IAPD Report

TERRY CRAIG SANDVOLD

CRD# 1571926

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

TERRY CRAIG SANDVOLD (CRD# 1571926)

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 **09/20/2024**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	OSAIC WEALTH, INC.	CRD# 23131	01/19/2024
IA	OSAIC WEALTH, INC.	CRD# 23131	01/19/2024

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **30** 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	WOODBURY FINANCIAL SERVICES, INC.	421	MINNETONKA, MN	03/01/2019 - 01/19/2024
IA	WOODBURY FINANCIAL SERVICES, INC.	421	MINNETONKA, MN	03/01/2019 - 01/19/2024
IA	QUESTAR ASSET MANAGEMENT, INC.	133358	MINNETONKA, MN	01/28/2014 - 03/01/2019

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	16
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 **30** jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **OSAIC WEALTH, INC.**

Main Address: 18700 N. HAYDEN ROAD
SUITE 255
SCOTTSDALE, AZ 85255

Firm ID#: 23131

	Regulator	Registration	Status	Date
B	FINRA	Invest. Co and Variable Contracts	Approved	01/19/2024
B	Alaska	Agent	Approved	01/19/2024
B	Arizona	Agent	Approved	01/19/2024
B	Arkansas	Agent	Approved	01/19/2024
B	California	Agent	Approved	01/19/2024
B	District of Columbia	Agent	Approved	01/19/2024
B	Florida	Agent	Approved	01/19/2024
B	Georgia	Agent	Approved	01/19/2024
B	Idaho	Agent	Approved	01/19/2024
B	Illinois	Agent	Approved	01/19/2024
B	Indiana	Agent	Approved	01/19/2024
B	Iowa	Agent	Approved	01/19/2024
B	Kansas	Agent	Approved	01/19/2024

Qualifications

	Regulator	Registration	Status	Date
B	Michigan	Agent	Approved	01/19/2024
B	Minnesota	Agent	Approved	01/19/2024
IA	Minnesota	Investment Adviser Representative	Approved	01/19/2024
B	Nebraska	Agent	Approved	01/19/2024
B	Nevada	Agent	Approved	01/19/2024
B	New Jersey	Agent	Approved	01/19/2024
B	New Mexico	Agent	Approved	01/19/2024
B	New York	Agent	Approved	01/19/2024
B	North Carolina	Agent	Approved	01/19/2024
B	North Dakota	Agent	Approved	01/19/2024
B	Ohio	Agent	Approved	01/19/2024
B	Pennsylvania	Agent	Approved	09/23/2024
B	South Carolina	Agent	Approved	01/19/2024
B	South Dakota	Agent	Approved	01/19/2024
B	Texas	Agent	Approved	01/19/2024
IA	Texas	Investment Adviser Representative	Restricted Approval	01/19/2024
B	Utah	Agent	Approved	01/19/2024
B	Washington	Agent	Approved	01/19/2024

Qualifications

	Regulator	Registration	Status	Date
B	Wisconsin	Agent	Approved	01/19/2024
B	Wyoming	Agent	Approved	01/19/2024

Branch Office Locations

OSAIC WEALTH, INC.
10900 WAYZATA BLVD
SUITE 100
MINNETONKA, MN 55305

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 1 state securities law exam.

Principal/Supervisory Exams

	Exam	Category	Date
	No information reported.		

General Industry/Product Exams

	Exam	Category	Date
B	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
B	Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	11/03/1986

State Securities Law Exams

	Exam	Category	Date
B	Uniform Securities Agent State Law Examination (S63)	Series 63	10/03/1986

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
B	03/01/2019 - 01/19/2024	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	MINNETONKA, MN
IA	03/01/2019 - 01/19/2024	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	MINNETONKA, MN
IA	01/28/2014 - 03/01/2019	QUESTAR ASSET MANAGEMENT, INC.	CRD# 133358	MINNETONKA, MN
B	02/01/2012 - 03/01/2019	QUESTAR CAPITAL CORPORATION	CRD# 43100	MINNETONKA, MN
B	11/05/1986 - 02/02/2012	PRUCO SECURITIES, LLC.	CRD# 5685	ST. LOUIS PARK, 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
01/2024 - Present	OSAIC WEALTH, INC.	Mass Transfer	Y	MINNETONKA, MN, United States
03/2019 - Present	WOODBURY FINANCIAL SERVICES, INC.	REGISTERED REPRESENTATIVE	Y	MINNETONKA, MN, United States
03/2019 - 01/2024	WOODBURY FINANCIAL SERVICES, INC.	REGISTERED REPRESENTATIVE	Y	MINNETONKA, MN, United States
04/2012 - 03/2019	QUESTAR ASSET MANAGEMENT	INVESTMENT ADVISOR REPRESENTATIVE	Y	MINNEAPOLIS, MN, United States
02/2012 - 03/2019	QUESTAR CAPITAL CORPORATION	REGISTERED REPRESENTATIVE	Y	MINNEAPOLIS, MN, 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. SANDVOLD FINANCIAL GROUP
POSITION: CEO NATURE: LLC INVESTMENT RELATED: No NUMBER OF HOURS: 40 SECURITIES TRADING HOURS: 40
START DATE: 09/01/1986
ADDRESS: 10900 Wayzata Blvd, Suite 100, Minnetonka MN 55305, United States
DESCRIPTION: Insurance sales/ run day to day business operations for sandvold financial group

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	16
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 16

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	Questar Capital Corporation
Allegations:	Customer alleges misrepresentation of annuity, did not understand she has an 8% step up annually for income purposes. Has had product 4 years approximately.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	No exact damages claimed, but believe to be greater than $5,000.
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:	02/12/2016
Complaint Pending?	No
Status:	Denied
Status Date:	03/04/2016

Settlement Amount:

Individual Contribution Amount:

Broker Statement Client chose variable annuity, this was a reopen complaint denied as suitable with full disclosures 05/09/2013 and now deemed suitable again per Questar letter on 03/04/2016. Denied as suitable two times client has an 8% annual step contract for income purposes. Not 6% as stated by the client. Client wanted lifetime income option. Her step up value is up plus 32% since inception. Full disclosure and many reviews and reallocations have been approved by client last 4 years.

Disclosure 2 of 16

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	CUSTOMER ALLEGES THE REPRESENTATIVE MADE REPRESENTATIONS WITH RESPECT TO GUARANTEES AND WITHDRAWALS THAT WERE FALSE IN CONNECTION WITH THE PURCHASE OF TWO ANNUITIES IN 2010.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	08/07/2014
Complaint Pending?	No
Status:	Evolved into Civil litigation (the individual is a named party)
Status Date:	08/07/2014
Settlement Amount:	
Individual Contribution Amount:	

Civil Litigation Information

Type of Court:	State Court
Name of Court:	DISTRICT COURT, FOURTH JUDICIAL DISTRICT
Location of Court:	HENNEPIN COUNTY, MINNESOTA
Docket/Case #:	N/A
Date Notice/Process Served:	08/04/2014
Litigation Pending?	No

Disposition:	Settled
Disposition Date:	04/19/2016
Monetary Compensation Amount:	$71,339.56
Individual Contribution Amount:	$35,669.78

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	QUESTAR CAPITAL CORPORATION
Allegations:	CUSTOMER ALLEGES THE REPRESENTATIVE MADE REPRESENTATIONS WITH RESPECT TO GUARANTEES AND WITHDRAWALS THAT WERE FALSE IN CONNECTION WITH THE PURCHASE OF TWO ANNUITIES IN 2010.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO AMOUNT OF DAMAGES ALLEGED.

Civil Litigation Information

Type of Court:	State Court
Name of Court:	DISTRICT COURT FOURTH JUDICIAL DISTRICT
Location of Court:	COUNTY OF HENNEPIN, MINNESOTA
Docket/Case #:	N/A
Date Notice/Process Served:	08/07/2014
Litigation Pending?	No
Disposition:	Settled
Disposition Date:	04/19/2016
Monetary Compensation Amount:	$71,339.56
Individual Contribution Amount:	$35,669.78
Broker Statement	REGISTERED REPRESENTATIVE DENIES THE ALLEGATIONS. ALL CONTRACT CHARGES FEES, SURRENDER SCHEDULE AS WELL AS BENEFITS WERE DISCUSSED PRIOR TO SALE. CLAIM HAS NO MERIT, IT WAS SETTLED AND PAID BY THE E&O CARRIERS TO MINIMIZE COST OF ARBITRATION AND FEES. THE PRODUCTS FEATURES, BENEFITS, COSTS, AND SURRENDER FEES WERE ALL FULLY DISCLOSED AND PRESENTED TO CLIENT PRIOR TO HIS CHOOSING OF THE PRODUCT. CLIENT KEPT PRODUCT INTACT FOR MULTIPLE YEARS BEFORE HIS CLAIM.

Disclosure 3 of 16

Reporting Source:	Firm

Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	CUSTOMER ALLEGES THAT THE REGISTERED REPRESENTATIVE'S RECOMMENDATION IN 2010 TO REPLACE A VARIABLE LIFE INSURANCE POLICY WAS NOT SUITABLE.
Product Type:	Insurance
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	06/28/2013
Complaint Pending?	No
Status:	Settled
Status Date:	08/30/2013
Settlement Amount:	$19,292.82
Individual Contribution Amount:	$12,500.00

Civil Litigation Information

Type of Court:	State Court
Name of Court:	DISTRICT COURT FOR THE FOURTH JUDICIAL DISTRICT
Location of Court:	COUNTY OF HENNEPIN, MINNESOTA
Docket/Case #:	27-CV-13-2053
Date Notice/Process Served:	11/25/2013
Litigation Pending?	No
Disposition:	Settled
Disposition Date:	10/09/2014
Monetary Compensation Amount:	$33,000.00
Individual Contribution Amount:	$12,500.00
Firm Statement	THE TOTAL AMOUNT RECEIVED BY THE CUSTOMER IS $33,000. THE SETTLEMENT CONSISTS OF $12,500 PAID BY THE REGISTERED REPRESENTATIVE, $6,792.82 PAID BY PRUCO LIFE INSURANCE COMPANY, AND THE SURRENDER OF THE LIFE INSURANCE POLICY BY THE CUSTOMER WITH THE CASH SURRENDER VALUE OF THE POLICY OF $13,707.18 PAID TO THE CUSTOMER BY THE INSURER. CLIENT REQUESTED A REVIEW OF HIS CURRENT LIFE INSURANCE AXA POLICY BECAUSE HE

WAS CONCERNED THAT IT WOULD NOT CONTINUE FOR HIS LIFETIME. INFORCE ILLUSTRATIONS FROM AXA CONFIRMED HIS CONCERNS. FOR INSTANCE, ONE ILLUSTRATION SHOWED THE AXA POLICY WOULD LAPSE AT AGE 82 VS. THE PROPOSED PRUDENTIAL POLICY WITH THE SAME PREMIUM AND SAME RATE OF RETURN WOULD RUN TO AGE 120. THE PRUDENTIAL POLICY ALSO HAS A LIVING NEEDS BENEFIT RIDER AT NO ADDITIONAL CHARGE, WHICH WAS IMPORTANT TO THE CLIENT AS IT WOULD ALLOW HIM TO USE HIS DEATH BENEFIT WHILE STILL ALIVE FOR NURSING HOME CARE. REGISTERED REPRESENTATIVE DENIES THE ALLEGATIONS WHICH ARE CONTRARY TO WRITTEN ILLUSTRATIONS AND DISCLOSURES MADE TO CUSTOMERS. PRUDENTIAL INVESTIGATED AND DENIED COMPLAINT. REGISTERED REPRESENTATIVE DENIES THE ALLEGATIONS WHICH ARE CONTRARY TO WRITTEN ILLUSTRATIONS AND DISCLOSURES MADE TO CUSTOMER: PRUDENTIAL INVESTIGATED AND DENIED COMPLAINT. THE CASE SETTLED TO AVOID ATTORNEY FEES. PRUDENTIAL PAID $20,500 TOWARD SETTLEMENT.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC
Allegations:	CUSTOMER ALLEGED THAT THE REGISTERED REPRESENTATIVE'S RECOMMENDATION TO REPLACE A VARIABLE LIFE INSURANCE POLICY WAS NOT SUITABLE.
Product Type:	Insurance
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	07/26/2013
Complaint Pending?	No
Status:	Denied
Status Date:	09/24/2013
Settlement Amount:	
Individual Contribution Amount:	

Civil Litigation Information

Type of Court:	State Court
Name of Court:	DISTRICT COURT FOR THE FOURTH JUDICIAL DISTRICT
Location of Court:	COUNTY OF HENNEPIN, MINNESOTA

Docket/Case #:	27-CV-13-2053
Date Notice/Process Served:	11/25/2013
Litigation Pending?	No
Disposition:	Settled
Disposition Date:	07/01/2014
Monetary Compensation Amount:	$33,000.00
Individual Contribution Amount:	$12,500.00
Broker Statement	CLIENT REQUESTED A REVIEW OF HIS CURRENT LIFE INSURANCE AXA POLICY BECAUSE HE WAS CONCERNED THAT IT WOULD NOT CONTINUE FOR HIS LIFETIME. INFORCE ILLUSTRATIONS FROM AXA CONFIRMED HIS CONCERNS. FOR INSTANCE, ONE ILLUSTRATION SHOWED THE AXA POLICY WOULD LAPSE AT AGE 82 VS. THE PROPOSED PRUDENTIAL POLICY WITH THE SAME PREMIUM AND SAME RATE OF RETURN WOULD RUN TO AGE 120. THE PRUDENTIAL POLICY ALSO HAS A LIVING NEEDS BENEFIT RIDER AT NO ADDITIONAL CHARGE, WHICH WAS IMPORTANT TO THE CLIENT AS IT WOULD ALLOW HIM TO USE HIS DEATH BENEFIT WHILE STILL ALIVE FOR NURSING HOME CARE. REGISTERED REPRESENTATIVE DENIES THE ALLEGATIONS WHICH ARE CONTRARY TO WRITTEN ILLUSTRATIONS AND DISCLOSURES MADE TO CUSTOMERS. PRUDENTIAL INVESTIGATED AND DENIED COMPLAINT. REGISTERED REPRESENTATIVE DENIES THE ALLEGATIONS WHICH ARE CONTRARY TO WRITTEN ILLUSTRATIONS AND DISCLOSURES MADE TO CUSTOMER: PRUDENTIAL INVESTIGATED AND DENIED COMPLAINT. THE CASE SETTLED TO AVOID ATTORNEY FEES. PRUDENTIAL PAID $20,500 TOWARD SETTLEMENT.

Disclosure 4 of 16

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	THE CUSTOMER ALLEGES THAT THE REPRESENTATIVE RECOMMENDED A LARGER INVESTMENT AMOUNT IN A VARIABLE ANNUITY THAN WAS NECESSARY TO MEET THE CUSTOMER'S INCOME NEEDS AND DID NOT FULLY EXPLAIN THE OPERATION OF A LIVING BENEFIT INCOME RIDER TO HIM.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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: 04/10/2013

Complaint Pending? No

Status: Denied

Status Date: 08/22/2013

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES, LLC

Allegations: THE CUSTOMER ALLEGES THAT THE REPRESENTATIVE RECOMMENDED A LARGER INVESTMENT AMOUNT IN A VARIABLE ANNUITY THAN WAS NECESSARY TO MEET THE CUSTOMER'S INCOME NEEDS AND DID NOT FULLY EXPLAIN THE OPERATION OF A LIVING BENEFIT RIDER TO HIM.

Product Type: Annuity-Variable

Alleged Damages: $0.00

Alleged Damages Amount Explanation (if amount not exact): NO DAMAGE AMOUNT ALLEGED

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: 05/09/2013

Complaint Pending? No

Status: Denied

Status Date: 08/27/2013

Settlement Amount:

Individual Contribution Amount:

Broker Statement I FULLY EXPLAINED ALL PRODUCT FEATURES BENEFITS AND COSTS TO THE CLIENT, INCLUDING THE LIVING BENEFIT INCOME RIDER. I PRESENTED THE PRODUCT BROCHURES PAGE BY PAGE TO THE CLIENT TO ENSURE UNDERSTANDING. WE DISCUSSED SEVERAL OPTIONS, INCLUDING MUTUAL FUNDS AND VARYING INVESTMENT AMOUNTS AND THE CLIENT SPECIFICALLY CHOSE TO ROLL OVER HIS ENTIRE 401K INTO THE ANNUITY.

Disclosure 5 of 16

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC
Allegations:	REGARDING THE 2008 PURCHASE OF A ADVANTAGE COMMAND ACCT, THE CLIENT ALLEGED THE AGENT MADE UNSUITABLE SECURITIES PRODUCT RECOMMENDATIONS.
Product Type:	Other: ADVANTAGE COMMAND
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT ALLEGED
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:	05/17/2012
Complaint Pending?	No
Status:	Withdrawn
Status Date:	10/29/2012
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC
Allegations:	REGARDING THE 2008 PURCHASE OF AN ADVANTAGE COMMAND ACCOUNT, THE CLIENT ALLEGED THE AGENT MADE UNSUITABLE SECURITIES PRODUCT RECCOMMENDATIONS.
Product Type:	Other: ADVANTAGE COMMAND
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT ALLEGED
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:	05/17/2012

Complaint Pending? No

Status: Withdrawn

Status Date: 10/29/2012

Settlement Amount:

Individual Contribution Amount:

Disclosure 6 of 16

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	ADDITIONAL CORRESPONDENCE WAS RECEIVED ON FEBRUARY 17, 2012 REGARDING THE PURCHASE OF ANNUITY CONTRACTS, CUSTOMER ALLEGES THE RECOMMENDED INVESTMENT OPTIONS WERE NOT SUITABLE AND THE ALTERATION OF FORMS. CUSTOMER ALLEGES THE INVESTMENT RECOMMENDATIONS THE REP MADE WERE UNSUITABLE.
Product Type:	Insurance
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	02/16/2012
Complaint Pending?	No
Status:	Settled
Status Date:	05/09/2012
Settlement Amount:	$28,344.58
Individual Contribution Amount:	$0.00
Firm Statement	CLIENT'S TWO VARIABLE ANNUITY CONTRACTS WERE RESCINDED DUE TO FIRM ERROR, AND CONTRACT PAYMENTS WERE RETURNED TO CLIENT. SETTLEMENT AMOUNT REFLECTS THE TOTAL AMOUNT OF CONTINGENT DEFERRED SALES CHARGES WHICH WERE WAIVED FOR BOTH CONTRACTS.

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	ADDITIONAL CORRESPONDENCE WAS RECEIVED ON FEBRUARY 17, 2012 REGARDING THE PURCHASE OF ANNUITY CONTRACTS, CUSTOMER ALLEGES THE RECOMMENDED INVESTMENT OPTIONS WERE NOT SUITABLE AND THE ALTERATION OF FORMS. CUSTOMER ALLEGES THE INVESTMENT RECOMMENDATIONS THE REP MADE WERE UNSUITABLE.
Product Type:	Insurance
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED
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:	02/16/2012
Complaint Pending?	No
Status:	Settled
Status Date:	05/09/2012
Settlement Amount:	$28,344.58
Individual Contribution Amount:	$0.00
Broker Statement	REGISTERED REPRESENTATIVE DENIES ALL ALLEGATIONS OF WRONG DOING MADE BY THE CUSTOMER. ALTHOUGH PRUCO SECURITIES, LLC AND THE REGISTERED REPRESENTATIVE CONTEND ALL APPROPRIATE DISCLOSURES AND EXPLANATIONS ABOUT THE INVESTMENT WERE PROVIDED TO THE CUSTOMER DURING THE APPLICATION PROCESS. PRUCO SECURITIES, LLC DECIDED TO WAIVE CERTAIN SURRENDER FEES RATHER THAN DENY THE COMPLAINT BECAUSE OF AN ADMINISTRATIVE ERROR MADE BY PRUCO SECURITIES, LLC AFTER THE CONTRACTS WERE ISSUED. REGISTERED REPRESENTATIVE HAD NO ROLE IN THIS ADMINISTRATIVE ERROR NOR INVOLVEMENT WITH THE "SETTLEMENT".

Disclosure 7 of 16

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC
Allegations:	REGARDING THE 2007 PURCHASE OF AN ANNUITY CONTRACT, THE CLIENT ALLEGES THAT THE RECOMMENDED INVESTMENT OPTION WAS NOT SUITABLE.
Product Type:	Annuity-Variable

Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED
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:	12/21/2011
Complaint Pending?	No
Status:	Denied
Status Date:	08/03/2012
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE FIRM RECEIVED A PRIOR COMPLAINT, WITH SUBSTANTIVELY SIMILAR ALLEGATIONS, ON OR ABOUT 10/7/2008, WHICH WAS WITHDRAWN BY THE CUSTOMER AND INADVERTENTLY NOT THEN REPORTED.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES
Allegations:	REGARDING THE 2007 PURCHASE OF AN ANNUITY CONTRACT, THE CLIENT ALLEGES THAT THE RECOMMENDED INVESTMENT OPTION WAS NOT SUITABLE.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED
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:	12/21/2011
Complaint Pending?	No
Status:	Denied
Status Date:	08/03/2012

Settlement Amount:

Individual Contribution Amount:

Broker Statement REGARDING ALLEGED UNREPORTED CUSTOMER COMPLAINTS. WHAT BROKER DEALER REFERS TO AS A "COMPLAINT," IS ACTUALLY A LETTER THAT WAS FAXED TO THE BROKER DEALER ON 12/21/2011 CONFIRMING THAT THE CLIENT HAD WITHDRAWN HIS PRIOR COMPLAINT DATED 10/07/2008 AGAINST THE REGISTERED REP. CLIENT COMPLAINED THAT PRUDENTIAL HAD MISLABELED ONE OF THE FUNDS CONTAINED IN AN ANNUITY CLIENT PURCHASED. IN FACT, THE REGISTERED REP ASKED THE CLIENT TO WRITE THE 12/21/2011 LETTER TO CLARIFY THAT THE 10/07/2008 COMPLAINT WAS AGAINST PRUDENTIAL, NOT THE REGISTERED REP. THE 12/21/2011 LETTER GIVES THE HISTORY OF THE EARLIER COMPLAINT, STATES THAT IT WAS WITHDRAWN AND REITERATES CLIENT'S OPINION THAT THE TITLE OF PRUDENTIAL'S PRESERVATION ASSET ALLOCATION FUND DOES NOT ACCURATELY REFLECT THE FUND'S HOLDINGS. CUSTOMER IS HAPPY WITH THE ANNUITY AND THE REGISTERED REP. THE CUSTOMER OBJECTED TO THE LABELING OF THE ASSET PRESERVATION FUND.

Disclosure 8 of 16

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	CUSTOMER ALLEGES THE INVESTMENTS THE REP MADE WERE UNSUITABLE.
Product Type:	Other: ADVANTAGE/COMMAND
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	12/08/2011
Complaint Pending?	No
Status:	Denied
Status Date:	01/03/2012
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 9 of 16

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	THE CLIENTS ALLEGED: THE VARIABLE ANNUITIES PURCHASED BY THEM WERE NOT SUITABLE; THE REGISTERED REPRESENTATIVE DID NOT EXPLAIN FEES, SALES CHARGES, GUARANTEES AND THE ANNUITIZATION PROCESS; AND, HE STRESSED THE PURCHASE CREDITS.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED.
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:	06/15/2011
Complaint Pending?	No
Status:	Denied
Status Date:	07/07/2011
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE CLIENTS TOLD ME THAT THE COMPLAINT LETTER WAS DRAFTED BY ANOTHER REPRESENTATIVE FOR THEIR SIGNATURE. I PROVIDED TO THE CLIENTS, AND DISCUSSED THOROUGHLY WITH THEM, ALL OF THE PRODUCT MATERIALS, INCLUDING THE PROSPECTUS. THE FIRM DENIED THE COMPLAINT.

Disclosure 10 of 16

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC.
Allegations:	REGARDING THE 2007 PURCHASE OF A ANNUITY,THE CUSTOMER ALLEGES THAT THE VARIABLE ANNUITY SOLD TO HER WAS UNSUITABLE.
Product Type:	Annuity-Variable
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT IS ALLEGED
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:	07/21/2010
Complaint Pending?	No
Status:	Denied
Status Date:	08/31/2010
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THIS MATTER IS BEING REPORTED CONSISTENT WITH NASDR RULES PERTAINING TO THE REPORTING OF CERTAIN WRITTEN CUSTOMER COMPLAINTS. THE COMPANY BY THIS FILING MAKES NO ALLEGATIONS REGARDING THE ACTIONS OF THE REPRESENTATIVE.

Disclosure 11 of 16

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	PRUCO SECURITIES, LLC
Allegations:	REGARDING THE 2000 PURCHASE OF A VARIABLE UNIVERSAL LIFE INSURANCE POLICY, THE CLIENT ALLEGED MISREPRESENTATION CONCERNING THE DURATION OF PREMIUM PAYMENTS.
Product Type:	Insurance
Alleged Damages:	$0.00
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:	04/30/2009
Complaint Pending?	No
Status:	Withdrawn
Status Date:	05/08/2009
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THIS MATTER IS BEING REPORTED CONSISTENT WITH NASDR RULES PERTAINING TO THE REPORTING OF CERTAIN WRITTEN CUSTOMER COMPLAINTS. THE COMPANY BY THIS FILING MAKES NO ALLEGATIONS REGARDING THE ACTIONS OF THE REPRESENTATIVE. CLIENT WITHDREW

COMPLAINT.

Disclosure 12 of 16

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES, LLC

Allegations: REGARDING THE 2007 PURCHASE OF PRUDENTIAL PREMIER X INSURANCE POLICY, THE CLIENT ALLEGED MISREPRESENTATION AT THE POINT OF SALE.

Product Type: Insurance

Alleged Damages: $0.00

Customer Complaint Information

Date Complaint Received: 11/21/2007

Complaint Pending? No

Status: Denied

Status Date: 12/14/2007

Settlement Amount:

Individual Contribution Amount:

Broker Statement THIS MATTER IS BEING REPORTED CONSISTENT WITH NASDR RULES PERTAINING TO THE REPORTING OF CERTAIN WRITTEN CUSTOMER COMPLAINTS. THE COMPANY BY THIS FILING MAKES NO ALLEGATIONS REGARDING THE ACTIONS OF THE REPRESENTATIVE.

Disclosure 13 of 16

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES

Allegations: REGARDING THE 1989 PURCHASE OF A VARIABLE APPRECIABLE LIFE INSURANCE POLICY, THE CLIENT ALLEGED MISREPRESENTATION CONCERNING THE ABBREVIATED PAYMENT PLAN. THIS MATTER IS BEING REPORTED BECAUSE THE COMPLAINT HAS ALLEGED NO DOLLAR AMOUNT AND THE FIRM HAS NOT MADE A GOOD FAITH DETERMINATION THAT THE DAMAGES FROM THE ALLEGED CONDUCT WOULD BE LESS THAN $5,000.

Product Type: Insurance

Alleged Damages:

Customer Complaint Information

Date Complaint Received: 11/23/2004

Complaint Pending? No

Status: Denied

Status Date: 11/30/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement THIS CONCERNS A POLICY INCLUDED IN THE CLASS OF POLICIES THAT WAS THE SUBJECT OF A NATIONWIDE CLASS ACTION SETTLEMENT IN WHICH PRUDENTIAL, ITS INSURANCE AFFILIATES AND PERSONNEL WERE RELEASED CONCERNING LIFE INSURANCE SALES PRACTICES. THE CLASS ACTION SETTLEMENT REMEDIATION PROCESSES FOR ADDRESSING CLAIMS FOR POLICIES INCLUDED IN THE CLASS HAVE CONCLUDED. BECAUSE THE COMPANY AND THE REPRESENTATIVE(S) WERE RELEASED FROM ANY FURTHER LIABILITY OR OBLIGATION WITH RESPECT TO CLAIMS LIKE THOSE MADE BY THE POLICYHOLDER, THE COMPANY IS NOT REVIEWING THIS INQUIRY AND IS MAKING NO FINDING OR FURTHER FILING REGARDING THIS INQUIRY.

Disclosure 14 of 16

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES

Allegations: REGARDING A 2003 ADVANTAGE ACCOUNT, THE CLIENT ALLEGES MISREPRESENTATION CONCERNING HIS VARIABLE ANNUITY AND SWITCHING HIS ANNUITIES UNNECESSARILY.THIS MATTER IS BEING REPORTED BECAUSE THE COMPLAINT HAS ALLEGED NO DOLLAR AMOUNT AND THE FIRM HAS NOT MADE A GOOD FAITH DETERMINATION THAT THE DAMAGES FROM THE ALLEGED CONDUCT WOULD BE LESS THAN $5,000.

Product Type: Other

Other Product Type(s): 6/26/2003 ADVANTAGE/COMMAND ACCOUNT

Alleged Damages:

Customer Complaint Information

Date Complaint Received: 10/29/2004

Complaint Pending? No

Status: Denied

Status Date: 11/29/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement THIS MATTER IS BEING REPORTED CONSISTENT WITH NASDR RULES PERTAINING TO THE REPORTING OF CERTAIN WRITTEN CUSTOMER COMPLAINTS.THE COMPANY BY THIS FILING MAKES NO ALLEGATIONS REGARDING THE ACTIONS OF THE REPRESENTATIVE.

Disclosure 15 of 16

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES

Allegations: REGARDING THE 1995 PURCHASE OF A VARIABLE APPRECIABLE LIFE INSURANCE POLICY, THE CLIENT ALLEGED MISREPRESENTATION CONCERNING THE ABBREVIATED PAYMENT PLAN. THIS MATTER IS BEING REPORTED BECAUSE THE COMPLAINANT HAS ALLEGED NO DOLLAR AMOUNT AND THE FIRM HAS NOT MADE A GOOD FAITH DETERMINATION THAT THE DAMAGES FROM THE ALLEGED CONDUCT WOULD BE LESS THAN $5,000.

Product Type: Insurance

Alleged Damages: $0.00

Customer Complaint Information

Date Complaint Received: 02/26/2004

Complaint Pending? No

Status: Closed/No Action

Status Date: 02/27/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement THIS CONCERNS A POLICY INCLUDED IN THE CLASS OF POLICIES THAT WAS THE SUBJECT OF A NATIONWIDE CLASS ACTION SETTLEMENT IN WHICH PRUDENTIAL, ITS INSURANCE AFFILIATES AND PERSONNEL WERE RELEASED CONCERNING LIFE INSURANCE SALES PRACTICES. THE CLASS ACTION SETTLEMENT REMEDIATION PROCESSES FOR ADDRESSING CLAIMS FOR POLICIES INCLUDED IN THE CLASS HAVE CONCLUDED. BECAUSE THE COMPANY AND THE REPRESENTATIVE(S) WERE RELEASED FROM ANY FURTHER LIABILITY OR OBLIGATION WITH RESPECT TO CLAIMS LIKE THOSE MADE BY THE POLICYHOLDER, THE COMPANY IS NOT REVIEWING THIS INQUIRY AND IS MAKING NO FINDING OR FURTHER FILING REGARDING THIS INQUIRY.

Disclosure 16 of 16

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: PRUCO SECURITIES

Allegations: REGARDING THE 12/2001 PURCHASE OF A STRATEGIC PARTNER INSURANCE POLICY, THE CLIENT ALLEGED UNSUITABLE PRODUCT RECOMMENDATIONS. THE INSURED DID NOT ALLEGE ANY SPECIFIED DAMAGES. THIS MATTER IS BEING REPORTED BECAUSE THE COMPLAINANT HAS ALLEGED NO DOLLAR AMOUNT AND THE FIRM HAS NOT MADE A GOOD FAITH DETERMINATION THAT THE DAMAGES FROM THE ALLEGED CONDUCT WOULD BE LESS THAN $5,000.

Product Type: Other

Other Product Type(s): ANNUITIES

Alleged Damages: $0.00

Customer Complaint Information

Date Complaint Received:	01/21/2004
Complaint Pending?	No
Status:	Denied
Status Date:	02/04/2004
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THIS MATTER IS BEING REPORTED CONSISTENT WITH NASDR RULES PERTAINING TO THE REPORTING OF CERTAIN WRITTEN CUSTOMER COMPLAINTS. THE COMPANY BY THIS FILING MAKES NO ALLEGATIONS REGARDING THE ACTIONS OF THE REPRESENTATIVE.

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:	Firm
Firm Name:	PRUCO SECURITIES, LLC
Termination Type:	Discharged
Termination Date:	01/17/2012
Allegations:	RR'S PRIVATE OFFICE WASN'T OPERATED IN COMPLIANCE WITH FIRM POLICY, INCLUDING: TRADE INSTRUCTIONS INVOLVED SIGNATURE IRREGULARITIES AND WERE SUBMITTED WITHOUT REVIEW BY RR; UNAPPROVED CORRESPONDENCE AND SALES MATERIALS WERE USED; A NON-FIRM EMAIL SYSTEM WAS USED TO COMMUNICATE WITH FIRM CLIENTS; CUSTOMER COMPLAINTS WERE NOT REPORTED; DOCUMENTS WERE REMOVED FROM CLIENT FILES BY EMPLOYEES PRIOR TO RP REVIEW; AN UNAPPROVED MARKETING CONCEPT WAS USED; AND, THERE WAS INADEQUATE MANAGEMENT OF PRIVATE OFFICE STAFF. ALLEGATIONS CONFIRMED
Product Type:	Annuity-Variable Insurance Mutual Fund

Reporting Source:	Individual
Firm Name:	PRUCO SECURITIES
Termination Type:	Discharged
Termination Date:	01/17/2012
Allegations:	RR'S PRIVATE OFFICE WASN'T OPERATED IN COMPLIANCE WITH FIRM POLICY. DEFICIENCIES INCLUDED: SIGNATURE IRREGULARITIES INVOLVING TRADE INSTRUCTIONS; SUBMISSION OF TRADE INSTRUCTIONS NOT REVIEWED BY RR; USE OF UNAPPROVED CORRESPONDENCE AND SALES MATERIALS; USE OF NON-FIRM EMAIL SYSTEM TO COMMUNICATE WITH FIRM CLIENTS; NON REPORTING OF CUSTOMER COMPLAINTS; REMOVAL OF DOCUMENTS BY EMPLOYEES FROM CLIENT FILES PRIOR TO BROKER DEALER REVIEW. USE OF AN UNAPPROVED MARKETING CONCEPT; AND INADEQUATE MANAGEMENT OF PRIVATE OFFICE STAFF.
Product Type:	Annuity-Variable Insurance Mutual Fund
Broker Statement	RR WAS TERMINATED WITHOUT NOTICE AFTER 25 YEARS AS A LEADING AGENT FOR BROKER DEALER. RR DISPUTES BD'S ANSWERS IN THE U5. RR IS IN LITIGATION WITH THE BD RELATED TO HIS TERMINATION AND HAS ALLEGED THAT THE BD DEFAMED HIM IN THE U5. RR NEVER AUTHORIZED DESTRUCTION OF ANY ORIGINAL OR NON-DUPLICATED DOCUMENTS FROM CLIENT FILES REGARDING ALLEGED UNREPORTED CUSTOMER COMPLAINTS. WHAT BD REFERS TO AS A "COMPLAINT," IS ACTUALLY A LETTER THAT WAS FAXED TO PRUDENTIAL ON 12/21/2011 CONFIRMING

THAT THE CLIENT HAD WITHDRAWN HIS PRIOR COMPLAINT AGAINST RR, AND REITERATED CLIENT'S OPINION THAT PRUDENTIAL HAD MISLABELED ONE OF ITS FUNDS CONTAINED IN AN ANNUITY HE PURCHASED. CUSTOMER IS HAPPY WITH THE ANNUITY AND THE RR. RR DISPUTES THAT HE INTENTIONALLY USED "UNAPPROVED CORRESPONDENCE & SALES MATERIALS" OR AN "UNAPPROVED MARKETING CONCEPT." AT THE TIME HE DEPARTED THE BD, RR SERVED OVER 4,300 CLIENTS AND HAS NEVER TAKEN ANY ACTION THAT IS INCONSISTENT WITH A CLIENT'S WISHES.

End of Report

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