



## IAPD Report

# RONALD FRANKLIN METCALF JR

CRD# 1280602

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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

### RONALD FRANKLIN METCALF JR (CRD# 1280602)

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 **02/02/2026**.

### CURRENT EMPLOYERS

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

### QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **49** 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>IA</b>	CETERA ADVISOR NETWORKS LLC	13572	EL SEGUNDO, CA	06/09/2021 - 06/29/2023
<b>IA</b>	VOYA FINANCIAL ADVISORS, INC.	2882	GREENVILLE, SC	05/19/2000 - 06/09/2021
<b>B</b>	VOYA FINANCIAL ADVISORS, INC.	2882	GREENVILLE, SC	12/19/1986 - 06/09/2021

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

### DISCLOSURE INFORMATION

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

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

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	11



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

#### Employment 1 of 2

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

	Regulator	Registration	Status	Date
IA	South Carolina	Investment Adviser Representative	Approved	06/29/2023
IA	Texas	Investment Adviser Representative	Restricted Approval	06/29/2023

#### Branch Office Locations

**CETERA INVESTMENT ADVISERS LLC**  
104 WHITSETT STREET  
GREENVILLE, SC 29601

**CETERA INVESTMENT ADVISERS LLC**  
EASLEY, SC

#### Employment 2 of 2

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

	Regulator	Registration	Status	Date
B	FINRA	General Securities Principal	Approved	06/09/2021
B	FINRA	General Securities Representative	Approved	06/09/2021
B	FINRA	Invest. Co and Variable Contracts	Approved	06/09/2021
B	Alabama	Agent	Approved	06/09/2021
B	Alaska	Agent	Approved	06/09/2021



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> Arizona	Agent	Approved	06/09/2021
<b>B</b> Arkansas	Agent	Approved	06/09/2021
<b>B</b> California	Agent	Approved	06/09/2021
<b>B</b> Colorado	Agent	Approved	06/09/2021
<b>B</b> Connecticut	Agent	Approved	06/09/2021
<b>B</b> Delaware	Agent	Approved	06/09/2021
<b>B</b> District of Columbia	Agent	Approved	06/09/2021
<b>B</b> Florida	Agent	Approved	08/09/2021
<b>B</b> Georgia	Agent	Approved	06/09/2021
<b>B</b> Hawaii	Agent	Approved	06/09/2021
<b>B</b> Idaho	Agent	Approved	06/09/2021
<b>B</b> Illinois	Agent	Approved	06/09/2021
<b>B</b> Indiana	Agent	Approved	06/09/2021
<b>B</b> Iowa	Agent	Approved	06/09/2021
<b>B</b> Kansas	Agent	Approved	06/09/2021
<b>B</b> Kentucky	Agent	Approved	06/09/2021
<b>B</b> Louisiana	Agent	Approved	06/09/2021
<b>B</b> Maine	Agent	Approved	06/09/2021
<b>B</b> Maryland	Agent	Approved	06/09/2021



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> Massachusetts	Agent	Approved	08/17/2021
<b>B</b> Michigan	Agent	Approved	06/09/2021
<b>B</b> Minnesota	Agent	Approved	06/09/2021
<b>B</b> Mississippi	Agent	Approved	06/09/2021
<b>B</b> Missouri	Agent	Approved	06/09/2021
<b>B</b> Montana	Agent	Approved	06/09/2021
<b>B</b> Nebraska	Agent	Approved	06/09/2021
<b>B</b> Nevada	Agent	Approved	06/09/2021
<b>B</b> New Hampshire	Agent	Approved	06/09/2021
<b>B</b> New Jersey	Agent	Approved	06/09/2021
<b>B</b> New Mexico	Agent	Approved	06/09/2021
<b>B</b> New York	Agent	Approved	06/09/2021
<b>B</b> North Carolina	Agent	Approved	08/17/2021
<b>B</b> Ohio	Agent	Approved	09/08/2021
<b>B</b> Oklahoma	Agent	Approved	06/09/2021
<b>B</b> Oregon	Agent	Approved	06/09/2021
<b>B</b> Pennsylvania	Agent	Approved	06/09/2021
<b>B</b> Rhode Island	Agent	Approved	06/09/2021



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> South Carolina	Agent	Approved	06/09/2021
<b>B</b> South Dakota	Agent	Approved	06/09/2021
<b>B</b> Tennessee	Agent	Approved	06/09/2021
<b>B</b> Texas	Agent	Approved	06/09/2021
<b>B</b> Utah	Agent	Approved	06/09/2021
<b>B</b> Vermont	Agent	Approved	06/09/2021
<b>B</b> Virginia	Agent	Approved	06/09/2021
<b>B</b> Washington	Agent	Approved	08/12/2021
<b>B</b> West Virginia	Agent	Approved	06/09/2021
<b>B</b> Wisconsin	Agent	Approved	07/15/2021

### Branch Office Locations

**CETERA ADVISOR NETWORKS LLC**  
104 WHITSETT STREET  
GREENVILLE, SC 29601

**CETERA ADVISOR NETWORKS LLC**  
EASLEY, SC



## 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 1 principal/supervisory exam, 3 general industry/product exams, and 2 state securities law exams.**

#### Principal/Supervisory Exams

	Exam	Category	Date
	General Securities Principal Examination (S24)	Series 24	10/11/1999

#### General Industry/Product Exams

	Exam	Category	Date
	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
	General Securities Representative Examination (S7)	Series 7	01/25/1999
	Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	12/18/1986

#### State Securities Law Exams

	Exam	Category	Date
	Uniform Investment Adviser Law Examination (S65)	Series 65	12/28/1999
	Uniform Securities Agent State Law Examination (S63)	Series 63	02/09/1987

### PROFESSIONAL DESIGNATIONS

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

No information reported.



## Registration & Employment History

### PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
IA	06/09/2021 - 06/29/2023	CETERA ADVISOR NETWORKS LLC	CRD# 13572	EL SEGUNDO, CA
IA	05/19/2000 - 06/09/2021	VOYA FINANCIAL ADVISORS, INC.	CRD# 2882	GREENVILLE, SC
B	12/19/1986 - 06/09/2021	VOYA FINANCIAL ADVISORS, INC.	CRD# 2882	GREENVILLE, SC

### EMPLOYMENT HISTORY

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

Employment Dates	Employer Name	Position	Investment Related	Employer Location
06/2023 - Present	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISOR REPRESENTATIVE	Y	SCHAUMBURG, IL, United States
02/2023 - Present	THE IBEX GROUP	OWNER/REGIONAL MANAGER	Y	GREENVILLE, SC, United States
06/2021 - Present	CETERA WEALTH SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	EL SEGUNDO, CA, United States
09/2014 - Present	RELIASTAR	AGENT - AGENT	Y	GREENVILLE, SC, United States
01/1978 - Present	METCALF AND ASSOCIATES, INC.	OWNER	Y	GREENVILLE, SC, United States
09/2014 - 06/2021	VOYA FINANCIAL ADVISORS	REGISTERED REP	Y	GREENVILLE, SC, 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.

1. NAME OF ENTITY:ROCK SPRINGS BAPTISH CHURCH FINANCE COMMITTEE; No; 212 DAYTON SCHOOL RD; EASLEY; SC; 29642; CHURCH FINANCE COMMITTEE; FINANCE COMMITTEE MEMBER; 6/1/2013; 2; 0; ATTEND MEETINGS AND DISCUSS THE CHURCHES BUDGET;

2. NAME OF ENTITY:Metcalfe & Associates; No; 104 WHITESETT ST; GREENVILLE; SC; 29601; Fixed Life Insurance; Co-Managing Director; 4/1/2013; 40; 40; Co-Managing Director, recruit and train;

3. NAME OF ENTITY: INDEPENDENT INSURANCE AGENT; Yes; 104 WHITESETT ST; GREENVILLE; SC; 29601; fixed insurance sales; INDEPENDENT INSURANCE AGENT; 4/3/2009; 40; 40; sales of fixed insurance products;



## Registration & Employment History



### OTHER BUSINESS ACTIVITIES

4. NAME OF OTHER BUSINESS: THE IBEX GROUP;  
INVESTMENT RELATED: YES,  
ADDRESS: SAME AS REGISTERED LOCATION,  
NATURE OF BUSINESS: FINANCIAL SERVICES,  
START DATE: 2/2023,  
POSITION/TITLE/RELATIONSHIP: OWNER,  
APX NUMBER OF HOURS PER WEEK: 40,  
APX NUMBER OF HOURS DURING TRADING HOURS: 32.5,  
BRIEF DESCRIPTION OF DUTIES: DBA FOR FINANCIAL SERVICES



## 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	11

### 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 11

<b>Reporting Source:</b>	Firm
<b>Employing firm when activities occurred which led to the complaint:</b>	VOYA FINANCIAL ADVISORS, INC.
<b>Allegations:</b>	Statement of Claim alleges representative failed in his duty to adequately supervise the subject representative.
<b>Product Type:</b>	Real Estate Security
<b>Alleged Damages:</b>	\$489,898.00

#### Arbitration Information

<b>Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):</b>	FINRA Office of Dispute Resolution
<b>Docket/Case #:</b>	23-00747
<b>Date Notice/Process Served:</b>	04/03/2023
<b>Arbitration Pending?</b>	No
<b>Disposition:</b>	Settled
<b>Disposition Date:</b>	02/08/2024
<b>Monetary Compensation Amount:</b>	\$38,500.00
<b>Individual Contribution Amount:</b>	\$0.00



**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representative.

**Product Type:** Real Estate Security

**Alleged Damages:** \$489,898.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 23-00747

**Date Notice/Process Served:** 04/03/2023

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 02/08/2024

**Monetary Compensation Amount:** \$38,500.00

**Individual Contribution Amount:** \$0.00

**Disclosure 2 of 11**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representative.

**Product Type:** Real Estate Security

**Alleged Damages:** \$499,999.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 23-00718

**Date Notice/Process Served:** 04/03/2023

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 04/23/2024

**Monetary Compensation Amount:** \$6,000.00



**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representative.

**Product Type:** Real Estate Security

**Alleged Damages:** \$499,999.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 23-00718

**Date Notice/Process Served:** 04/03/2023

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 04/23/2024

**Monetary Compensation Amount:** \$6,000.00

**Individual Contribution Amount:** \$0.00

**Disclosure 3 of 11**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Real Estate Security

**Alleged Damages:** \$500,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00783

**Date Notice/Process Served:** 04/07/2021

**Arbitration Pending?** No

**Disposition:** Settled



**Disposition Date:** 04/18/2022  
**Monetary Compensation Amount:** \$1,200,000.01  
**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual  
**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.  
**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.  
**Product Type:** Real Estate Security  
**Alleged Damages:** \$500,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00783

**Date Notice/Process Served:** 04/07/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 04/18/2022

**Monetary Compensation Amount:** \$1,200,000.01

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 4 of 11**

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.  
**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.  
**Product Type:** Real Estate Security  
**Alleged Damages:** \$50,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution



**Docket/Case #:** 21-00744  
**Date Notice/Process Served:** 03/30/2021  
**Arbitration Pending?** No  
**Disposition:** Settled  
**Disposition Date:** 07/28/2021  
**Monetary Compensation Amount:** \$25,000.00  
**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual  
**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.  
**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.  
**Product Type:** Real Estate Security  
**Alleged Damages:** \$50,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00744  
**Date Notice/Process Served:** 03/30/2021  
**Arbitration Pending?** No  
**Disposition:** Settled  
**Disposition Date:** 07/28/2021  
**Monetary Compensation Amount:** \$25,000.00  
**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 5 of 11**

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.  
**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.  
**Product Type:** Real Estate Security  
**Alleged Damages:** \$500,000.00



**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00776

**Date Notice/Process Served:** 03/30/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 05/17/2022

**Monetary Compensation Amount:** \$1,794,691.60

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Real Estate Security

**Alleged Damages:** \$500,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00776

**Date Notice/Process Served:** 03/30/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 05/17/2022

**Monetary Compensation Amount:** \$1,794,691.60

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 6 of 11**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.



**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Real Estate Security

**Alleged Damages:** \$500,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00775

**Date Notice/Process Served:** 03/30/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 05/17/2022

**Monetary Compensation Amount:** \$1,226,533.57

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** VOYA FINANCIAL ADVISORS, INC.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Real Estate Security

**Alleged Damages:** \$500,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 21-00775

**Date Notice/Process Served:** 03/30/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 05/17/2022

**Monetary Compensation Amount:** \$1,226,533.57

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.



**Disclosure 7 of 11**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Annuity-Variable  
Real Estate Security  
Unit Investment Trust

**Alleged Damages:** \$5,000,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 20-02111

**Date Notice/Process Served:** 05/04/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 08/04/2021

**Monetary Compensation Amount:** \$3,500,000.00

**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Annuity-Variable  
Real Estate Security  
Unit Investment Trust

**Alleged Damages:** \$5,000,000.00

**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 Office of Dispute Resolution

**Docket/Case #:** 20-02111



**Filing date of arbitration/CFTC reparation or civil litigation:** 07/02/2020

### Customer Complaint Information

**Date Complaint Received:** 07/22/2020

**Complaint Pending?** No

**Status:** Evolved into Arbitration/CFTC reparation (the individual is a named party)

**Status Date:** 05/04/2021

**Settlement Amount:**

**Individual Contribution Amount:**

### Arbitration Information

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 20-02111

**Date Notice/Process Served:** 05/04/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 08/04/2021

**Monetary Compensation Amount:** \$3,500,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

### Disclosure 8 of 11

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Real Estate Security

**Alleged Damages:** \$50,000.00

**Alleged Damages Amount Explanation (if amount not exact):** Statement of Claim notes damages are between \$50,000 and \$100,000.

**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 Office of Dispute Resolution

**Docket/Case #:** 20-02101

**Filing date of arbitration/CFTC reparation or civil litigation:** 07/02/2020

**Customer Complaint Information**

**Date Complaint Received:** 07/13/2020

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/04/2021

**Settlement Amount:** \$152,500.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 9 of 11**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Annuity-Variable  
Real Estate Security  
Unit Investment Trust

**Alleged Damages:** \$5,000,000.00

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 20-02110

**Date Notice/Process Served:** 06/07/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 09/29/2021

**Monetary Compensation Amount:** \$5,050,000.00

**Individual Contribution Amount:** \$0.00



**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Statement of Claim alleges representative failed in his duty to adequately supervise the subject representatives.

**Product Type:** Annuity-Variable  
Real Estate Security  
Unit Investment Trust

**Alleged Damages:** \$5,000,000.00

**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 Office of Dispute Resolution

**Docket/Case #:** 20-02110

**Filing date of arbitration/CFTC reparation or civil litigation:** 07/02/2020

**Customer Complaint Information**

**Date Complaint Received:** 07/22/2020

**Complaint Pending?** No

**Status:** Evolved into Arbitration/CFTC reparation (the individual is a named party)

**Status Date:** 06/07/2021

**Settlement Amount:**

**Individual Contribution Amount:**

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 20-02110

**Date Notice/Process Served:** 06/07/2021

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 09/29/2021

**Monetary Compensation Amount:** \$5,050,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter



**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 10 of 11**

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc. and Capital Investment Group, Inc.

**Allegations:** Allegations include that representative failed in his responsibilities to adequately supervise the representatives that sold unsuitable products to claimants.

**Product Type:** Direct Investment-DPP & LP Interests  
Real Estate Security

**Alleged Damages:** \$100,000.00

**Alleged Damages Amount Explanation (if amount not exact):** alleged damages are between \$100,000 and \$500,000.

**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 Office of Dispute Resolution

**Docket/Case #:** 19-03304

**Filing date of arbitration/CFTC reparation or civil litigation:** 11/04/2019

**Customer Complaint Information**

**Date Complaint Received:** 11/18/2019

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 10/14/2020

**Settlement Amount:** \$80,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.

**Disclosure 11 of 11**

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Voya Financial Advisors, Inc.

**Allegations:** Allegations include that representative failed in responsibilities to adequately supervise the representatives that sold unsuitable products to claimants.



**Product Type:** Real Estate Security

**Alleged Damages:** \$100,000.00

**Alleged Damages Amount Explanation (if amount not exact):** Alleged damages are between \$100,000 and \$500,000.

**Arbitration Information**

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA Office of Dispute Resolution

**Docket/Case #:** 19-02999

**Date Notice/Process Served:** 10/14/2019

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 10/05/2020

**Monetary Compensation Amount:** \$575,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** The Firm denies any and all allegations of wrongdoing and have settled this matter solely to avoid the expense associated with an arbitration proceeding.



## End of Report

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