



IAPD Report

ELLEN FORD KRIDER

CRD# 1873530

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Please contact FINRA with any concerns.



IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page <http://www.nasaa.org/IAPD/IARReports.cfm>

What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

Are there other resources I can use to check the background of investment professionals?

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



Report Summary

ELLEN FORD KRIDER (CRD# 1873530)

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 **02/27/2026**.

CURRENT EMPLOYERS

| | Firm | CRD# | Registered Since |
|-----------|--------------------------|------------|------------------|
| B | RBC CAPITAL MARKETS, LLC | CRD# 31194 | 10/09/2009 |
| IA | RBC CAPITAL MARKETS, LLC | CRD# 31194 | 10/09/2009 |

QUALIFICATIONS

This representative is currently registered in **22** SRO(s) and **33** 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 | J. B. HANAUER & CO. | 6958 | PLANTATION, FL | 04/09/2009 - 10/09/2009 |
| B | J. B. HANAUER & CO. | 6958 | PLANTATION, FL | 04/03/2009 - 10/09/2009 |
| IA | MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED | 7691 | PLANTATION, FL | 10/26/1988 - 04/06/2009 |

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 | 4 |



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 **33** jurisdiction(s) and 22 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **RBC CAPITAL MARKETS, LLC**
Main Address: 200 VESEY ST.
NEW YORK, NY 10281
Firm ID#: 31194

| Regulator | Registration | Status | Date |
|----------------------------------|-----------------------------------|----------|------------|
| B BOX Exchange LLC | General Securities Representative | Approved | 05/11/2012 |
| B Cboe BYX Exchange, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Cboe BZX Exchange, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Cboe C2 Exchange, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Cboe EDGA Exchange, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Cboe EDGX Exchange, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Cboe Exchange, Inc. | General Securities Representative | Approved | 10/10/2009 |
| B FINRA | General Securities Representative | Approved | 10/09/2009 |
| B Investors' Exchange LLC | General Securities Representative | Approved | 11/18/2020 |
| B Long-Term Stock Exchange, Inc. | General Securities Representative | Approved | 11/01/2020 |
| B MEMX LLC | General Securities Representative | Approved | 11/01/2020 |
| B MIAX PEARL, LLC | General Securities Representative | Approved | 11/02/2020 |
| B NYSE American LLC | General Securities Representative | Approved | 10/10/2009 |



Qualifications

| Regulator | Registration | Status | Date |
|----------------------------------|-----------------------------------|----------|------------|
| B NYSE Arca, Inc. | General Securities Representative | Approved | 10/10/2009 |
| B NYSE National, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B NYSE Texas, Inc. | General Securities Representative | Approved | 11/18/2020 |
| B Nasdaq GEMX, LLC | General Securities Representative | Approved | 11/18/2020 |
| B Nasdaq ISE, LLC | General Securities Representative | Approved | 10/10/2009 |
| B Nasdaq PHLX LLC | General Securities Representative | Approved | 10/10/2009 |
| B Nasdaq Stock Market | General Securities Representative | Approved | 10/10/2009 |
| B Nasdaq Texas, LLC | General Securities Representative | Approved | 10/10/2009 |
| B New York Stock Exchange | General Securities Representative | Approved | 10/10/2009 |
| B Alabama | Agent | Approved | 10/09/2009 |
| B Arizona | Agent | Approved | 01/25/2021 |
| B California | Agent | Approved | 10/09/2009 |
| B Colorado | Agent | Approved | 01/13/2010 |
| B Connecticut | Agent | Approved | 10/09/2009 |
| B Florida | Agent | Approved | 10/09/2009 |
| IA Florida | Investment Adviser Representative | Approved | 10/09/2009 |
| B Georgia | Agent | Approved | 10/09/2009 |
| B Illinois | Agent | Approved | 10/09/2009 |
| B Indiana | Agent | Approved | 09/08/2020 |



Qualifications

| Regulator | Registration | Status | Date |
|-------------------------|--------------|----------|------------|
| B Louisiana | Agent | Approved | 03/21/2019 |
| B Maine | Agent | Approved | 07/24/2020 |
| B Maryland | Agent | Approved | 10/09/2009 |
| B Massachusetts | Agent | Approved | 10/09/2009 |
| B Michigan | Agent | Approved | 10/09/2009 |
| B Mississippi | Agent | Approved | 09/17/2012 |
| B Missouri | Agent | Approved | 02/19/2026 |
| B Montana | Agent | Approved | 02/27/2026 |
| B Nebraska | Agent | Approved | 05/28/2025 |
| B Nevada | Agent | Approved | 09/25/2024 |
| B New Hampshire | Agent | Approved | 01/24/2025 |
| B New Jersey | Agent | Approved | 10/09/2009 |
| B New York | Agent | Approved | 10/09/2009 |
| B North Carolina | Agent | Approved | 10/09/2009 |
| B Oregon | Agent | Approved | 04/14/2020 |
| B Pennsylvania | Agent | Approved | 10/20/2014 |
| B South Carolina | Agent | Approved | 06/01/2020 |
| B Tennessee | Agent | Approved | 01/30/2023 |
| B Texas | Agent | Approved | 03/17/2020 |



Qualifications

| Regulator | Registration | Status | Date |
|--------------|-----------------------------------|---------------------|------------|
| IA Texas | Investment Adviser Representative | Restricted Approval | 03/19/2020 |
| B Vermont | Agent | Approved | 03/10/2020 |
| B Virginia | Agent | Approved | 10/09/2009 |
| B Washington | Agent | Approved | 01/20/2016 |
| B Wisconsin | Agent | Approved | 02/27/2014 |
| B Wyoming | Agent | Approved | 10/09/2009 |

Branch Office Locations

RBC CAPITAL MARKETS, LLC
500 EAST BROWARD BLVD
SUITE 2200
FORT LAUDERDALE, FL 33394-3000

RBC CAPITAL MARKETS, LLC
Cooper City, 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, 3 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 |
|------|----------|------|
|------|----------|------|

| | | |
|--|-----------|------------|
| Securities Industry Essentials Examination (SIE) | SIE | 10/01/2018 |
| Futures Managed Funds Examination (S31) | Series 31 | 02/14/1995 |
| General Securities Representative Examination (S7) | Series 7 | 10/15/1988 |

State Securities Law Exams

| Exam | Category | Date |
|------|----------|------|
|------|----------|------|

| | | |
|--|-----------|------------|
| Uniform Investment Adviser Law Examination (S65) | Series 65 | 03/14/1996 |
| Uniform Securities Agent State Law Examination (S63) | Series 63 | 11/02/1988 |

PROFESSIONAL DESIGNATIONS

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

No information reported.



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

| | Registration Dates | Firm Name | ID# | Branch Location |
|----|-------------------------|--|-----------|-----------------|
| IA | 04/09/2009 - 10/09/2009 | J. B. HANAUER & CO. | CRD# 6958 | PLANTATION, FL |
| B | 04/03/2009 - 10/09/2009 | J. B. HANAUER & CO. | CRD# 6958 | PLANTATION, FL |
| IA | 10/26/1988 - 04/06/2009 | MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED | CRD# 7691 | PLANTATION, FL |
| B | 10/19/1988 - 04/06/2009 | MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED | CRD# 7691 | PLANTATION, FL |

EMPLOYMENT HISTORY

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

| Employment Dates | Employer Name | Position | Investment Related | Employer Location |
|-------------------|--------------------------|---------------------------|--------------------|-------------------------------|
| 10/2009 - Present | RBC CAPITAL MARKETS, LLC | Registered Representative | 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.

No information reported.



Disclosure Summary

Disclosure Information

What you should know about reported disclosure events:

(1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

(2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

(3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
 - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

(4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

| Type | Count |
|------------------|-------|
| Customer Dispute | 4 |

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 4

| | |
|--|--|
| Reporting Source: | Firm |
| Employing firm when activities occurred which led to the complaint: | MERRILL LYNCH, PIERCE, FENNER AND SMITH, INC |
| Allegations: | THIS VERBAL COMPLAINT AROSE OUT OF THE SALE OF AN AUCTION RATE SECURITY (ARS) THAT WAS MADE PRIOR TO THE UNPRECEDENTED ILLIQUIDITY IN THE ARS MARKET THAT OCCURRED IN FEBRUARY 2008. |
| Product Type: | Other: AUCTION RATE SECURITIES-- CLOSED-END FUNDS |
| Alleged Damages: | \$0.00 |
| Alleged Damages Amount Explanation (if amount not exact): | UNSPECIFIED |
| Is this an oral complaint? | Yes |
| Is this a written complaint? | No |
| Is this an arbitration/CFTC reparation or civil litigation? | No |

Customer Complaint Information

| | |
|---------------------------------|------------|
| Date Complaint Received: | 04/13/2009 |
| Complaint Pending? | No |
| Status: | Settled |
| Status Date: | 04/13/2009 |



Settlement Amount: \$75,000.00

Individual Contribution Amount: \$0.00

Firm Statement THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE, CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS THE PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER AND SMITH, INC.

Allegations: THIS VERBAL COMPLAINT AROSE OUT OF THE SALE OF AN AUCTION RATE SECURITY (ARS) THAT WAS MADE PRIOR TO THE UNPRECEDENTED ILLIQUIDITY IN THE ARS MARKET THAT OCCURRED IN FEBRUARY 2008.

Product Type: Other: AUCTION RATE SECURITIES --CLOSE-END FUNDS

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNSPECIFIED

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 04/13/2009

Complaint Pending? No

Status: Settled

Status Date: 04/13/2009

Settlement Amount: \$75,000.00

Individual Contribution Amount: \$0.00

Broker Statement THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE,



CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Disclosure 2 of 4

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER AND SMITH, INC.

Allegations: THIS VERBAL COMPLAINT AROSE OUT OF THE SALE OF AN AUCTION RATE SECURITY (ARS) THAT WAS MADE PRIOR TO THE UNPRECEDENTED ILLIQUIDITY IN THE ARS MARKET THAT OCCURRED IN FEBRUARY 2008.

Product Type: Other: AUCTION RATE SECURITIES-- CLOSED-END FUNDS

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNSPECIFIED

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 04/13/2009

Complaint Pending? No

Status: Settled

Status Date: 04/13/2009

Settlement Amount: \$25,000.00

Individual Contribution Amount: \$0.00

Firm Statement THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE, CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE



REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS THE PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER AND SMITH, INC.

Allegations: THIS VERBAL COMPLAINT AROSE OUT OF THE SALE OF AN AUCTION RATE SECURITY (ARS) THAT WAS MADE PRIOR TO THE UNPRECEDENTED ILLIQUIDITY IN THE ARS MARKET THAT OCCURRED IN FEBRUARY 2008.

Product Type: Other: AUCTION RATE SECURITIES - CLOSED-END FUNDS

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNSPECIFIED

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 04/13/2009

Complaint Pending? No

Status: Settled

Status Date: 04/13/2009

Settlement Amount: \$25,000.00

Individual Contribution Amount: \$0.00

Broker Statement THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE, CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Disclosure 3 of 4

Reporting Source: Individual

Employing firm when MERRILL LYNCH

**activities occurred which led to the complaint:**

Allegations: CLIENT ALLEGES UNSUITABILITY, MISREPRESENTATION AND OMISSION CONCERNING AUCTION MARKET SECURITIES. DAMAGES UNSPECIFIED.

Product Type: Other

Other Product Type(s): AUCTION MARKET SECURITIES

Alleged Damages: \$0.00

Customer Complaint Information

Date Complaint Received: 05/01/2008

Complaint Pending? No

Status: Denied

Status Date: 05/16/2008

Settlement Amount:**Individual Contribution Amount:**

Broker Statement THIS COMPLAINT AROSE OUT OF THE UPRECEDENTED ILLIQUIDITY IN THE AUCTION RATE SECURITIES MARKET. PRIOR TO THE RECENT WIDESPREAD AUCTION FAILURES, AUCTION MARKET SECURITIES WERE SOLD THROUGHOUT THE FINANCIAL SERVICES INDUSTRY AS HIGHLY LIQUID INSTRUMENTS AND WERE APPROPRIATELY REGARDED BY THE INDUSTRY AS HIGHLY LIQUID INVESTMENTS.

Disclosure 4 of 4

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH

Allegations: CUSTOMER'S ALLEGED THAT THEY WERE NOT INFORMED OF THE RISKS RELATED TO FOUR PREFERRED SECURITIES BETWEEN DECEMBER 1996 THROUGH MAY 1999. NO SPECIFIC DAMAGES WERE CLAIMED.

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$0.00

Customer Complaint Information

Date Complaint Received: 08/29/2000

Complaint Pending? No

Status: Denied

Status Date: 10/02/2000

Settlement Amount:**Individual Contribution Amount:**

Broker Statement MS. KRIDER EXPLAINED EACH INVESTMENT AND PROVIDED RELAVANT INFORMATION ABOUT THE COMPANIES. CUSTOMER'S PURCHASED EACH PREFERRED SECURITY ON ITS PUBLIC OFFERING AND WAS MAILED A



PROSPECTUS. MERRILL LYNCH FOUND THE CUSTOMER'S CLAIMS TO BE WITHOUT MERIT.



End of Report

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