IAPD Report

EILEEN CIOE

CRD# 1501017

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

EILEEN CIOE (CRD# 1501017)

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 **04/27/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	MML INVESTORS SERVICES, LLC	CRD# 10409	03/25/2017
IA	MML INVESTORS SERVICES, LLC	CRD# 10409	03/25/2017

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **19** 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	MSI FINANCIAL SERVICES, INC.	14251	FORT LAUDERDALE, FL	10/23/2002 - 03/25/2017
B	MSI FINANCIAL SERVICES, INC.	14251	FORT LAUDERDALE, FL	10/11/2002 - 03/25/2017
B	METROPOLITAN LIFE INSURANCE COMPANY	4095	FORT LAUDERDALE, FL	10/11/2002 - 07/09/2007

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	9
Termination	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 currently registered with **19** jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **MML INVESTORS SERVICES, LLC**
Main Address: 1295 STATE STREET
SPRINGFIELD, MA 01111-0001
Firm ID#: 10409

	Regulator	Registration	Status	Date
B	FINRA	General Securities Representative	Approved	03/25/2017
B	Alabama	Agent	Approved	07/07/2025
B	Arizona	Agent	Approved	06/03/2020
B	Colorado	Agent	Approved	02/17/2021
B	District of Columbia	Agent	Approved	04/13/2023
B	Florida	Agent	Approved	03/25/2017
IA	Florida	Investment Adviser Representative	Approved	03/25/2017
B	Georgia	Agent	Approved	03/25/2017
B	Hawaii	Agent	Approved	03/25/2017
B	Maryland	Agent	Approved	03/25/2017
B	Massachusetts	Agent	Approved	09/15/2025
B	New Hampshire	Agent	Approved	09/19/2023
B	New Jersey	Agent	Approved	03/25/2017

Qualifications

	Regulator	Registration	Status	Date
B	New York	Agent	Approved	03/25/2017
B	North Carolina	Agent	Approved	03/25/2017
B	Ohio	Agent	Approved	03/25/2017
B	Pennsylvania	Agent	Approved	03/25/2017
B	South Carolina	Agent	Approved	03/25/2017
B	Tennessee	Agent	Approved	01/14/2026
B	Texas	Agent	Approved	03/25/2017
IA	Texas	Investment Adviser Representative	Restricted Approval	03/25/2017
B	Washington	Agent	Approved	02/21/2023

Branch Office Locations

MML INVESTORS SERVICES, LLC
1000 CORPORATE DR, SUITE 700
RADICE III
FT LAUDERDALE, FL 33334-3637

MML INVESTORS SERVICES, LLC
HILLSBORO BEACH, FL

Qualifications

PASSED INDUSTRY EXAMS

This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
No information reported.		

General Industry/Product Exams

	Exam	Category	Date
B	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
B	General Securities Representative Examination (S7)	Series 7	05/17/1986

State Securities Law Exams

	Exam	Category	Date
IA	Uniform Investment Adviser Law Examination (S65)	Series 65	12/08/1993
B	Uniform Securities Agent State Law Examination (S63)	Series 63	03/06/1987

PROFESSIONAL DESIGNATIONS

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

Certified Financial Planner

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	10/23/2002 - 03/25/2017	MSI FINANCIAL SERVICES, INC.	CRD# 14251	FORT LAUDERDALE, FL
B	10/11/2002 - 03/25/2017	MSI FINANCIAL SERVICES, INC.	CRD# 14251	FORT LAUDERDALE, FL
B	10/11/2002 - 07/09/2007	METROPOLITAN LIFE INSURANCE COMPANY	CRD# 4095	FORT LAUDERDALE, FL
B	05/22/1986 - 12/05/2001	AMERICAN EXPRESS FINANCIAL ADVISORS INC.	CRD# 6363	MINNEAPOLIS, MN
B	05/22/1986 - 12/05/2001	IDS LIFE INSURANCE COMPANY	CRD# 6321	MINNEAPOLIS, MN

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
03/2017 - Present	MML INVESTORS SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	FORT LAUDERDALE, FL, United States
07/2016 - Present	Massachusetts Mutual Life Insurance Company	AGENT	Y	FORT LAUDERDALE, MA, United States
09/2002 - 03/2017	METLIFE SECURITIES INC.	FINANCIAL SERVICE REP.	Y	PLANTATION, 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.

(1)NAME: EILEEN CIOE INV REL: Y ADDR: 1000 CORPORATE DR, SUITE 700, FORT LAUDERDALE, FL 33334 NATURE: OUTSIDE INSURANCE - DISABILITY, FIXED ANNUITIES, LIFE/ACCIDENT/HEALTH, LTC, MEDICARE RELATED PRODUCTS, GROUP PRODUCTS POSITION: AGENT START: 08/20/2016 NO HRS: 0 NO HRS DUR TRADING: 0.

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	9
Termination	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 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES THE ADVISOR GAVE THEM INAPPROPRIATE ADVICE RESULTING IN $102,514.00 IN LOSSES. THEY REQUEST TO BE REFUNDED THIS AMOUNT.
Product Type:	Annuity(ies) - Variable
Other Product Type(s):	STRATEGIC PORTFOLIO SERVICES
Alleged Damages:	$102,514.00

Customer Complaint Information

Date Complaint Received:	03/15/2004
Complaint Pending?	No
Status:	Denied
Status Date:	05/25/2004
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE FIRM FOUND THE ADVICE PROVIDED BY THE ADVISOR WAS APPROPRIATE FOR THE CLIENT'S RISK TOLERANCE.

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations: CLIENTS ALLEGE INAPPROPRIATE INVESTMENT ADVICE RESULTED IN LOSSES OF OVER $100K AND HAVE REQUESTED A REFUND OF THOSE MONIES.

Product Type: Annuity(ies) - Variable

Other Product Type(s): EQUITY PORTFOLIO (STRATEGIC PORTFOLIO SERVICES)

Alleged Damages: $102,514.00

Customer Complaint Information

Date Complaint Received: 03/15/2004

Complaint Pending? No

Status: Denied

Status Date: 05/25/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE FIRM FOUND THE ADVICE PROVIDED BY THE ADVISOR WAS APPROPRIATE FOR THE CLIENTS RISK TOLERANCE.

Disclosure 2 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations: CLAIMANTS ALLEGE THAT BEGININNG IN JUNE 1998, AEFA AND CIOE PLACED THEIR FUNDS IN UNSUITABLE INVESTMENTS THAT CAUSED THEM TO LOSE IN EXCESS OF $70000.00. THEY FURTHER ALLEGE THAT AEFA BREACHED ITS FIDUCIARY DUTY, WAS NEGLIGENT, AND FAILED TO SUPERVISE CIOE.

Product Type: Mutual Fund(s)

Other Product Type(s): LIMITED PARTNERSHIP

Alleged Damages: $70,000.00

Customer Complaint Information

Date Complaint Received: 08/15/2003

Complaint Pending? No

Status: Arbitration/Reparation

Status Date: 08/04/2003

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: NASD DR NO.:03-05777

Date Notice/Process Served: 08/15/2003

Arbitration Pending? No

Disposition: Other

Disposition Date: 03/01/2004

Monetary Compensation Amount: $35,000.00

Individual Contribution Amount: $0.00

Firm Statement IN ORDER TO AVOID THE UNCERTAINTY ASSOCIATED WITH ARBITRATION AND THE COSTS INVOLVED, AEFA SETTLED AND PAID THE [CUSTOMERS] $35000.00 SETTLEMENT AMOUNT. CIOE DID NOT CONTRIBUTE TO THE SETTLEMENT. THE [CUSTOMERS] RELEASED AEFA AND CIOE FROM ANY CLAIMS IN THIS MATTER

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations: CLIENTS ALLEGE THAT BEGINNING IN JUNE 1998, AEFA AND CIOE PLACED THEIR FUNDS IN UNSUITABLE INVESTMENTS THAT CAUSED THEM TO LOSE IN EXCESS OF $70,000. THEY FURTHER ALLEGE THAT AEFA WAS NEGLIGENT AND BREACHED IT'S FIDUCIARY DUTY IN FAILING TO PROPERLY SUPERVISE CIOE.

Product Type: Mutual Fund(s)

Alleged Damages: $70,000.00

Customer Complaint Information

Date Complaint Received: 08/15/2003

Complaint Pending? No

Status: Arbitration/Reparation

Status Date: 08/15/2003

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: NASD ARBITRATION NUMBER 03-05777

Date Notice/Process Served: 08/15/2003

Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	02/20/2004
Monetary Compensation Amount:	$35,000.00
Individual Contribution Amount:	$0.00
Broker Statement	I WAS DISMISSED FROM THE CASE AND DID NOT PARTICIPATE IN OR CONTRIBUTE TO THE SETTLEMENT. AEFA SETTLED IN THE INTEREST OF GOOD COMPANY RELATIONSHIPS AND TO AVOID FURTHER COSTS BUT IS NOT AN ADMISSION OF WRONGDOING BY EITHER ME OR THE FIRM.

Disclosure 3 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES HIS ADVISOR PROCESSED UNAUTHORIZED TRANSACTIONS ON HIS VARIABLE ANNUITY SUB-ACCOUNTS AND THIS RESULTED IN A LOSS OF PRINCIPAL
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$16,000.00

Customer Complaint Information

Date Complaint Received:	11/26/2002
Complaint Pending?	No
Status:	Denied
Status Date:	04/02/2003
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE FIRM FOUND THE CLIENT INSTRUCTED THE ADVISOR TO PROCESS THE TRANSACTIONS ON THE VARAIBLE SUB-ACCOUNTS IN HIS ANNUITY.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	CLIENT ALLEGES HIS ADVISOR PROCESSED UNAUTHORIZED TRANSACTIONS ON HIS VARIABLE ANNUITY SUB-ACCOUNTS RESULTING IN LOSS OF PRINCIPAL
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$16,000.00

Customer Complaint Information

Date Complaint Received:	11/26/2002
Complaint Pending?	No
Status:	Denied
Status Date:	04/02/2003
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 4 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES THAT SHE LOST MORE THAN HALF OF HER $10000.00 INVESTMENT IN MUTUAL FUNDS. SHE CLAIMS THAT SHE DID NOT AUTHORIZE BEING INVESTED IN THE STOCK MARKET.
Product Type:	Mutual Fund(s)
Alleged Damages:	$5,079.00

Customer Complaint Information

Date Complaint Received:	11/27/2002
Complaint Pending?	No
Status:	Settled
Status Date:	02/04/2003
Settlement Amount:	$5,077.25
Individual Contribution Amount:	$0.00
Firm Statement	THE FIRM FOUND THAT THE CLIENT WAS NOT INFORMED THAT HER MONEY WAS BEING INVESTED INTO THE MARKET. WE FOUND THE COMPLAINT JUSTIFIED AND SETTLED WITH THE CLIENT FOR THE AMOUNT OF HER LOSSES WHICH TOTALLED $5077.25.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES SHE LOST MORE THAN HALF OF HER $10000 INVESTMENT IN MUTUAL FUNDS. SHE CLAIMS SHE DID NOT AUTHORIZE BEING INVESTED IN THE STOCK MARKET
Product Type:	Mutual Fund(s)
Alleged Damages:	$5,079.00

Customer Complaint Information

Date Complaint Received:	11/27/2002

Complaint Pending?	No
Status:	Settled
Status Date:	02/04/2003
Settlement Amount:	$5,077.25
Individual Contribution Amount:	$0.00
Broker Statement	THE FIRM BELIEVED THAT THE CLIENT DID NOT KNOW SHE WAS INVESTING IN THE STOCK MARKET AND THEREFORE SETTLED FOR THE TOTAL INVESTMENT LOSSES INCURRED BY THE CLIENT.

Disclosure 5 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	CLIENT'S ALLEGATIONS INCLUDE THE SALE OF THEIR LIFE POLICIES WITHOUT THEIR KNOWLEDGE, INVESTMENT SELECTIONS THAT DID NOT MEET THIER RISK TOLERANCE ACCELERATING THEIR $264000.00 PORTFOLIO LOSS, A '98 SALE OF THEIR PRIOR EMPLOYERS STOCK THAT CAUSED AN UNEXPECTED TAX BILL, AND A SIGNED WEALTH MANAGEMENT SERVICE ACCOUNT AGREEMENT FORM THAT THEY ALLEGE CUSTOMER DID NOT SIGN.
Product Type:	Insurance
Other Product Type(s):	WEALTH MANAGEMENT SERVICE ACCOUNT (WMS)
Alleged Damages:	$264,000.00

Customer Complaint Information

Date Complaint Received:	10/22/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/03/2002
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE COMPANY REVIEW FOUND THAT IT APPEARS THAT THE CLIENTS DID RECEIVE NOTIFICATION THAT THEIR LIFE POLICY WAS SURRENDERED, THE INVESTMENT RECOMMENDATIONS WERE APPROPRIATE AND MET THEIR STATED RISK TOLERANCE, AND THAT THEY WERE REFERRED TO A TAX ADVISOR PRIOR TO THE STOCK SALE. WE WERE UNABLE TO DETERMINE WHO SIGNED THE WEALTH MANAGEMENT SERVICE ACCOUNT AGREEMENT AT THE TIME THE PRODUCT WAS SOLD.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations:	CLIENT'S ALLEGATIONS INCLUDE THE SALE OF THEIR LIFE POLICIES WITHOUT THEIR KNOWLEDGE, INVESTMENT SELECTIONS THAT DID NOT MEET THEIR RISK TOLERANCE WHICH CREATED A $264,000 PORTFOLIO LOSS, A 1998 SALE OF STOCK THAT CREATED AN UNEXPECTED TAX LIABILITY, & A WEALTH MANAGEMENT SERVICE ACCOUNT AGREEMENT THAT THEY CLAIM CUSTOMER DID NOT SIGN.
Product Type:	Insurance
Other Product Type(s):	WEALTH MANAGEMENT SERVICE ACCOUNT
Alleged Damages:	$264,000.00

Customer Complaint Information

Date Complaint Received:	10/22/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/03/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE FIRM DETERMINED THAT THE CLIENTS APPARENTLY HAD BEEN NOTIFIED WHEN THEIR LIFE INSURANCE POLICY WAS SURRENDERED, THE INVESTMENT RECOMMENDATIONS WERE SUITABLE, THE CLIENTS HAD BEEN REFERRED TO A TAX ADVISOR PRIOR TO THE STOCK SALE, AND THEY WERE UNABLE TO DETERMINE WHO SIGNED THE SERVICE AGREEMENT.

Disclosure 6 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENTS ALLEGED THE FORMER ADVISOR LEAD THEM TO BELIEVE THERE WAS A SAVINGS ACCOUNT WITHIN THE VUL AND THAT THEY WERE NOT AWARE OF THE COST OF INSURANCE. IN ADDITION, THE CLIENTS QUESTION THE INVESTMENT ADVICE THEY RECEIVED AND THE MARKET LOSSES THEY HAVE INCURRED.
Product Type:	Other
Other Product Type(s):	VARIABLE UNIVERSAL LIFE (VUL) IRA'S BROKERAGE ACCOUNTS
Alleged Damages:	$185,440.00

Customer Complaint Information

Date Complaint Received:	11/11/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/16/2003

Settlement Amount:	$0.00
Individual Contribution Amount:	$0.00
Firm Statement	OUR REVIEW FOUND THE CLIENTS' VUL AND INVESTMENTS ALIGNED AND WERE SUITABLE WITH THEIR INVESTMENT HISTORY, TIME HORIZON, RISK TOLERANCE, AND GOALS/OBJECTIVES. FULL DISCLOSURE WAS PROVIDED TO THE CLIENTS. THE VUL WAS PART OF A CLASS ACTION UNDER GENERAL RELIEF.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENTS ALLEGE THE FORMER ADVISOR LEAD THEM TO BELIEVE THERE WAS A SAVINGS ACCOUNT WITHIN THE VUL THEY PURCHASED AND THAT THEY WERE NOT MADE AWARE OF THE COST OF THE INSURANCE. THE CLIENTS QUESTION THE INVESTMENT ADVICE THEY WERE GIVEN AND THE LOSSES THEY INCURRED.
Product Type:	Other
Other Product Type(s):	VARIABLE UNIVERSAL LIFE, IRA BROKERAGE ACCOUNTS
Alleged Damages:	$185,440.00

Customer Complaint Information

Date Complaint Received:	11/11/2002
Complaint Pending?	No
Status:	Denied
Status Date:	01/16/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE FIRM FOUND THAT THE CLIENTS VUL AND OTHER INVESTMENTS WERE SUITABLE GIVEN THEIR INVESTMENT HISTORY AND EXPERIENCE AND THAT NO SALES VIOLATIONS TOOK PLACE

Disclosure 7 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENTS ALLEGED THEIR INVESTMENT ADVISOR DELAYED THEIR INSTRUCTIONS TO SELL THEIR PORTFOLIO BY ONE BUSINESS DAY AND THIS RESULTED IN A LOSS OF THE PORTFOLIO VALUE
Product Type:	Mutual Fund(s)
Alleged Damages:	$155,263.00

Customer Complaint Information

Date Complaint Received:	04/08/2002
Complaint Pending?	No
Status:	Denied
Status Date:	06/14/2002
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE FIRM FOUND THE CLIENTS INSTRUCTED THEIR INVESTMENT ADVISOR TO ANALYZE THIER INVESTMENT PORTFOLIO, THEN GET BACK TO THE CLIENTS THE NEXT BUSINESS DAY WITH RECOMMENDATIONS OF WHICH PRODUCTS TO SELL AND BUY.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENTS ALLEGED THEIR INVESTMENT ADVISOR DELAYED THEIR INSTRUCTIONS TO SELL THEIR PORTFOLIO BY ONE BUSINESS DAY AND THIS RESULTED IN A LOSS.
Product Type:	Mutual Fund(s)
Alleged Damages:	$155,263.00

Customer Complaint Information

Date Complaint Received:	04/08/2002
Complaint Pending?	No
Status:	Denied
Status Date:	06/14/2002
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE FIRM FOUND THAT THE CLIENTS HAD INSTRUCTED THEIR ADVISOR TO ANALYZE THEIR PORTFOLIO AND GET BACK TO THEM THE NEXT DAY WITH RECOMMENDATIONS.

Disclosure 8 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES THAT SHE WAS MISINFORMED REGARDING HER INVESTMENTS. THE CLIENT IS STATING SHE EXPERIENCED A LOSS OF $48000.00.
Product Type:	Mutual Fund(s)
Other Product Type(s):	ANNUITY

	BROKERAGE
Alleged Damages:	$48,000.00

Customer Complaint Information

Date Complaint Received:	08/12/2002
Complaint Pending?	No
Status:	Denied
Status Date:	09/27/2002
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE FIRM FOUND THAT THE FORMER ADVISOR RECOMMENDED SUITABLE INVESTMENTS TO THE CLIENT BASED ON HER STATED RISK TOLERANCE. THE CLIENT WORKED WITH HER ATTORNEY ON ISSUES CONCERNING THE SALE OF HER HOME AND HUSBAND'S RETIREMENT BENEFIT. THE ADVISOR WAS CONSULTED REGARDING THE SALE OF THE CLIENT'S HOME IN 1997.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES THAT SHE WAS MISINFORMED REGARDING HER INVESTMENTS. THE CLIENT IS STATING SHE EXPERIENCED A LOSS OF $48000.00.
Product Type:	Mutual Fund(s)
Other Product Type(s):	ANNUITY BROKERAGE
Alleged Damages:	$48,000.00

Customer Complaint Information

Date Complaint Received:	08/12/2002
Complaint Pending?	No
Status:	Denied
Status Date:	09/27/2002
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE FIRM DETERMINED THAT THE INVESTMENTS WERE SUITABLE AND THAT THERE WAS FULL DISCLOSURE MADE AT THE TIME OF SALE.

Disclosure 9 of 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations: THE CLIENTS ALLEGED THAT THE ADVISOR DID NOT COMMUNICATE WITH THEM NOW THEIR PORTFOLIO WAS PERFORMING. IN ADDITION, THE CLIENTS CLAIMED THAT THE ADVISORS LACK OF FOLLOW UP AND RELUCTANCE TO MAKE CHANGES RESULTED IN A SIZABLE DECLINE IN VALUE OF THEIR PORTFOLIO OF INVESTMENT.

Product Type: Mutual Fund(s)

Alleged Damages: $65,000.00

Customer Complaint Information

Date Complaint Received: 10/08/2001

Complaint Pending? No

Status: Denied

Status Date: 01/31/2002

Settlement Amount:

Individual Contribution Amount:

Firm Statement THE FIRM FOUND NO FAULT OF THE ADVISOR'S COMMUNICATION AND FOLLOW UP WITH THE CLIENTS. IN ADDITION, THE REVIEW FOUND THAT THE CLIENT MADE THE DECISION NOT TO MAKE CHANGES TO THEIR PORTFOLIO.

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations: THE CLIENTS ALLEGE THAT I DID NOT COMMUNICATE WITH THEM HOW THEIR PORTFOLIO WAS PERFORMING. IN ADDITION, THE CLIENTS CLAIMED THAT MY LACK OF FOLLOW UP AND RELUCTANCE TO MAKE CHANGES RESULTED IN A SIZABLE DECLINE IN VALUE OF THEIR PORTFOLIO OF INVESTMENTS.

Product Type: Mutual Fund(s)

Alleged Damages: $65,000.00

Customer Complaint Information

Date Complaint Received: 10/08/2001

Complaint Pending? No

Status: Denied

Status Date: 01/31/2002

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE FIRM FOUND NO FAULT OF THE ADVISOR'S COMMUNICATION AND FOLLOW UP WITH THE CLIENTS. IN ADDITION, THE REVIEW FOUND THAT THE CLIENT MADE THE DECISION NOT TO MAKE CHANGES TO THEIR PORTFOLIO.

Termination

This disclosure event involves a situation where the Investment Adviser Representative voluntarily resigned, was discharged or was permitted to resign after allegations were made that accused the Investment Adviser Representative of violating investment-related statutes, regulations, rules or industry standards of conduct; fraud or the wrongful taking of property; or failure to supervise in connection with investment-related statutes, regulations, rules or industry standards of conduct.

Disclosure 1 of 1

Reporting Source:	Individual
Firm Name:	AMERICAN EXPRESS FINANCIAL ADVISORS
Termination Type:	Voluntary Resignation
Termination Date:	11/30/2001
Allegations:	AEFA WAS INVESTIGATING UNSPECIFIED COMPANY POLICY VIOLATIONS WHEN I LEFT THE FIRM
Product Type:	No Product
Other Product Types:	THE COMPANY WAS REVIEWING A SALE I HAD MADE, BUT I DO NOT KNOW EXACTLY WHICH. THEREFORE I CANNOT IDENTIFY THE PRODUCT INVOLVED.
Broker Statement	THE COMPANY WAS REVIEWING A SALE THEY DEEMED QUESTIONABLE BUT FOUND NO WRONGDOING. I DID NOT RECEIVE DETAILS OF THE INVESTIGATION. SINCE I WAS ILL AT THE TIME OF THE REVIEW, I TOOK RETIREMENT FROM AMEX WITH FULL BENEFITS.

End of Report

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