



IAPD Report

CAROLYN ANN BAETEN

CRD# 2262789

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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

CAROLYN ANN BAETEN (CRD# 2262789)

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 **08/14/2023**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	PACKERLAND BROKERAGE SERVICES, INC.	CRD# 37031	01/19/1999
IA	PACKERLAND BROKERAGE SERVICES, INC.	CRD# 37031	11/30/2011

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and 1 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	WALNUT STREET SECURITIES, INC.	15840	EL SEGUNDO, CA	01/16/1997 - 01/19/1999
B	TRANSAMERICA FINANCIAL RESOURCES, INC.	3600	LOS ANGELES, CA	01/09/1995 - 12/31/1996
B	PRUCO SECURITIES CORPORATION	5685	LOS ANGELES, CA	09/06/1994 - 01/13/1995

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

Employment 1 of 1

Firm Name: **PACKERLAND BROKERAGE SERVICES, INC.**
Main Address: 432 SECURITY BLVD.
STE. 101
GREEN BAY, WI 54313-9709
Firm ID#: 37031

	Regulator	Registration	Status	Date
B	FINRA	Invest. Co and Variable Contracts	Approved	01/19/1999
B	Wisconsin	Agent	Approved	01/19/1999
IA	Wisconsin	Investment Adviser Representative	Approved	11/30/2011

Branch Office Locations

PACKERLAND BROKERAGE SERVICES, INC.
436 MAIN
DEPERE, WI 54115



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	Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	08/24/1992
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State Securities Law Exams

Exam	Category	Date
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IA	Uniform Investment Adviser Law Examination (S65)	Series 65	11/29/2011
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B	Uniform Securities Agent State Law Examination (S63)	Series 63	09/02/1992
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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	01/16/1997 - 01/19/1999	WALNUT STREET SECURITIES, INC.	CRD# 15840	EL SEGUNDO, CA
B	01/09/1995 - 12/31/1996	TRANSAMERICA FINANCIAL RESOURCES, INC.	CRD# 3600	LOS ANGELES, CA
B	09/06/1994 - 01/13/1995	PRUCO SECURITIES CORPORATION	CRD# 5685	
B	09/16/1992 - 01/13/1995	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
11/2022 - Present	Betterlife Insurance	Insurance Agent	Y	Appleton, WI, United States
01/1999 - Present	PACKERLAND BROKERAGE SERVICES, INC.	NOT PROVIDED	Y	GREEN BAY, WI, United States
01/1996 - Present	INSURANCE SERVICE CENTER	AGENT - Agent	N	DEPERE, WI, United States
12/1995 - 11/2022	WESTERN FRATERNAL	AGENT - Agent	N	APPLETON, WI, 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) INSURANCE SERVICE CENTER LLC, INSURANCE SALES, APPT W/ VARIOUS CO'S. EQUITY INDEXED ANNUITIES. PRODUCTS: LIFE, HEALTH, DISABILITY, P&C, DENTAL & LTC. INVEST. RELATED. START DATE 1/1996, TIME DEVOTED 4 HOURS A WEEK.

2) RYAN FUNERAL HOME
10 TH STREET DEPERE, WI 54115
TITLE: OWNER
DUTIES: BOOK KEEPING AND PAYROLL
HOURS DEVOTED: 1 HOUR, ZERO DURING SECURITY TRADING HOURS
START DATE: 9/30/2016
NON INVESTMENT OR INSURANCE RELATED



Registration & Employment History



OTHER BUSINESS ACTIVITIES

3) BETTERLIFE

SALES OF LIFE INSURANCE AND FIXED AND FIXED INDEXED ANNUITIES

START DATE: 1/2021

APPROXIMATELY 160 HRS PER MONTH

NON-SECURITIES RELATED

4) WDFI-NOTARY PUBLIC

TITLE: NOTARY PUBLIC

436 MAIN AVE DEPERE, WI 54115

START DATE: 10/2021

INVESTMENT AND INSURANCE RELATED

5) ISC PROPERTIES LLC

TITLE: HALF OWNER

436 MAIN AVE DEPERE, WI 54115

START DATE: 2005

TOTAL HOURS PER MONTH: ZERO

NON-INVESTMENT AND INSURANCE RELATED

6) BENEFITS RECEIVED AS EMPLOYEE OF BETTERLIFE

436 MAIN AVE DEPERE, WI 54115

START DATE: 1/2021

APPROXIMATELY 160 HOURS PER MONTH

INVESTMENT AND INSURANCE RELATED

7) BAETEN PROPERTIES

RENTAL INCOME FROM NICKEL FUNERAL HOME

2811 COUNTY LINE ROAD DEPERE, WI 54115

NON-INVESTMENT RELATED

8)RYAN FUNERAL HOME(CARRIE AND HUSBAND OWN THIS FUNERAL HOME)

305 N 10TH STREET DEPERE, WI 54115

ADMINISTRATIVE, VICE PRESIDENT AND TREASURER(NOT COMPENSATED FOR VICE PRESIDENT AND TREASURER POSITIONS)

NON-INVESTMENT RELATED

9) BAETEN PROPERTIES;OWNER OF CEDER CREEK OF DEPERE LLC

1028 CEDAR STREET DEPERE, WI 54115

NON-INVESTMENT RELATED

1-2 HOURS DEVOTED PER MONTH



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:	Individual
Employing firm when activities occurred which led to the complaint:	PACKERLAND BROKERAGE SERVICES, INC.
Allegations:	SPRING 2013 SALE OF VA CONTRACT WITH 3RD PARTY MONEY MANAGER ALLEGING MANAGEMENT FEES WERE NOT DISCLOSED. ALLEGED NON-DISCLOSURE OF FREE WITHDRAWAL AMOUNT BEFORE RECOMMENDING A REPLACEMENT CONTRACT. ALLEGED POOR PERFORMANCE WHILE MARKETS WERE UP.
Product Type:	Annuity-Variable
Alleged Damages:	\$150,000.00
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:	03/31/2015
Complaint Pending?	No
Status:	Evolved into Civil litigation (the individual is a named party)
Status Date:	04/14/2015
Settlement Amount:	\$0.00



Individual Contribution

Amount:

Civil Litigation Information

Type of Court:	Circuit Court
Name of Court:	Brown County Circuit Court Branch 4
Location of Court:	Brown County, WI
Docket/Case #:	15-CV-1320
Date Notice/Process Served:	09/24/2015
Litigation Pending?	No
Disposition:	Settled
Disposition Date:	12/07/2015
Monetary Compensation Amount:	\$90,000.00
Individual Contribution Amount:	\$5,000.00

Broker Statement

FEES WERE DISCLOSED AT TIME OF SALE W/ SUBSEQUENT EXECUTED AGREEMENT ALSO EXPLAINING FEES MAILED TO CLIENT AFTERWARDS. CLIENTS ELECTED TO MOVE FORWARD WITH A SWITCH ACKNOWLEDGING VIA SEPARATE SIGNED LETTER. ALL FEES, EXPENSES, SURRENDER CHARGES, AND MATERIAL FACTS WERE FULLY DISCLOSED. COMPLAINT WAS INITIALLY DENIED BY THE FIRM AND THEN SUBSEQUENTLY FILED IN LITIGATION. CASE WAS SETTLED TO AVOID FURTHER LITIGATION COSTS.



End of Report

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