES HE WAS PLACED IN HIGH RISK INVESTMENT DESPITE THE CUSTOMER'S REQUES FOR CONSERVATIVE INVESTMENTS. THE CUSTOMER REQUESTS A REFUND OF HIS LOSSES.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$57,000.00

Customer Complaint Information

Date Complaint Received:	11/14/2003
Complaint Pending?	No
Status:	Denied
Status Date:	12/23/2003
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 14 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN MAY 2001, THE CUSTOMER ALLEGES SHE SHOULD NOT HAVE BEEN PLACED IN "HIGH RISK" INVESTMENTS GIVEN HER AGE. THE CUSTOMER NOW FINDS THAT SHE HAS LOST MONEY AND REQUESTS A REFUND OF HER LOSSES.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$40,137.00

Customer Complaint Information

Date Complaint Received:	05/02/2003
Complaint Pending?	No
Status:	Denied
Status Date:	05/29/2003
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NY LIFE SECURITIES
Allegations:	WITH REGARD TO A VARAIBLE ANNUITY PURCHASED IN MAY 2001, THE CUSTOMER ALLEGES SHE SHOULD NOT HAVE BEEN PLACED IN "HIGH

	RISK" INVESTMENT GIVEN HER AGE. THE CUSTOMER NOW FINDS THAT SHE HAS LOST MONEY AND REQUESTS A REFUND OF HER LOSSES.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$40,137.00

Customer Complaint Information

Date Complaint Received:	05/08/2003
Complaint Pending?	No
Status:	Denied
Status Date:	05/29/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

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Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A REQUEST FOR A TRANSACTION IN THE CUSTOMER'S MUTUAL FUND ACCOUNT, THE CUSTOMER ALLEGES THAT THEY REQUESTED ON 9/10/2001 THAT THEIR FUNDS BE REALLOCATED WITHIN THEIR ACCOUNT, BUT THAT THE TRANSACTION WAS NOT POSTED TO EXECUTE UNTIL THE NEXT TRADING DAY WHICH WAS 9/11/2001. THE CUSTOMER FURTHER ALLEGES THE TRANSACTION WAS NOT EXECUTED UNTIL 9/17/2001 RESULTING IN A LOSS.
Product Type:	Mutual Fund(s)
Alleged Damages:	$20,000.00

Customer Complaint Information

Date Complaint Received:	12/11/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/14/2003
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

Reporting Source:	Individual

Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC
Allegations:	WITH REGARD TO A REQUEST FOR A TRANSACTION IN THE CUSTOMER'S MUTUAL FUND ACCOUNT, THE CUSTOMER ALLEGES THAT THEY REQUEST ON 9/10/2001 THAT THEIR FUNDS BE REALLOCATED WITHIN THEIR ACCOUNT, BUT THAT THE TRANSACTION WAS NOT POSTED TO EXECUTE UNTIL THE NEXT TRADING DAY WHICH WAS 9/11/2001. THE CUSTOMER FURTHER ALLEGES THE TRANSACTION WAS NOT EXECUTED UNTIL 9/17/2001 RESULTING IN A LOSS.
Product Type:	Mutual Fund(s)
Alleged Damages:	$20,000.00

Customer Complaint Information

Date Complaint Received:	12/11/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/14/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION WAS MADE TO THE CUSTOMER.

Disclosure 16 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE LIFE INSURANCE POLICY PURCHASED IN OCTOBER 2000, THE CUSTOMER ALLEGES MS. HOLM DID NOT ADEQUATELY DISCLOSE THE CHARGES AND SCHEDULED PREMIUM ASSOCIATED WITH THE POLICY. THE CUSTOMER REQUESTS COMPENSATORY DAMAGES FOR THE ASSOCIATED SURRENDER CHARGES.
Product Type:	Insurance
Other Product Type(s):	VARIABLE LIFE INSURANCE
Alleged Damages:	$13,000.00

Customer Complaint Information

Date Complaint Received:	12/06/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/13/2003
Settlement Amount:	

Individual Contribution Amount:

Firm Statement UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC
Allegations:	WITH REGARD TO A VARIABLE LIFE INSURANCE POLICY PURCHASED IN OCTOBER 2000, THE CUSTOMER ALLEGES MS. HOLM DID NOT ADEQUATELY DISCLOSE THE CHARGES AND SCHEDULED PREMIUM ASSOCIATED WITH THE POLICY. THE CUSTOMER REQUESTS COMPENSATORY DAMAGES FOR THE ASSOCIATED SURRENDER CHARGES.
Product Type:	Insurance
Other Product Type(s):	VARIABLE LIFE INSURANCE
Alleged Damages:	$13,000.00

Customer Complaint Information

Date Complaint Received:	12/06/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/13/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	UPON REVIEW OF POLICY AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION WAS MADE TO THE CUSTOMER.

Disclosure 17 of 20

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN DECEMBER 2000, THE CUSTOMER ALLEGES MS. HOLM EXAGGERATED THE ANTICIPATED PERFORMANCE OF THE ANNUITY AND ALLEGEDLY GUARANTEED A CERTAIN RETURN ON HIS INVESTMENT. THE CUSTOMER REQUESTS THE RECOVERY OF HIS LOSSES WITH FIVE PERCENT INTEREST FROM THE ANNUITY'S INCEPTION.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$190,000.00

Customer Complaint Information

Date Complaint Received:	07/10/2002
Complaint Pending?	No
Status:	Settled
Status Date:	04/30/2003
Settlement Amount:	$250,000.00
Individual Contribution Amount:	$0.00
Firm Statement	A GENERAL RELEASE WAS EXECUTED FOR AND IN CONSIDERATION OF THE SUM OF $250,000 PAYABLE TO THE CUSTOMER.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN DECEMBER 2000, THE CUSTOMER ALLEGES I EXAGGERATED THE ANTICIPATED PERFORMANCE OF THE ANNUITY AND ALLEGEDLY GUARANTEED A CERTAIN RETURN ON HIS INVESTMENT. THE CUSTOMER REQUESTS THE RECOVERY OF HIS LOSSES WITH FIVE PERCENT INTEREST FROM THE ANNUITY'S INCEPTION.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$190,000.00

Customer Complaint Information

Date Complaint Received:	07/10/2002
Complaint Pending?	No
Status:	Settled
Status Date:	04/30/2003
Settlement Amount:	$250,000.00
Individual Contribution Amount:	$0.00
Broker Statement	A GENERAL RELEASE WAS EXECUTED FOR AND IN CONSIDERATION OF THE SUM OF $250,000 PAYABLE TO THE CUSTOMER.

Disclosure 18 of 20

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN AUGUST 2000, THE CUSTOMER ALLEGES THAT I STATED "I CAN GIVE YOU AS MUCH MONEY AS YOU ARE MAKING NOW AT YOUR JOB, PLUS IN FIVE YEARS YOU'LL HAVE A MILLION DOLLARS IN YOUR RETIREMENT ACCOUNT." THE CUSTOMER FURTHER ALLEGES THAT HE WAS ASKED TO SIGN SOME BLANK PAPERWORK WHICH WOULD BE COMPLETED LATER. THE CUSTOMER

	WANTS HIS ANNUITY RESCINDED WITH ANY COSTS/SURRENDER CHARGES BEING WAIVED.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$270,000.00

Customer Complaint Information

Date Complaint Received:	10/17/2001
Complaint Pending?	No
Status:	Settled
Status Date:	02/11/2002
Settlement Amount:	$300,829.14
Individual Contribution Amount:	$17,500.00
Broker Statement	UPON REVIEW OF THE MATTER, NEW YORK LIFE OFFERED TO SURRENDER THE VARIABLE ANNUITY AND RETURN THE PREMIUMS PAID TO THE CUSTOMER. THE CUSTOMER HAS ACCEPTED THE OFFER. MY ERRORS & OMISSIONS CARRIER CONTRIBUTED $125,000.00 TOWARD THE SETTLEMENT OF THE MATTER.

Disclosure 19 of 20

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE ANNUITY PURCHASED IN APRIL 1999, THE CUSTOMER ALLEGES THAT I FAILED TO PROVIDE SUITABLE ADVICE REGARDING WHICH ALLOCATIONS HE SHOULD INVEST IN WHEN THE MARKET WAS DECLINING. THE CUSTOMER ALSO ALLEGED HE EXPERIENCED CERTAIN SERVICE PROBLEMS AND REQUESTS THAT HE BE ALLOWED TO WITHDRAW HIS FUNDS WITHOUT PENALTY.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$10,557.00

Customer Complaint Information

Date Complaint Received:	09/17/2001
Complaint Pending?	No
Status:	Denied
Status Date:	10/01/2001
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION HAS BEEN MADE TO THE CUSTOMER.

Disclosure 20 of 20

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	NYLIFE SECURITIES INC.
Allegations:	WITH REGARD TO A VARIABLE UNIVERSAL LIFE INSURANCE POLICY PURCHASED IN DECEMBER 1998, THE CUSTOMER ALLEGES HE INFORMED ME THAT HE "DIDN'T WANT THAT KIND OF POLICY AND (HE) DIDN'T WANT TO MAKE ANY PREMIUM PAYMENTS." THE CUSTOMER FURTHER ALLEGES I INFORMED HIM "THAT IT WOULD PAY ITS OWN WAY" AND THAT HE SHOULD TRY IT FOR ONE YEAR AND, "AS (HE) UNDERSTOOD IT, IF (HE) DIDN'T LIKE THE POLICY, (HE) COULD GET (HIS) MONEY BACK." THE CUSTOMER THEN STATES "IN DECEMBER OF 1999 (HE) WENT TO (ME) AND SAID THAT (HE) WOULD LIKE (HIS) MONEY BACK AND (I) SAID (I) COULDN'T DO THAT."
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$82,500.00

Customer Complaint Information

Date Complaint Received:	03/17/2000
Complaint Pending?	No
Status:	Denied
Status Date:	04/10/2000
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	UPON REVIEW OF POLICY RECORDS AND DATA, NEW YORK LIFE DID NOT FIND SUFFICIENT EVIDENCE TO SUPPORT THE CUSTOMER'S CLAIMS. NO OFFER OF COMPENSATION WAS MADE TO THE CUSTOMER. RR HOLM STATES THAT SHE DISCUSSED THE CUSTOMER'S NEED AND OPTIONS. I ENCOURAGED THE CUSTOMER TO LET THE POLICIES REMAIN AS THEY WERE FOR AT LEAST A YEAR AND PRESENTED THE CUSTOMER WITH SEVERAL OPTIONS FOR CHANGES THAT COULD BE MADE ON THE ANNIVERSARY DATE OF THE POLICIES. I ALSO ADVISED THE CUSTOMER THAT HE COULD CHANGE HIS MIND ABOUT THE POLICY WITHIN 20 DAYS AND REQUEST A FULL REFUND AND I GAVE HIM A FORM TO MAKE THAT REQUEST. HE DID NOT ELECT TO CANCEL THE POLICY. AT NO TIME DID I INDICATE VERBALLY OR IN WRITING THAT THE CUSTOMER WOULD GET A REFUND OF PREMIUMS PAID A FULL YEAR AFTER THE POLICY WAS IN-FORCE.

End of Report

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