



## IAPD Report

# Randall Gene West

CRD# 1263988

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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

### Randall Gene West (CRD# 1263988)

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 **04/17/2026**.

### CURRENT EMPLOYERS

This individual is not currently registered as an Investment Adviser Representative.

### QUALIFICATIONS

This individual is not currently registered as an Investment Adviser Representative.

**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	Schwab Wealth Advisory, Inc.	159035	Orlando, FL	10/02/2015 - 04/17/2026
IA	Retirement Wealth Advisors, Inc.	137658	The Villages, FL	06/03/2014 - 08/27/2015
IA	ON Investment Management Co	105662	Apopka, FL	01/27/2012 - 12/31/2013

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	1



## 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 not currently registered as an Investment Adviser Representative.



## 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, 0 general industry/product exams, and 1 state securities law exam.**

#### Principal/Supervisory Exams

Exam	Category	Date
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No information reported.

#### General Industry/Product Exams

Exam	Category	Date
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No information reported.

#### State Securities Law Exams

Exam	Category	Date
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<b>IA</b> Uniform Investment Adviser Law Examination (S65)	Series 65	12/13/1999
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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
IA	10/02/2015 - 04/17/2026	Schwab Wealth Advisory, Inc.	CRD# 159035	Orlando, FL
IA	06/03/2014 - 08/27/2015	Retirement Wealth Advisors, Inc.	CRD# 137658	The Villages, FL
IA	01/27/2012 - 12/31/2013	ON Investment Management Co	CRD# 105662	Apopka, FL
IA	12/01/2010 - 01/03/2012	ING Financial Partners, Inc	CRD# 2882	Summerfield, FL
IA	08/03/2009 - 11/17/2010	Raymond James Financial Services Advisors, Inc	CRD# 149018	Mount Dora, FL
IA	04/12/2007 - 10/10/2009	Raymond James Financial Services	CRD# 6694	Mt. Dora, FL
IA	07/12/2005 - 01/09/2006	Fifth Third Securities, Inc.	CRD# 628	Orlando, FL
IA	03/08/2004 - 01/20/2005	AMSOUTH Investment Management Company LLC	CRD# 111757	Orlando, FL
IA	12/21/2001 - 03/15/2004	Banc of America Investment Services, Inc.	CRD# 16361	Apopka, FL

### 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
08/2015 - Present	Charles Schwab & Co., Inc.	Registered Representative	Y	Orlando, FL, United States
08/2015 - Present	Schwab Wealth Advisory Inc	Investment Adviser Representative	Y	Orlando, 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	1

### 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 1

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** Taylor Capital Management, Inc. (Now TCM Securities, Inc.)

**Allegations:** In April, 2015, the customer met with Robert M. Lester, Jr. at the Talon Wealth Management (DBA) offices for the purpose of moving her 401k assets from AXA & American Funds and invest an additional \$600,000 with Talon Wealth Management. Customer alleges that Lester and/or his partner, Randall West sold several stocks without her expressed permission or authorization.

**Product Type:** Equity Listed (Common & Preferred Stock)

**Alleged Damages:** \$173,000.00

**Alleged Damages Amount Explanation (if amount not exact):** [customer] alleged that West sold approximately \$173,000.00 worth of stocks in her accounts without her authorization. West denies the allegation stating that [customer] opened an investment advisory account with him which allowed him to manage her accounts and make various security transactions on her behalf. When [customer] complained that her stocks were sold without her permission, West had the stocks, in question, re-purchased in her accounts and feels that after such re-purchases, there were no damages or losses in her account.

**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:** 07/16/2015



**Complaint Pending?** No

**Status:** Closed/No Action

**Status Date:** 10/15/2015

**Settlement Amount:**

**Individual Contribution Amount:**

**Firm Statement**

ALTHOUGH, RR WEST WAS REGISTERED WITH TCM SECURITIES, INC., THE TRANSACTIONS THAT [CUSTOMER] ALLEGES WERE EFFECTED WITHOUT HER AUTHORIZATION WERE NOT EFFECTED THROUGH TCM SECURITIES, INC. LESTER OR WEST USED THEIR RIA B/D PLATFORM TO EXECUTE THE SECURITY TRANSACTIONS IN QUESTION. ALTHOUGH, WEST DENIES [customer's] ALLEGATIONS, THAT STOCKS THAT WERE SOLD IN HER ACCOUNTS WITHOUT HER AUTHORIZATION, IN ORDER TO ADDRESS [customer's] CONCERNS, ALL OF THE STOCKS THAT SHE ALLEGED WERE SOLD WITHOUT HER AUTHORIZATION WERE RE-PURCHASED AND RESTORED TO HER ACCOUNT WITH NO LOSSES. THEREFORE, WEST BELIEVES THAT THE DAMAGES CLAIMED ARE NOW ZERO. ALSO, FINRA'S ATLANTA, GA. OFFICE MADE AN INQUIRY INTO [customer's] COMPLAINT AND DETERMINED TO CLOSE THEIR FILE ON THE MATTER. TCM DETERMINED TO CLOSE THE CUSTOMER'S COMPLAINT WITHOUT ANY FURTHER ACTION ON 10-15-2015

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** TAYLOR CAPITAL MANAGEMENT, INC. (NOW TCM SECURITIES, INC. )

**Allegations:** IN APRIL, 2015, THE CUSTOMER MET WITH [THIRD PARTY] AT THE TALON WEALTH MANAGEMENT (DBA) OFFICES FOR THE PURPOSE OF MOVING THE 401K ASSETS OF [CUSTOMERS'] FROM AXA & AMERICAN FUNDS AND INVEST AN ADDITIONAL \$600,000 WITH TALON WEALTH MANAGEMENT. [CUSTOMER] ALLEGES THAT [THIRD PARTY] AND/OR HIS PARTNER, RANDALL WEST SOLD SEVERAL STOCKS WITHOUT HER EXPRESSED PERMISSION OR AUTHORIZATION

**Product Type:** Equity Listed (Common & Preferred Stock)

**Alleged Damages:** \$1,526.57

**Alleged Damages Amount Explanation (if amount not exact):** [CUSTOMER] ALLEGED THAT RR WEST SOLD APPROXIMATELY \$173,000 WORTH OF STOCKS IN HER ACCOUNT WITHOUT HER AUTHORIZATION. ALTHOUGH, I DENY THIS ALLEGATION, THE STOCKS THAT WERE SOLD WERE RE-PURCHASED IN HER ACCOUNTS AND THE ACTUAL DAMAGES WERE APPROXIMATELY \$1,526.57

**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:** 07/16/2015

**Complaint Pending?** No



**Status:** Closed/No Action

**Status Date:** 10/15/2015

**Settlement Amount:** \$0.00

**Individual Contribution Amount:**

**Arbitration Information**

**Broker Statement**

ALTHOUGH, WEST DENIES [customer's] ALLEGATIONS, THAT STOCKS THAT WERE SOLD IN HER ACCOUNTS WITHOUT HER AUTHORIZATION, IN ORDER TO ADDRESS [customer's] CONCERNS, ALL OF THE STOCKS THAT SHE ALLEGED WERE SOLD WITHOUT HER AUTHORIZATION WERE RE-PURCHASED AND RESTORED TO HER ACCOUNT WITH NO LOSSES. THEREFORE, WEST BELIEVES THAT THE DAMAGES CLAIMED ARE NOW ZERO. ALSO, FINRA'S ATLANTA, GA. OFFICE MADE AN INQUIRY INTO [customer's] COMPLAINT AND DETERMINED TO CLOSE THEIR FILE ON THE MATTER. TCM DETERMINED TO CLOSE THE CUSTOMER'S COMPLAINT WITHOUT ANY FURTHER ACTION ON 10-15-2015



## End of Report

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