



IAPD Report

TREVOR SHAWN SUTTERFIELD

CRD# 2236383

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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

TREVOR SHAWN SUTTERFIELD (CRD# 2236383)

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 **12/22/2023**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
IA	SUTTERFIELD FINANCIAL GROUP, INC.	CRD# 115652	01/24/2000

QUALIFICATIONS

This representative is currently registered in **0** SRO(s) and **2** 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	PURSHE KAPLAN STERLING INVESTMENTS	35747	BARTLESVILLE, OK	12/13/2007 - 12/31/2023
IA	AMERICAN GENERAL SECURITIES INCORPORATED	13626	BARTLESVILLE, OK	09/22/2006 - 12/13/2007
B	AMERICAN GENERAL SECURITIES INCORPORATED	13626	BARTLESVILLE, OK	10/01/2002 - 12/13/2007

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	6



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 **2** jurisdiction(s) and **0** SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **SUTTERFIELD FINANCIAL GROUP, INC.**

Main Address: 501 SE FOURTH STREET
BARTLESVILLE, OK 74003

Firm ID#: 115652

Regulator	Registration	Status	Date
IA Oklahoma	Investment Adviser Representative	Approved	01/24/2000
IA Texas	Investment Adviser Representative	Restricted Approval	01/24/2005

Branch Office Locations

SUTTERFIELD FINANCIAL GROUP, INC.

501 SE FOURTH STREET
BARTLESVILLE, OK 74003



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, 4 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
General Securities Principal Examination (S24)	Series 24	03/26/2001

General Industry/Product Exams

Exam	Category	Date
Operations Professional Examination (S99TO)	Series 99TO	01/02/2023
Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
General Securities Representative Examination (S7)	Series 7	04/18/2000
Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	05/20/1992

State Securities Law Exams

Exam	Category	Date
Uniform Investment Adviser Law Examination (S65)	Series 65	10/18/1999
Uniform Securities Agent State Law Examination (S63)	Series 63	08/20/1993

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	12/13/2007 - 12/31/2023	PURSHE KAPLAN STERLING INVESTMENTS	CRD# 35747	BARTLESVILLE, OK
IA	09/22/2006 - 12/13/2007	AMERICAN GENERAL SECURITIES INCORPORATED	CRD# 13626	BARTLESVILLE, OK
B	10/01/2002 - 12/13/2007	AMERICAN GENERAL SECURITIES INCORPORATED	CRD# 13626	BARTLESVILLE, OK
IA	01/24/2000 - 12/31/2002	SUTTERFIELD FINANCIAL GROUP, INC.	CRD# 115652	BARTLESVILLE, OK
B	01/20/1995 - 10/01/2002	FRANKLIN FINANCIAL SERVICES CORPORATION	CRD# 5435	HOUSTON, TX
B	05/26/1992 - 01/05/1995	PRUCO SECURITIES CORPORATION	CRD# 5685	NEWARK, NJ

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
12/2007 - Present	PURSHE KAPLAN STERLING INVESTMENTS	REGISTERED REPRESENTATIVE	Y	ALBANY, NY, United States
10/2002 - Present	AIG AMERICAN GENERAL LIFE INSURANCE COMPANY	AGENT	Y	BARTLESVILLE, OK, United States
01/1997 - Present	SUTTERFIELD FINANCIAL GROUP, INC.	PRESIDENT/CHIEF COMPLIANCE OFFICER	Y	BARTLESVILLE, OK, 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) PENSION ADVISORS INC, PENSION RELATED SERVICES, COMMENCED 09/2005, CORPORATION, INVESTMENT-RELATED, 40 HOURS/MONTH TIME SPENT, 100% OWNERSHIP, OFFICER :
- 2) SUTT AIR, LLC, AIRCRAFT MANAGEMENT, COMMENCED 10/05/2007, LLC, NOT INVESTMENT-RELATED, 1 HOUR/MONTH SPENT, 100% OWNERSHIP, OFFICER
- 3) SHELTER FARM, LLC, AGRICULTURE, COMMENCED 6/20/2008, LLC, NOT INVESTMENT-RELATED, 1 HOUR/MONTH SPENT, 100% OWNERSHIP, OFFICER
- 4) SUTTERFIELD HOLDINGS, INC., PROPERTY MANAGEMENT, COMMENCED 2/27/2006, CORPORATION, NOT



Registration & Employment History

OTHER BUSINESS ACTIVITIES

INVESTMENT-RELATED, 1 HOUR/MONTH SPENT, 100% OWNERSHIP, ACTIVE OWNER

5) SUTTERFIELD PROPERTIES, LLC, PROPERTY MANAGEMENT. 501 SE 4TH ST., BARTLESVILLE, OK 74003, COMMENCED 09/2005, LLC, NOT INVESTMENT RELATED, 1 HOUR/MONTH TIME SPENT, 100% OWNERSHIP, OFFICER
6) SFG INSURANCE, INDEPENDENT INSURANCE SALES, COMMENCED 01/1995, CORPORATION/REGISTERED INVESTMENT ADVISOR, INVESTMENT RELATED, 40 HOURS/MONTH TIME SPENT, 100% OWNERSHIP, AGENT/REPRESENTATIVE

7) SUTTERFIELD FINANCIAL GROUP INC, ESTATE PLANNING, COMMENCED 01/1995, CORPORATION/REGISTERED INVESTMENT ADVISOR, INVESTMENT RELATED, 40 HOURS/MONTH TIME SPENT, 100% OWNERSHIP

8) EAGLE CONTRUCTION MANAGEMENT, LLC; NOT INVESTMENT RELATED; 501 SE 4TH ST BARTLESVILLE, OK 74003; CONSTRUCTION MANAGEMENT; OFFICER; START DATE: 10/5/2010; APPROX 5 HR/MO; OPERATIONAL MANAGEMENT DUTIES

9) LONGVIEW FINANCIAL SOLUTIONS, LLC; INVESTMENT RELATED; 7401 BITTERROOT PLACE, SUITE 100, SIOUX FALLS, SD 57108; FINANCIAL CONSULTING; 50% OWNER; START DATE 3/1/2013; 40 HRS/MONTH; 40 HRS/MONTH DURING SECURITIES HOURS; MANAGEMENT, OPERATIONS, FINANCIAL CONSULTING.

10) BARTLESVILLE PREFERRED PROPERTY, LLC. NOT INVESTMENT RELATED. 501 E. 4TH STREET, BARTLESVILLE, OK 74003. RENT HOMES AND HOUSE FLIPPING. MEMBER AND MANAGER. 03/2013. 5 HRS/MO. MANAGEMENT OF COMPANY, EVALUATION OF RISKS, EVALUATION IF INCOME POTENTIAL.

11) SUTTERFIELD PROPERTY MANAGEMENT, LLC; Not Investment Related. 501 SE 4th Street, Bartlesville, OK 74003. Property Management. Start 8/1/2012, 25% Trevor Sutterfield, 25% Michelle Sutterfield. 0.5 hours per month.

12) LONGVIEW TAX SOLUTIONS, LLC; Not investment related; 71401 Bitterroot Place, Suite 100, Sioux Falls, SD 57108; Tax prep and solutions, Start 11/01/2015, 75% owner and Manager, Approximately 5 hours per month

13) LIBRARY TRUST AUTHORITY. Not Investment Related. 401 S. Johnstone Ave, Bartlesville OK 74003. Advisory Board to Public Library. Trust Authority Member. Start 8/2020. Board will meet twice a year for an hour to review and manage the library endowment fund including its investment allocation and disbursement of funds.



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	6

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 6

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	Purshe Kaplan Sterling Investments
Allegations:	The clients allege the failure to design a fully insured defined benefit plan, and the inappropriate use of whole life insurance and a fixed annuity to fund the plan.
Product Type:	Annuity-Fixed Insurance
Alleged Damages:	\$256,527.00
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:	05/25/2016
Complaint Pending?	No
Status:	Evolved into Arbitration/CFTC reparation (the individual is a named party)
Status Date:	07/12/2016
Settlement Amount:	
Individual Contribution Amount:	



Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):

AAA

Docket/Case #: AAA-01-16-0002-7432

Date Notice/Process Served: 07/20/2016

Arbitration Pending? No

Disposition: Settled

Disposition Date: 09/27/2017

Monetary Compensation Amount: \$107,000.00

Individual Contribution Amount: \$0.00

Broker Statement The fully insured defined benefit plan was properly designed based upon the information provided by the clients, along with their CPA/attorney. Following the comprehensive meetings and ongoing consulting, no objections or concerns were raised by the clients or their CPA/attorney. Only after the clients consulted with their new advisor did the clients change their perspective.

Disclosure 2 of 6

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Purshe Kaplan Sterling Investments

Allegations: clients allege the inappropriate use of variable universal insurance policies within a captive insurance company for tax purposes.

Product Type: Other: Variable Universal Life

Alleged Damages: \$282,791.00

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: 04/14/2016

Complaint Pending? No

Status: Evolved into Arbitration/CFTC reparation (the individual is a named party)

Status Date: 12/28/2016

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):****Docket/Case #:** AAA-01-16-0003-8631**Date Notice/Process Served:** 12/28/2016**Arbitration Pending?** No**Disposition:** Settled**Disposition Date:** 08/03/2017**Monetary Compensation Amount:** \$150,000.00**Individual Contribution Amount:** \$0.00**Broker Statement**
The clients engaged us to implement a comprehensive plan regarding their business operations that utilized various advanced concepts. The concepts were developed after numerous meetings with their accountant, attorney and banker. Following the comprehensive meetings and ongoing consulting, no objections or concerns were raised for nearly two years. Only after the clients consulted with their new advisor did the clients change their perspective.**Disclosure 3 of 6****Reporting Source:** Firm
Employing firm when activities occurred which led to the complaint: FRANKLIN FINANCIAL SERVICES CORP; AMERICAN GENERAL SECURITIES, INC.; PURSHE KAPLAN STERLING INVESTMENTS INC.**Allegations:** THE CUSTOMERS ALLEGE THAT SHARES OF STOCK WERE SOLD IN THEIR ACCOUNTS IN 2010 WITHOUT THEIR KNOWLEDGE OR CONSENT; THAT A VARIABLE ANNUITY PURCHASED IN 2006 DID NOT PERFORM AS REPRESENTED, AND THE INVESTMENTS WITHIN THE ANNUITY WERE TOO AGGRESSIVE; AND THAT A VARIABLE LIFE POLICY PURCHASED IN 2006 WAS NOT APPROPRIATE FOR THEM.**Product Type:** Annuity-Variable
Equity Listed (Common & Preferred Stock)
Insurance**Alleged Damages:** \$2,606,198.00**Arbitration Information****Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA, OKLAHOMA CITY**Docket/Case #:** 12-03033**Date Notice/Process Served:** 01/09/2013**Arbitration Pending?** Yes**Reporting Source:** Firm



Employing firm when activities occurred which led to the complaint:

FRANKLIN FINANCIAL SERVICES

Allegations:

THE CUSTOMER ALLEGE THAT SHARES OF STOCK WERE SOLD IN THEIR ACCOUNTS IN 2010 WITHOUT THEIR KNOWLEDGE OR ONSENT; THAT A VARIABLE ANNUITY PURCHASED IN 2006 DID NOT PERFORM AS REPRESENTED, AND THE INVESTMENTS WITHIN THE ANNUITY WERE TOO AGGRESSIVE; AND THAT A VARIABLE LIFE POLICY PURCHASED IN 2006 WAS NOT APPROPRIATE FOR THEM

Product Type:

Insurance
Other: RESTRICTED STOCK

Alleged Damages:

\$2,652,998.04

Alleged Damages Amount Explanation (if amount not exact):

STATEMENT OF CLAIM LISTES APPROXIMATE LOSSES. ALSO REQUESTS ATTORNEY'S FEES, FORUM FEES AND PUNITIVE DAMAGES.

Is this an oral complaint?

No

Is this a written complaint?

No

Is this an arbitration/CFTC reparation or civil litigation?

Yes

Arbitration/Reparation forum or court name and location:

FINRA

Docket/Case #:

12-03033

Filing date of arbitration/CFTC reparation or civil litigation:

09/26/2012

Customer Complaint Information

Date Complaint Received: 12/28/2012

Complaint Pending? No

Status: Evolved into Arbitration/CFTC reparation (the individual is a named party)

Status Date: 01/15/2013

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):

FINRA

Docket/Case #: 12-03033

Date Notice/Process Served: 12/28/2012

Arbitration Pending? Yes

Reporting Source: Individual



Employing firm when activities occurred which led to the complaint:

PURSHE KAPLAN STERLING INVESTMENTS

Allegations:

The Complainant made allegations against eight various entities throughout the United States for broad theories of wrongdoing, including errors, omissions, negligence, negligent supervision of the sale of stock, fraud, mismanagement, replacement of an unsuitable life insurance policy. The Complainant contended certain stock that was sold at her request in August 2010 should not have been sold due to her "deep emotional attachment to the stock". The Complainant further contended that the creation of an LLC for the purpose of serving as the owner of an insurance policy was "negligent and irresponsible" in that the Complainant believed it would create a taxable event. A number of the entities, including Sutterfield Financial Group, Inc., filed a Motion to Dismiss and Counterclaims against the Complainant, including for breach of contract, defamation, and expungement pursuant to FINRA rule 2080. The counterclaims against the Complainant highlighted the fact that the Complainant has a history of filing claims regarding the same stock. In addition to damages related to breach of contract and defamation, Sutterfield Financial Group, Inc. requested reimbursement of attorney fees to defend against the Complainant's frivolous claim.

Product Type:

Equity Listed (Common & Preferred Stock)
Insurance

Alleged Damages:

\$2,652,998.04

Alleged Damages Amount Explanation (if amount not exact):

STATEMENT OF CLAIM LISTS APPROXIMATE LOSSES. ALSO REQUESTS ATTORNEY'S FEES, FORUM FEES AND PUNITIVE DAMAGES.

Is this an oral complaint?

No

Is this a written complaint?

No

Is this an arbitration/CFTC reparation or civil litigation?

Yes

Arbitration/Reparation forum or court name and location:

FINRA

Docket/Case #:

12-03033

Filing date of arbitration/CFTC reparation or civil litigation:

09/26/2012

Customer Complaint Information

Date Complaint Received: 01/02/2013

Complaint Pending? No

Status: Evolved into Arbitration/CFTC reparation (the individual is a named party)

Status Date: 01/02/2013

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):**

Docket/Case #: 12-03033
Date Notice/Process Served: 01/02/2013
Arbitration Pending? No
Disposition: Settled
Disposition Date: 08/28/2014
Monetary Compensation Amount: \$43,750.00
Individual Contribution Amount: \$0.00

Broker Statement The frivolous suit was settled for litigation costs . As a result of the settlement, Sutterfield Financial Group, Inc. waived the right to pursue damages related to the Claimant's frivolous claims. Sutterfield Financial Group, Inc. strongly believes that in the event that the case would have proceeding to a hearing on the merits, the case would have resulted in a decision in favor of Sutterfield Financial Group, Inc., including damages for defamation and attorney fees . The Respondents Purshe Kaplan Sterling Investments (PKS) settled for the litigation costs of \$38,750 and American General paid \$5,000. Sutterfield Financial Group, Inc. did not receive any funds for damages from the Claimant nor did the Claimant receive any funds from Sutterfield Financial Group, Inc.

Disclosure 4 of 6

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: PURSHE KAPLAN STERLING INVESTMENTS
Allegations: CLIENTS COMPLAIN THAT THE WHOLE LIFE POLICY SOLD TO THEM IS NOT APPROPRIATE BECAUSE IT DOES NOT GENERATE THE EXPECTED INCOME.
Product Type: Insurance
Alleged Damages: \$688,499.87
Alleged Damages Amount Explanation (if amount not exact): THIS AMOUNT EQUALS THE AMOUNT OF PREMIUMS PAID BY THE [CUSTOMER]'S FOR THEIR POLICIES. THEIR COMPLAINT LETTER REQUESTS A RETURN OF PREMIUMS PAID TO DATE. THE INSURERS INTERNAL INVESTIGATION FOUND NO MERIT TO THE COMPLAINT NOR ANY WRONGDOING ON THE PART OF ME OR MY FIRM.
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: 07/13/2009
Complaint Pending? No
Status: Denied



Status Date: 08/31/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement

WE WORKED WITH THE [CUSTOMERS] TO DEVELOP A COMPREHENSIVE FINANCIAL PLAN THAT INCLUDED LONG TERM INVESTMENT, TAX, RETIREMENT AND ESTATE PLANNING. AS A RESULT OF OUR ANALYSIS, THEY ENGAGED US TO IMPLEMENT AND MANAGE THE PLAN INCLUDING INVESTMENT MANAGEMENT, INSURANCE POLICIES, A PENSION PLAN FOR THEIR BUSINESS AS WELL AS TAX PLANNING AND PREPARATION. WE HAVE MANAGED AND SERVICED THE PLAN SINCE ITS INCEPTION AT OR ABOVE THE CLIENTS' EXPECTATION (BASED ON FEEDBACK FROM THE CLIENTS THEMSELVES). RECENTLY, [CUSTOMER] HAD QUESTIONS ABOUT THE LIFE INSURANCE PORTION OF THE PLAN CONCERNING THE SOLVENCY OF THE INSURER (AIG) AND THE POSSIBILITY OF ACCESSING THE CASH VALUES EARLY. THE ORIGINAL PLAN WAS TO LEAVE ALONE THE CASH VALUES OF THE INSURANCE POLICY FOR THE FIRST TEN (10) YEARS OF THE PLAN, WHICH IS WHY THE CLIENTS ELECTED A WHOLE LIFE POLICY CONTAINING SOME BASE GUARANTEES. ONCE THE [CUSTOMERS] EXPRESSED INTEREST IN RECEIVING MONEY FROM THE POLICIES, WE OBTAINED POLICY PROJECTIONS DIRECTLY FROM THE INSURER ILLUSTRATING THE EFFECT THIS EARLY ACCESS TO THE POLICY CASH VALUES WOULD HAVE. WE PROMPTLY FORWARDED THESE PROJECTIONS TO THE CLIENT WITH THE EXPECTATION THAT WE WOULD REVIEW WITH THE CLIENT AND EXPLAIN THE ILLUSTRATIONS AND IMPACT TO THE OVERALL FINANCIAL PLAN WHICH HAD BEEN IMPLEMENTED. THE CLIENTS NEVER RESPONDED TO OUR REPEATED ATTEMPTS TO ADDRESS THEIR CASH NEEDS WITH ALTERNATIVE PROPOSALS. WE BELIEVE THAT WITH SOME DIRECT EXPLANATION AND CORRESPONDENCE WITH THE [CUSTOMERS], WE COULD ADEQUATELY ADDRESS THEIR CASH NEEDS. THE COMPLAINT CONTAINS MANY FACTUAL MISSTATEMENTS AND OMISSIONS. DESPITE THE [CUSTOMER]' REQUEST FOR A RETURN OF THEIR PREMIUMS, THEY HAVE MADE NO ACTUAL CLAIM FOR DAMAGES. THE INSURER HAS EVALUATED THE COMPLAINT LETTER AND SUMMARILY REJECTED THE [CUSTOMER]'S REQUEST FOR A RETURN OF PREMIUMS. THE INSURER'S OWN INTERNAL INVESTIGATION HAS CONCLUDED WITH NO FINDING OF WRONGDOING ON MY PART AND NO FINDING OF MERIT OF THE CLAIMS MADE BY THE [CUSTOMERS]. WE HAVE SINCE MET WITH THE CLIENT TO CLARIFY THE QUESTIONS RAISED IN THEIR WRITTEN COMPLAINT AND THEY SEEM TO BE SATISFIED.

Disclosure 5 of 6

Reporting Source:

Firm

Employing firm when activities occurred which led to the complaint:

AMERICAN GENERAL SECURITIES INCORPORATED

Allegations:

CUSTOMER ALLEGES THAT IN MARCH 2004, REP INDUCED THEM TO PURCHASE A LIFE INSURANCE POLICY THAT WAS NOT SUITABLE, DISGUISED AS A PENSION RESCUE PLAN AND THE ANNUAL PREMIUM PAYMENTS WERE MADE BY THE REP FROM CONTROL OF THEIR OTHER ASSETS.



Product Type: Insurance
Other Product Type(s): MODIFIED WHOLE LIFE POLICY
Alleged Damages: \$95,000.00

Customer Complaint Information

Date Complaint Received: 08/08/2008

Complaint Pending? No

Status: Arbitration/Reparation

Status Date: 08/08/2008

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: FINRA DISPUTE RESOLUTION CASE NUMBER 08-02496 / [CUSTOMER], INDIVIDUALLY AND THE [CUSTOMER'S] BENEFIT SERVICES PSP, ET AL V. TREVOR SUTTERFIELD, AMERICAN GENERAL SECURITIES, INC. ET AL.

Date Notice/Process Served: 08/08/2008

Arbitration Pending? Yes

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: AIG AMERICAN GENERAL LIFE INSURANCE COMPANY

Allegations: CLIENT ALLEGED MISREPRESENTATIONS WITH REGARD TO THE SUITABILITY OF MODIFIED WHOLE LIFE INSURANCE POLICY.

Product Type: Insurance

Alleged Damages: \$95,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA DISPUTE RESOLUTION

Docket/Case #: 08-02496

Filing date of arbitration/CFTC reparation or civil litigation: 07/17/2008

Customer Complaint Information

Date Complaint Received: 07/17/2008

Complaint Pending? No

Status: Settled



Status Date: 04/14/2010

Settlement Amount: \$12,500.00

Individual Contribution Amount: \$0.00

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.): FINRA DISPUTE RESOLUTION

Docket/Case #: 08-02496

Date Notice/Process Served: 07/17/2008

Arbitration Pending? No

Disposition: Settled

Disposition Date: 04/14/2010

Monetary Compensation Amount: \$12,500.00

Individual Contribution Amount: \$0.00

Civil Litigation Information

Type of Court: NONE

Name of Court:

Location of Court:

Docket/Case #:

Date Notice/Process Served:

Litigation Pending?

Disclosure 6 of 6

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: AGSI

Allegations: ALLEGES RECOMMENDATION TO PURCHASE TWO WHOLE LIFE INSURANCE POLICIES ON OR ABOUT 11/27/2003 WITH ANNUAL PREMIUMS TOTALING \$60,000.00 IS UNSUITABLE BASED ON CLIENT'S STATED RETIREMENT OBJECTIVES.

Product Type: Insurance

Other Product Type(s): FIXED

Alleged Damages: \$60,000.00

Customer Complaint Information

Date Complaint Received: 12/22/2004

Complaint Pending? No

Status: Withdrawn



Status Date: 02/10/2005

Settlement Amount:

Individual Contribution Amount:

Broker Statement

THE POTENTIAL CLAIM AROSE FROM EXTREMELY BAD INFORMATION FROM INCOMPETENT LEGAL AND TAX REPRESENTATION ON THE WASKOW'S PART. THERE IS NO BASIS FOR THIS CLAIM AS THE FINAL RESULTS WILL REVEAL. THIS ACTION AROSE AS ME ACTING IN THE CAPACITY OF OFFICER OF A CORPORATION WHO WAS THE THIRD PARTY ADMINISTRATOR TO THE PENSION PLAN.



End of Report

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