



IAPD Report

MARY Z. ZAINY TOWNSEND

CRD# 2112436

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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

MARY Z. ZAINY TOWNSEND (CRD# 2112436)

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 **05/07/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	UBS FINANCIAL SERVICES INC.	CRD# 8174	06/19/1996
IA	UBS FINANCIAL SERVICES INC.	CRD# 8174	04/06/1998

QUALIFICATIONS

This representative is currently registered in **10** SRO(s) and **32** 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	NATCITY INVESTMENTS, INC.	17490	CLEVELAND, OH	07/14/1995 - 06/04/1996
B	RAFFENSPERGER, HUGHES & CO., INC.	699	INDIANAPOLIS, IN	09/19/1994 - 07/14/1995
B	BANC ONE SECURITIES CORPORATION	16999	CHICAGO, IL	11/22/1993 - 08/24/1994

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	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 **32** jurisdiction(s) and **10** SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **UBS FINANCIAL SERVICES INC.**

Main Address: 1200 HARBOR BOULEVARD
WEEHAWKEN, NJ 07086

Firm ID#: 8174

Regulator	Registration	Status	Date
B BOX Exchange LLC	General Securities Representative	Approved	05/16/2012
B Cboe Exchange, Inc.	General Securities Representative	Approved	06/19/1996
B FINRA	General Securities Representative	Approved	06/19/1996
B NYSE American LLC	General Securities Representative	Approved	06/19/1996
B NYSE Arca, Inc.	General Securities Representative	Approved	06/19/1996
B NYSE Texas, Inc.	General Securities Representative	Approved	07/13/2022
B Nasdaq ISE, LLC	General Securities Representative	Approved	01/25/2008
B Nasdaq PHLX LLC	General Securities Representative	Approved	06/19/1996
B Nasdaq Stock Market	General Securities Representative	Approved	07/12/2006
B New York Stock Exchange	General Securities Representative	Approved	06/19/1996
B Arizona	Agent	Approved	04/13/2018
B California	Agent	Approved	05/14/1998
B Colorado	Agent	Approved	05/20/2019



Qualifications

Regulator	Registration	Status	Date
B Connecticut	Agent	Approved	05/07/2026
B District of Columbia	Agent	Approved	10/01/2020
B Florida	Agent	Approved	08/07/1997
B Georgia	Agent	Approved	12/17/2020
B Idaho	Agent	Approved	06/06/2022
B Illinois	Agent	Approved	08/19/1997
B Indiana	Agent	Approved	06/19/1996
IA Indiana	Investment Adviser Representative	Approved	12/16/1998
B Iowa	Agent	Approved	12/16/2020
B Kentucky	Agent	Approved	08/28/2003
B Maine	Agent	Approved	05/07/2026
B Maryland	Agent	Approved	07/25/2003
B Massachusetts	Agent	Approved	10/01/2020
B Michigan	Agent	Approved	05/11/2026
B Minnesota	Agent	Approved	09/30/2020
B Missouri	Agent	Approved	05/07/2026
B Montana	Agent	Approved	12/16/2020
B New Jersey	Agent	Approved	09/30/2020
B New York	Agent	Approved	08/24/2017



Qualifications

Regulator	Registration	Status	Date
B North Carolina	Agent	Approved	09/23/1998
B Ohio	Agent	Approved	12/09/1996
B Pennsylvania	Agent	Approved	07/12/1999
B South Carolina	Agent	Approved	12/16/2020
B Tennessee	Agent	Approved	12/17/2020
B Texas	Agent	Approved	07/16/2016
IA Texas	Investment Adviser Representative	Restricted Approval	04/06/1998
B Utah	Agent	Approved	05/07/2026
B Vermont	Agent	Approved	05/07/2026
B Virginia	Agent	Approved	04/29/1998
B Washington	Agent	Approved	05/07/2026
B Wisconsin	Agent	Approved	10/01/2020

Branch Office Locations

UBS FINANCIAL SERVICES INC.
 8888 KEYSTONE CROSSING
 10TH FLOOR
 INDIANAPOLIS, IN 46240

UBS FINANCIAL SERVICES INC.
 8801 RIVER CROSSING BLVD
 4th FLOOR
 INDIANAPOLIS, IN 46240

UBS FINANCIAL SERVICES INC.
 Fishers, IN



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
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No information reported.

General Industry/Product Exams

Exam	Category	Date
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B Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
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B General Securities Representative Examination (S7)	Series 7	12/17/1990
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State Securities Law Exams

Exam	Category	Date
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IA Uniform Investment Adviser Law Examination (S65)	Series 65	02/28/1995
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B Uniform Securities Agent State Law Examination (S63)	Series 63	07/15/1991
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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
B	07/14/1995 - 06/04/1996	NATCITY INVESTMENTS, INC.	CRD# 17490	CLEVELAND, OH
B	09/19/1994 - 07/14/1995	RAFFENSPERGER, HUGHES & CO., INC.	CRD# 699	INDIANAPOLIS, IN
B	11/22/1993 - 08/24/1994	BANC ONE SECURITIES CORPORATION	CRD# 16999	CHICAGO, IL
B	07/31/1993 - 09/03/1993	SMITH BARNEY SHEARSON INC.	CRD# 7059	NEW YORK, NY
B	12/21/1990 - 07/31/1993	LEHMAN BROTHERS INC.	CRD# 7506	NEW YORK, NY

EMPLOYMENT HISTORY

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

Employment Dates	Employer Name	Position	Investment Related	Employer Location
06/1996 - Present	UBS FINANCIAL SERVICES INC.	FINANCIAL ADVISOR	Y	INDIANAPOLIS, IN, 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.

Mary Townsend / United States / 11696 Pompano Dr. Indianapolis, Indiana 46236 / Rental property / Real Estate / I am the landlord / Receive Compensation?: YES / Investment in Company?: YES; 100% / Start Date 10/30/2014



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	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 1

Reporting Source:	Regulator
Employing firm when activities occurred which led to the complaint:	UBS FINANCIAL SERVICES, INC.
Allegations:	BREACH OF FIDUCIARY DUTY, OMISSION OF FACTS, SUITABILITY, NEGLIGENCE, MISREPRESENTATIONS
Product Type:	Other
Other Product Type(s):	UNSPECIFIED SECURITIES
Alleged Damages:	\$79,170.64

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD - CASE #03-04566
Date Notice/Process Served:	06/17/2003
Arbitration Pending?	No
Disposition:	Award
Disposition Date:	10/15/2004
Disposition Detail:	RESPONDENT IS JOINTLY AND SEVERALLY LIABLE FOR \$25,000.00 IN COMPENSATORY DAMAGES

Reporting Source: Individual



Employing firm when activities occurred which led to the complaint:	UBS FINANCIAL SERVICES INC.
Allegations:	CLAIMANT ALLEGES THAT FA TOWNSEND FAILED TO ADVISE OF LIFE INSURANCE EXPENSES AND THE AVAILABILITY OF ANNUITIES. DAMAGES UNSPECIFIED.
Product Type:	Insurance
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	DAMAGES UNSPECIFIED
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:	06/30/2003
Complaint Pending?	No
Status:	Evolved into Arbitration/CFTC reparation (the individual is a named party)
Status Date:	06/30/2003
Settlement Amount:	
Individual Contribution Amount:	
Arbitration Information	
Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	NASD
Docket/Case #:	03-04566
Date Notice/Process Served:	06/30/2003
Arbitration Pending?	No
Disposition:	Award to Customer
Disposition Date:	10/14/2004
Monetary Compensation Amount:	\$26,300.00
Individual Contribution Amount:	\$0.00
Broker Statement	I HAD A VERY GOOD, LONG-TERM RELATIONSHIP IN WHICH QUARTERLY REVIEWS WERE THE NORMAL IN THE MANAGEMENT OF THE CLIENTS JOINT ACCOUNTS AS WELL AS THEIR RETIREMENT ASSETS. IN 1998, DISCUSSIONS TOOK PLACE REGARDING A VERY LARGE WHOLE LIFE POLICY HIS EMPLOYER OWNED ON HIMSELF AND ONE OF HIS OTHER PARTNERS UNDER A KEY MAN AGREEMENT AS THE COMPANY WAS DISSOLVING AND WAS GIVING THE POLICIES TO EACH OF THEM. AFTER MEETING WITH SEVERAL INDIVIDUALS, THE RECOMMENDATION TO 1035



THE WHOLE LIFE POLICY TO A VARIABLE LIFE POLICY WAS GIVEN TO THE CLIENT. OUR CLIENT, UPON ADVICE FROM HIS OWN OWN LEGAL COUNSEL, DECIDED TO PROCEED. CLIENT MET WITH A INSURANCE SPECIALIST AND IN DECEMBER 99, THE CLIENT INITIATED A 1035 EXCHANGE INTO AN ING VARIABLE LIFE INSURANCE POLICY WITH A SUBSTANTIAL REDUCTION IN PREMIUM AND SIGNIFICANT CASH VALUE. QUARTERLY REVIEWS CONTINUED THAT INCLUDED THIS INVESTMENT AS WELL AS CLIENT'S ENTIRE PORTFOLIO. EVEN AFTER THE MARKET CORRECTION IN 2001 AND 2002, THE CASH VALUE WAS SUFFICIENT TO SUSTAIN THIS POLICY.

IN JUNE OF 2003, FOUR YEARS AFTER THE INVESTMENT WAS PURCHASED, THE CLIENT FILED HIS COMPLAINT. HE WAS NOW WITHOUT A JOB AND RAPIDLY SPENDING DOWN ASSETS. HE ASSERTED THAT HE SHOULD HAVE 1035 EXCHANGED INTO A VARIABLE ANNUITY VERSES A VARIABLE LIFE POLICY. AS RESPONDENTS, UBS AND MYSELF DENIED THE ALLEGATIONS AND CHOSE TO GO TO ARBITRATION. THE CLIENT WELL UNDERSTOOD THE RISKS ASSOCIATED WITH THE INVESTMENT IN THE VARIABLE LIFE INSURANCE AND ASSUMED THOSE RISKS, EVEN USING HIS OWN COUNSEL TO MAKE THAT DECISION. THERE WAS NO MISSTATEMENTS OF MATERIAL FACT; WE EVEN HAD CLIENT CONSULT WITH LEGAL COUNSEL AND ADVISED HIM TO SEEK TAX ADVICE.

THE ARBITRATION PANEL DENIED THE CLIENT ANY AND ALL RELIEF INCLUDING THE PUNITIVE DAMAGES, RESCISSION OF THE INVESTMENT AND BACK INTEREST. HE WAS ORDERED TO PAY HIS OWN COST OF ATTORNEY FEES AND 50% OF THE TOTAL FORUM FEES. UBS DID PAY TO THE CLIENT REIMBURSEMENT OF \$1300.00 OF COSTS ASSOCIATED WITH THE ARBITRATION AND \$25,000 AWARD. THIS AWARD WAS THE DIFFERENCE IN COSTS ASSOCIATED WITH A VARIABLE ANNUITY VERSUS AND VARIABLE LIFE POLICY. NO MARKET LOSSES WERE CONSIDERED IN THE CALCULATION.

THIS IS THE ONLY COMPLAINT EVER FILED ON ME IN MY 15-YEAR CONSULTING SERVICES RELATIONSHIP. THE FIRM, AS WELL AS MYSELF, FEEL WE DID EVERYTHING IN THE BEST INTEREST OF THE CLIENT AND WE PERFORMED TO THE HIGHEST, MOST PROFESSIONAL AND ETHICAL STANDARDS THIS FIRM AND OUR INDUSTRY HOLDS OURSELVES TO.



End of Report

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