



IAPD Report

Christopher Stone Cravens

CRD# 2227085

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Qualifications	2 - 5
Registration and Employment History	6
Disclosure Information	7

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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

Christopher Stone Cravens (CRD# 2227085)

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 **03/23/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	RAYMOND JAMES FINANCIAL SERVICES, INC.	CRD# 6694	02/27/2009
IA	RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC	CRD# 149018	04/02/2009

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **34** 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	WACHOVIA SECURITIES FINANCIAL NETWORK, LLC	11025	MANCHESTER, TN	03/10/2006 - 03/04/2009
IA	WACHOVIA SECURITIES FINANCIAL NETWORK, LLC	11025	MANCHESTER, TN	03/10/2006 - 03/04/2009
IA	WACHOVIA SECURITIES, LLC	19616	MANCHESTER, TN	01/28/2004 - 03/10/2006

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	3



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

Employment 1 of 2

Firm Name: **RAYMOND JAMES FINANCIAL SERVICES, INC.**
Main Address: 880 CARILLON PARKWAY
ST. PETERSBURG, FL 33716
Firm ID#: 6694

	Regulator	Registration	Status	Date
B	FINRA	General Securities Principal	Approved	02/27/2009
B	FINRA	General Securities Representative	Approved	02/27/2009
B	Alabama	Agent	Approved	03/05/2009
B	Arkansas	Agent	Approved	07/17/2019
B	California	Agent	Approved	04/11/2019
B	Colorado	Agent	Approved	09/30/2014
B	District of Columbia	Agent	Approved	02/03/2021
B	Florida	Agent	Approved	02/27/2009
B	Georgia	Agent	Approved	02/27/2009
B	Idaho	Agent	Approved	05/12/2023
B	Illinois	Agent	Approved	08/25/2021
B	Indiana	Agent	Approved	01/07/2025
B	Kentucky	Agent	Approved	10/04/2013



Qualifications

Regulator	Registration	Status	Date
B Maine	Agent	Approved	10/04/2013
B Maryland	Agent	Approved	01/19/2023
B Massachusetts	Agent	Approved	11/05/2020
B Michigan	Agent	Approved	02/27/2009
B Minnesota	Agent	Approved	05/03/2024
B Missouri	Agent	Approved	01/19/2023
B Montana	Agent	Approved	01/05/2026
B Nebraska	Agent	Approved	02/16/2024
B New Hampshire	Agent	Approved	06/07/2022
B New Mexico	Agent	Approved	07/11/2024
B New York	Agent	Approved	09/16/2015
B North Carolina	Agent	Approved	02/27/2009
B Ohio	Agent	Approved	09/26/2013
B Oregon	Agent	Approved	03/01/2012
B South Carolina	Agent	Approved	01/17/2013
B Tennessee	Agent	Approved	04/02/2009
B Texas	Agent	Approved	02/27/2009
B Utah	Agent	Approved	03/23/2026
B Vermont	Agent	Approved	04/05/2022



Qualifications

Regulator	Registration	Status	Date
B Virginia	Agent	Approved	02/27/2009
B Washington	Agent	Approved	01/09/2013
B Wisconsin	Agent	Approved	01/17/2019
B Wyoming	Agent	Approved	01/19/2023

Branch Office Locations

RAYMOND JAMES FINANCIAL SERVICES

2070 HILLSBORO BLVD
MANCHESTER, TN 37355

Employment 2 of 2

Firm Name: **RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC**
 Main Address: 880 CARILLON PARKWAY
 SAINT PETERSBURG, FL 33716
 Firm ID#: 149018

Regulator	Registration	Status	Date
IA Tennessee	Investment Adviser Representative	Approved	04/02/2009
IA Texas	Investment Adviser Representative	Restricted Approval	12/06/2018

Branch Office Locations

RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC

2070 HILLSBORO BOULEVARD
MANCHESTER, TN 37355



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 1 principal/supervisory exam, 2 general industry/product exams, and 1 state securities law exam.

Principal/Supervisory Exams

Exam	Category	Date
General Securities Principal Examination (S24)	Series 24	05/02/2006

General Industry/Product Exams

Exam	Category	Date
Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
General Securities Representative Examination (S7)	Series 7	04/28/1992

State Securities Law Exams

Exam	Category	Date
Uniform Securities Agent State Law Examination (S63)	Series 63	04/30/1992

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	03/10/2006 - 03/04/2009	WACHOVIA SECURITIES FINANCIAL NETWORK, LLC	CRD# 11025	MANCHESTER, TN
IA	03/10/2006 - 03/04/2009	WACHOVIA SECURITIES FINANCIAL NETWORK, LLC	CRD# 11025	MANCHESTER, TN
IA	01/28/2004 - 03/10/2006	WACHOVIA SECURITIES, LLC	CRD# 19616	MANCHESTER, TN
B	03/03/2000 - 03/10/2006	WACHOVIA SECURITIES, LLC	CRD# 19616	MANCHESTER, TN
B	04/30/1992 - 03/06/2000	EDWARD JONES	CRD# 250	ST. LOUIS, MO

EMPLOYMENT HISTORY

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

Employment Dates	Employer Name	Position	Investment Related	Employer Location
03/2009 - Present	RAYMOND JAMES FINANCIAL SERVICES ADVISORS INC.	INVESTMENT ADVISER REP	Y	MANCHESTER, TN, United States
02/2009 - Present	RAYMOND JAMES FINANCIAL SERVICES, INC.	FINANCIAL ADVISOR	Y	MANCHESTER, TN, United States

OTHER BUSINESS ACTIVITIES

This section includes information, if any, as provided by the representative regarding other business activities the representative is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent, or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious, or fraternal and is recognized as tax exempt.

(1)Name of Business: Coffee Financial INC Address: 2070 Hillsboro Blvd, Manchester, TN, 37355, United States Activity Type: Support Company - Owner Position/Title: Officer - CEO, Associate/Employee, Officer - President Investment Related: No Start Date: 03/01/2009 Hours per month devoted to this business: 81+ Hours per month devoted to this business during trading hours: 41+ Description of duties: rj advisor



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	3

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 3

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	WACHOVIA SECURITIES, LLC
Allegations:	TENNESSEE CLIENT CLAIMED THAT SHE TOOK HER INVESTMENTS TO THE FA IN 2003 AND THAT SHE TOLD HIM THAT SHE WAS A CONSERVATIVE INVESTOR AND THAT SHE DID NOT WANT HER MONEY INVESTED IN STOCKS. THE CLIENT CLAIMED THAT THE FA NEVER DISCUSSED WITH HER HOW HER MONEY WAS INVESTED AND THAT IT WASN'T UNTIL RECENTLY THAT SHE DISCOVERED THAT HER PORTFOLIO HAD BEEN INVESTED IN 85% STOCKS. THE CLIENT CLAIMED THAT THE FA TOLD HER THAT HER MONEY WAS IN WELL-MANAGED LOW-RISK INVESTMENTS. THE CLIENT CLAIMED THAT AFTER LOSING A LARGE PORTION OF HER INVESTMENTS, SHE FOUND THAT THEY WERE NOT IN LOW-RISK FUNDS. THE CLIENT ALSO CLAIMED THAT THE FA FAILED TO INFORM HER THAT HER UTMA ACCOUNT WAS LOSING MONEY AND THAT NOW IT IS HALF THE AMOUNT INVESTED. THE CLIENT TRANSFERRED HER ACCOUNTS FROM THE FIRM ON OR ABOUT JANUARY 15, 2009. NO TIME PERIOD WAS SPECIFIED; NO SPECIFIC SECURITIES WERE SPECIFIED; AND, FINALLY, NO LOSSES OR DAMAGES WERE SPECIFIED. THE CLIENT MAINTAINED THREE ACCOUNTS AT THE FIRM, THE EARLIEST OF WHICH WAS OPENED ON JULY 15, 2002. LOSSES ARE BELIEVED TO BE IN EXCESS OF \$5,000.
Product Type:	Other
Other Product Type(s):	MISCELLANEOUS
Alleged Damages:	\$0.00

Customer Complaint Information



Date Complaint Received: 02/03/2009

Complaint Pending? No

Status: Denied

Status Date: 03/23/2009

Settlement Amount:

Individual Contribution Amount:

Firm Statement

THE FIRM DENIED THE COMPLAINT ON MARCH 23, 2009 VIA A CERTIFIED LETTER TO THE CLIENT. BASED UPON THE FIRM'S REVIEW, IT APPEARED THAT THE INVESTMENTS THAT WERE MADE FOR THE CLIENT'S ACCOUNTS DURING THE RELEVANT TIME PERIOD WERE CONSISTENT WITH HER OVERALL INVESTOR PROFILE, HER GROWTH INVESTMENT OBJECTIVE AND HER MODERATE RISK TOLERANCE. THE CLIENT'S ACCOUNTS WERE INVESTED IN A DIVERSIFIED PORTFOLIO OF CORPORATE BONDS, CDS, EQUITIES, MUTUAL FUNDS AND ANNUITIES. PER THE FA, HE DISCUSSED EACH INVESTMENT THAT WAS MADE FOR THE CLIENT'S ACCOUNTS WITH HER AND HE OBTAINED HER AUTHORIZATION TO MAKE THOSE INVESTMENTS PRIOR TO THE INVESTMENTS BEING PURCHASED OR SOLD IN THE ACCOUNTS. THE CLIENT'S UTMA ACCOUNT ACTUALLY HAD A NET UNREALIZED GAIN RATHER THAN A LOSS AS CLAIMED BY THE CLIENT.

Reporting Source: Firm

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

Allegations: TENNESSEE CLIENT CLAIMED THAT SHE TOOK HER INVESTMENTS TO THE FA IN 2003 AND THAT SHE TOLD HIM THAT SHE WAS A CONSERVATIVE INVESTOR AND THAT SHE DID NOT WANT HER MONEY INVESTED IN STOCKS. THE CLIENT CLAIMED THAT THE FA NEVER DISCUSSED WITH HER HOW HER MONEY WAS INVESTED AND THAT IT WASN'T UNTIL RECENTLY THAT SHE DISCOVERED THAT HER PORTFOLIO HAD BEEN INVESTED IN 85% STOCKS. THE CLIENT CLAIMED THAT THE FA TOLD HER THAT HER MONEY WAS IN WELL-MANAGED LOW-RISK INVESTMENTS. THE CLIENT CLAIMED THAT AFTER LOSING A LARGE PORTION OF HER INVESTMENTS, SHE FOUND THAT THEY WERE NOT IN LOW-RISK FUNDS. THE CLIENT ALSO CLAIMED THAT THE FA FAILED TO INFORM HER THAT HER UTMA ACCOUNT WAS LOSING MONEY AND THAT NOW IT IS HALF THE AMOUNT INVESTED. THE CLIENT TRANSFERRED HER ACCOUNTS FROM THE FIRM ON OR ABOUT JANUARY 15, 2009. NO TIME PERIOD WAS SPECIFIED; NO SPECIFIC SECURITIES WERE SPECIFIED; AND, FINALLY, NO LOSSES OR DAMAGES WERE SPECIFIED. THE CLIENT MAINTAINED THREE ACCOUNTS AT THE FIRM, THE EARLIEST OF WHICH WAS OPENED ON JULY 15, 2002. LOSSES ARE BELIEVED TO BE IN EXCESS OF \$5,000.

Product Type: Other

Other Product Type(s): MISCELLANEOUS

Alleged Damages: \$0.00

Customer Complaint Information

Date Complaint Received: 02/03/2009

Complaint Pending? Yes



Settlement Amount:

Individual Contribution Amount:

Reporting Source:

Individual

Employing firm when activities occurred which led to the complaint:

WACHOVIA SECURITIES FINANCIAL NETWORK

Allegations:

TENNESSEE CLIENT CLAIMED THAT SHE TOOK HER INVESTMENTS TO THE FA IN 2003 AND THAT SHE TOLD HIM THAT SHE WAS A CONSERVATIVE INVESTOR AND THAT SHE DID NOT WANT HER MONEY INVESTED IN STOCKS. THE CLIENT CLAIMED THAT THE FA NEVER DISCUSSED WITH HER HOW HER MONEY WAS INVESTED AND THAT IT WASN'T UNTIL RECENTLY THAT SHE DISCOVERED THAT HER PORTFOLIO HAS BEEN INVESTED IN 85% STOCKS. THE CLIENT CLAIMED THAT THE FA TOLD HER THAT HER MONEY WAS IN WELL MANAGED LOW RISK INVESTMENTS THE CLIENT CLAIMED THAT AFTER LOSING A LARGE PORTION OF HER INVESTMENTS, SHE FOUND THAT DAY WERE NOT IN LOW RISK FUNDS. THE CLIENT ALSO CLAIMED THAT THE FA FAILED TO INFORM HER THAT HER UTMA ACCOUNT WAS LOSING MONEY AND NOW THAT IT IS HALF THE AMOUNT INVESTED. THE CLIENT TRANSFERRED HER ACCOUNTS FROM THE FIRM ON OR ABOUT JANUARY 15, 2009. NO TIME PERIOD WAS SPECIFIED; NO SPECIFIC SECURITIES WERE SPECIFIED; AND, FINALLY, NO LOSSES OR DAMAGES WERE SPECIFIED. THE CLIENT MAINTAINED THREE ACCOUNTS AT THE FIRM, THE EARLIEST OF WHICH WAS OPENED ON JULY 15, 2002. LOSSES ARE BELIEVED TO BE EXCESS OF \$5000.00.

Product Type:

Other

Other Product Type(s):

MISCELLANEOUS

Alleged Damages:

\$0.00

Customer Complaint Information

Date Complaint Received:

02/03/2009

Complaint Pending?

No

Status:

Denied

Status Date:

03/23/2009

Settlement Amount:

Individual Contribution Amount:

Disclosure 2 of 3

Reporting Source:

Firm

Employing firm when activities occurred which led to the complaint:

EDWARD JONES

Allegations:

THE CLIENT PURCHASED THREE 15 YEAR DEPOSIT NOTES IN 1998. THE CLIENT STATES MR. CRAVENS DID NOT FULLY INFORM THEM OF THE PENALTIES INVOLVED WITH THE INVESTMENTS AND THEY BELIEVED THEY WOULD BE ABLE TO REINVEST THEIR CDS ON THE CALL DATES. THE CLIENTS STATE THEY WOULD NOT HAVE PURCHASED THE INVESTMENTS



HAD THEY KNOWN THESE CONDITIONS.

Product Type: CD(s)
Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 03/24/2000
Complaint Pending? No
Status: Denied
Status Date: 04/26/2000

Settlement Amount:**Individual Contribution Amount:****Firm Statement**

MR. CRAVENS STATES HE EXPLAINED THE FEATURES OF THE DEPOSIT NOTES INCLUDING MATURITY DATE, CALLABLE BY THE ISSUER PRIOR TO MATURITY, INTEREST RATE AND FDIC INSURED. MR. CRAVENS STATES THE CLIENT INDICATED THE FUNDS WERE NOT NEEDED TO MEET IMMEDIATE NEEDS. BASED ON A REVIEW OF PREVIOUS PURCHASES IN THE CLIENTS ACCOUNT, THE CLIENT SHOULD BE AWARE OF THE EFFECTS OF MARKET FLUCTUATION ON INVESTMENTS OF THIS NATURE. CLAIM DENIED.

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: THE CLIENT PURCHASED THREE 15 YEAR DEPOSIT NOTES IN 1998. THE CLIENT STATES MR. CRAVENS DID NOT FULLY INFORM THEM OF THE PENALTIES INVOLVED WITH THE INVESTMENTS AND THEY BELIEVED THEY WOULD BE ABLE TO REINVEST THEIR CDS ON THE CALL DATES. THE CLIENTS STATE THEY WOULD HAVE NOT PURCHASED THE INVESTMENTS HAD THEY KNOWN THESE CONDITIONS.

Product Type: CD(s)
Other Product Type(s): N/A
Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 03/24/2000
Complaint Pending? No
Status: Denied
Status Date: 04/26/2000

Settlement Amount: \$0.00**Individual Contribution Amount:** \$0.00**Broker Statement**

MR. CRAVENS STATES HE EXPLAINED THE FEATURES OF THE DEPOSIT NOTES INCLUDING MATURITY DATE, CALLABLE BY THE ISSUER PRIOR TO MATURITY, INTEREST RATE AND FDIC INSURED. MR. CRAVENS STATES



THE CLIENT INDICATED THE FUNDS WERE NOT NEEDED TO MEET IMMEDIATE NEEDS. BASED ON A REVIEW OF PREVIOUS PURCHASES IN THE CLIENTS ACCOUNT, THE CLIENT SHOULD BE AWARE OF THE EFFECTS OF MARKET FLUCTUATION ON INVESTMENTS OF THIS NATURE. CLAIM DENIED.

Disclosure 3 of 3

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: THE CLIENT STATES THE 4/7/98 PURCHASE OF A \$51,000 15-YEAR DEPOIT NOTE WAS NOT SUITABLE FOR SOMEONE HIS FATHERS AGE. IN ADDITION, THE CLIENT STATES HE INSTRUCTED THE IR TO NOTIFY HIM IN ADVANCE BEFORE PLACING ANY TRADES. THE CLIENT ALSO STATES THE 2/15/00 PURCHASE OF A \$5,000 15-YEAR DEPOSIT NOTE WAS DONE WITHOUT HIS OR HIS FATHERS AUTHORIZATION.

Product Type: CD(s)

Alleged Damages: \$56,000.00

Customer Complaint Information

Date Complaint Received: 03/31/2000

Complaint Pending? No

Status: Denied

Status Date: 04/26/2000

Settlement Amount:

Individual Contribution Amount:

Firm Statement

THE CUSTOMER WAS ADVISED THAT THE MR. CRAVENS CLAIMS BOTH INVESTMENTS WERE MADE WITH THE AUTHORIZATION OF HIS FATHER. THE INVESTMENTS WERE MADE WITH THE PROCEEDS OF OTHER INVESTMENTS THAT HAD BEEN CALLED. MR. CRAVENS INDICATES HE ADVISED THE ACCOUNT OWNER THAT HE COULD EITHER SEND A CHECK FOR THE CALL PROCEEDS OR REINVEST THE MONEY INTO ANOTHER INVESTMENR. MR. CRAVENS CLAIMS THAT IN THE CASE OF THE \$51,000.00 INVESTMENT THE ACUTAL CUSTOMER TOLD HIM HE DID NOT HAVE AN IMMEDIATE NEED FOR THE MONEY AND WANTED TO REINVEST IN AN INSURED INVESTMENT THAT PAID A COMPETITIVE RATE OF INTEREST. MR. CRAVENS INDICATED HE RECOMMENDED THE DEPOSIT NOTE AND DESCRIBED ALL THE FEATURES OF THE INVESTMENT INCLUDIING THE 15 YEAR MATURITY. MR. CRAVENS ACKNOWLEDGED THE CUSTOMER WAS CONCERNED ABOUT THE AVAILABILITY OF THE FUNDS UPON HIS DEATH SO THE ESTATE FEATURE CONNECTED WITH THE INVESTMENT WAS EXPLAINED TO THE CUSTOMER. OUR POSITION IS THE REGISTERED OWNER OF THE ACCOUNT AUTHORIZED BOTH PURCHASES. THE INDIVIDUAL WHO COMPLAINED WAS MAILED COPIES OF THE CONFIRMATIONS AND HAS RECEIVED MONTHLY STATEMENTS WHICH LISTED THE INVESTMENTS. OUR POSITION IS MR. CRAVENS ACTED PROPERLY AND THE CLAIM WAS DENIED.



Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: THE CLIENT STATES THE 4/7/98 PURCHASE OF A \$51,000 15-YEAR DEPOSIT NOTE WAS NOT SUITABLE FOR SOMEONE HIS FATHERS AGE. IN ADDITION, THE CLIENT STATES HE INSTRUCTED THE IR TO NOTIFY HIM IN ADVANCE BEFORE PLACING ANY TRADES. THE CLIENT ALSO STATES THE 2/15/00 PURCHASE OF A \$5,000 15-YEAR DEPOSIT NOTE WAS DONE WITHOUT HIS OR HIS FATHERS AUTHORIZATION.

Product Type: CD(s)

Other Product Type(s): N/A

Alleged Damages: \$56,000.00

Customer Complaint Information

Date Complaint Received: 03/31/2000

Complaint Pending? No

Status: Denied

Status Date: 04/26/2000

Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Broker Statement

THE CUSTOMER WAS ADVISED THAT MR. CRAVENS CLAIMS BOTH INVESTMENTS WERE MADE WITH THE AUTHORIZATION OF HIS FATHER. THE INVESTMENTS WERE MADE WITH THE PROCEEDS OF OTHER INVESTMENTS THAT HAD BEEN CALLED. MR. CRAVENS INDICATES HE ADVISED THE ACCOUNT OWNER THAT HE COULD EITHER SEND A CHECK FOR THE CALL PROCEEDS OR REINVEST THE MONEY INTO ANOTHER INVESTMENT. MR. CRAVENS CLAIMS THAT IN THE CASE OF THE \$51,000 INVESTMENT THE ACTUAL CUSTOMER TOLD HIM HE DID NOT HAVE AN IMMEDIATE NEED FOR THE MONEY AND WANTED TO REINVEST IN AN INSURED INVESTMENT THAT PAID A COMPETITIVE RATE OF INTEREST. MR. CRAVENS INDICATED HE RECOMMENDED THE DEPOSIT NOTE AND DESCRIBED ALL THE FEATURES OF THE INVESTMENT INCLUDING THE 15 YEAR MATURITY. MR. CRAVENS ACKNOWLEDGED THE CUSTOMER WAS CONCERNED ABOUT THE AVAILABILITY OF THE FUNDS UPON HIS DEATH SO THE ESTATE FEATURE CONNECTED WITH THE INVESTMENT WAS EXPLAINED TO THE CUSTOMER. OUR POSITION IS THE REGISTERED OWNER OF THE ACCOUNT AUTHORIZED BOTH PURCHASES. THE INDIVIDUAL WHO COMPLAINED WAS MAILED COPIES OF THE CONFIRMATIONS AND HAS RECEIVED MONTHLY STATEMENTS WHICH LISTED THE INVESTMENTS. OUR POSITION IS MR. CRAVENS ACTED PROPERLY AND THE CLAIM WAS DENIED.



End of Report

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