



IAPD Report

CATHERINE MERCEDES SANTIAGO TOCA

CRD# 1554210

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Qualifications	2 - 4
Registration and Employment History	6 - 7
Disclosure Information	8



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

CATHERINE MERCEDES SANTIAGO TOCA (CRD# 1554210)

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 **02/19/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	07/18/2011
IA	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	07/18/2011

QUALIFICATIONS

This representative is currently registered in **6** SRO(s) and **15** 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	WELLS FARGO ADVISORS, LLC	19616	GUAYNABO, PR	04/03/2008 - 07/19/2011
B	WELLS FARGO ADVISORS, LLC	19616	GUAYNABO, PR	10/03/2006 - 07/19/2011
B	MORGAN STANLEY DW INC.	7556	HATO REY, PR	10/01/1986 - 10/03/2006

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	5



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

Employment 1 of 1

Firm Name: **MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED**

Main Address: ONE BRYANT PARK
NEW YORK, NY 10036

Firm ID#: 7691

	Regulator	Registration	Status	Date
	Cboe BYX Exchange, Inc.	General Securities Representative	Approved	05/15/2014
	Cboe BZX Exchange, Inc.	General Securities Representative	Approved	05/15/2014
	Cboe Exchange, Inc.	General Securities Representative	Approved	07/18/2011
	Cboe Exchange, Inc.	General Securities Sales Supervisor	Approved	07/18/2011
	FINRA	General Securities Representative	Approved	07/18/2011
	FINRA	General Securities Sales Supervisor	Approved	07/18/2011
	Nasdaq Stock Market	General Securities Representative	Approved	07/18/2011
	Nasdaq Stock Market	General Securities Sales Supervisor	Approved	07/18/2011
	New York Stock Exchange	General Securities Representative	Approved	07/18/2011
	New York Stock Exchange	General Securities Sales Supervisor	Approved	10/01/2018
	Connecticut	Agent	Approved	08/05/2011
	District of Columbia	Agent	Approved	02/14/2019
	Florida	Agent	Approved	07/18/2011



Qualifications

	Regulator	Registration	Status	Date
IA	Florida	Investment Adviser Representative	Approved	07/25/2011
B	Georgia	Agent	Approved	08/05/2011
B	Illinois	Agent	Approved	04/23/2025
B	Maryland	Agent	Approved	12/17/2018
B	Massachusetts	Agent	Approved	07/18/2011
B	New York	Agent	Approved	07/18/2011
B	North Carolina	Agent	Approved	01/10/2023
B	Ohio	Agent	Approved	03/03/2017
B	Puerto Rico	Agent	Approved	07/18/2011
B	Tennessee	Agent	Approved	10/11/2019
B	Texas	Agent	Approved	07/18/2011
IA	Texas	Investment Adviser Representative	Restricted Approval	07/18/2011
B	Virginia	Agent	Approved	07/19/2011
B	Washington	Agent	Approved	03/07/2014

Branch Office Locations

**MERRILL LYNCH, PIERCE, FENNER & SMITH
INCORPORATED**
15 2ND ST / 15 CALLE 2
GUAYNABO, PR 00968



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 2 principal/supervisory exams, 3 general industry/product exams, and 3 state securities law exams.

Principal/Supervisory Exams

	Exam	Category	Date
	General Securities Sales Supervisor - General Module Examination (S10)	Series 10	08/24/2001
	General Securities Sales Supervisor - Options Module Examination (S9)	Series 9	08/24/2001

General Industry/Product Exams

	Exam	Category	Date
	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
	Futures Managed Funds Examination (S31)	Series 31	07/10/1993
	General Securities Representative Examination (S7)	Series 7	09/22/1986

State Securities Law Exams

	Exam	Category	Date
 	Uniform Combined State Law Examination (S66)	Series 66	03/28/2008
	Uniform Investment Adviser Law Examination (S65)	Series 65	12/03/2001
	Uniform Securities Agent State Law Examination (S63)	Series 63	11/12/1986

PROFESSIONAL DESIGNATIONS

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

No information reported.

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	04/03/2008 - 07/19/2011	WELLS FARGO ADVISORS, LLC	CRD# 19616	GUAYNABO, PR
B	10/03/2006 - 07/19/2011	WELLS FARGO ADVISORS, LLC	CRD# 19616	GUAYNABO, PR
B	10/01/1986 - 10/03/2006	MORGAN STANLEY DW INC.	CRD# 7556	HATO REY, PR

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
11/2011 - Present	BANK OF AMERICA, N.A.	SENIOR FINANCIAL ADVISOR	Y	GUAYNABO, PR, United States
07/2011 - Present	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	SENIOR FINANCIAL ADVISOR	Y	GUAYNABO, PR, 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.

I*43779
FOR PROFIT OR NOT FOR PROFIT: FOR-PROFIT ORGANIZATION
NAME OF OUTSIDE BUSINESS ORGANIZATION: BISCAYNE BLVD 5401
INVESTMENT RELATED: YES
ADDRESS OF BUSINESS: MIAMI, FLORIDA 33132
NATURE OF BUSINESS: SOLE PROPRIETORSHIP
POSITION, TITLE, ASSOCIATION: OWNER
START DATE OF RELATIONSHIP: 2/1/2007
NUMBER OF HOURS DEVOTED: 2 HOURS ANNUALLY
NUMBER OF HOURS DEVOTED DURING TRADING HOURS: 0
DUTIES: THIS IS AN APPARTMENT THAT IS RENTED.

I*90492
FOR PROFIT OR NOT FOR PROFIT: FOR-PROFIT ORGANIZATION
NAME OF OUTSIDE BUSINESS ORGANIZATION: WILSON 1304 502
INVESTMENT RELATED: YES
ADDRESS OF BUSINESS: SAN JUAN, PR
NATURE OF BUSINESS: SOLE PROPRIETORSHIP
POSITION, TITLE, ASSOCIATION: OWNER



Registration & Employment History



OTHER BUSINESS ACTIVITIES

START DATE OF RELATIONSHIP: 1/29/2016
NUMBER OF HOURS DEVOTED: 5 HOURS ANNUALLY
NUMBER OF HOURS DEVOTED DURING TRADING HOURS: 0
DUTIES: RENTAL PROPERTY

I*: 2198278
Entity Type: Rental Property
Name of OBA: Rental Property 5
Address: San Juan, PR
Investment Related: No
Position, Title, Association: Sole owner
Employee Start Date: 4/1/2025
Number of Hours:
Number of Hours during trading: 0
Duties: Sole owner of rental property



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	5

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 5

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	Merrill Lynch, Pierce, Fenner & Smith Incorporated
Allegations:	The customer alleges unsuitable investment recommendations and misrepresentations.
Product Type:	Debt-Government Mutual Fund
Alleged Damages:	\$2,000,000.00
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
Docket/Case #:	20-00761
Filing date of arbitration/CFTC reparation or civil litigation:	03/06/2020

Customer Complaint Information

Date Complaint Received:	03/09/2020
Complaint Pending?	No



Status: Settled

Status Date: 06/14/2022

Settlement Amount: \$95,000.00

Individual Contribution Amount: \$0.00

Broker Statement "Merrill Lynch made a business decision to settle the client's \$2,000,000.00 claim for \$95,000 to avoid the costs and vagaries of arbitration. Ms. Santiago vigorously denied the client's allegations and asserted that they were entirely lacking in merit."

Disclosure 2 of 5

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Merrill Lynch, Pierce, Fenner & Smith Incorporated

Allegations: The Customer alleges unsuitable investment recommendations and misrepresentation from 2010 until 2013

Product Type: Mutual Fund

Alleged Damages: \$1,500,000.00

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

Docket/Case #: 19-02310

Filing date of arbitration/CFTC reparation or civil litigation: 08/14/2019

Customer Complaint Information

Date Complaint Received: 08/15/2019

Complaint Pending? No

Status: Settled

Status Date: 04/21/2022

Settlement Amount: \$85,000.00

Individual Contribution Amount: \$0.00

Broker Statement Merrill Lynch made a business decision to settle the client's \$1.5MM claim for \$85,000 to avoid the costs and vagaries of arbitration. Ms. Santiago vigorously denied the client's allegations and asserted that they were entirely lacking in merit.

Disclosure 3 of 5

Reporting Source: Individual



Employing firm when activities occurred which led to the complaint: Merrill Lynch, Pierce, Fenner & Smith Incorporated

Allegations: The Customer alleges unsuitable investment recommendations, omission of material facts and misrepresentation

Product Type: Debt-Government

Alleged Damages: \$425,000.00

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

Docket/Case #: 18-04062

Filing date of arbitration/CFTC reparation or civil litigation: 11/28/2018

Customer Complaint Information

Date Complaint Received: 11/29/2018

Complaint Pending? No

Status: Settled

Status Date: 07/28/2021

Settlement Amount: \$50,000.00

Individual Contribution Amount: \$0.00

Broker Statement Merrill Lynch made a business decision to settle the client's \$425,000 claim for \$50,000 to avoid the costs and vagaries of arbitration. Ms. Santiago vigorously denied the client's allegations and asserted that they were entirely lacking in merit.

Disclosure 4 of 5

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Merrill Lynch, Pierce, Fenner & Smith Incorporated

Allegations: The Customers allege unsuitable investment recommendations and misrepresentation and omission of material facts from July 2011 to August 2017.

Product Type: Debt-Municipal

Alleged Damages: \$1,250,000.00

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

Docket/Case #: 17-02233

Filing date of arbitration/CFTC reparation or civil litigation: 08/18/2017

Customer Complaint Information

Date Complaint Received: 08/21/2017

Complaint Pending? No

Status: Settled

Status Date: 07/23/2021

Settlement Amount: \$45,000.00

Individual Contribution Amount: \$0.00

Broker Statement Merrill Lynch made a business decision to settle the client's \$1.25MM claim for \$45,000 to avoid the costs and vagaries of arbitration. Ms. Santiago vigorously denied the client's allegations and asserted that they were entirely lacking in merit.

Disclosure 5 of 5

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Merrill Lynch, Pierce, Fenner & Smith Incorporated

Allegations: The Customers allege unsuitable investment recommendations, unauthorized trading and misrepresentation and omission of material facts from July 2013 to December 2015.

Product Type: Debt-Municipal
Other: Closed End Funds

Alleged Damages: \$490,742.25

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 #: 15-03456

Filing date of arbitration/CFTC reparation or civil litigation: 12/16/2015

Customer Complaint Information

Date Complaint Received: 12/30/2015

Complaint Pending? No

Status: Settled



Status Date:	02/11/2019
Settlement Amount:	\$45,000.00
Individual Contribution Amount:	\$0.00
Broker Statement	Merrill Lynch made a business decision to settle the client's \$490,742.25 claim for \$45,000 to avoid the costs and vagaries of arbitration. Ms. Santiago vigorously denied the client's allegations and asserted that they were entirely lacking in merit



End of Report

This page is intentionally left blank.