



IAPD Report

KAREN LEA PONG

CRD# 2310544

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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

KAREN LEA PONG (CRD# 2310544)

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 **08/21/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
IA	CUSTOM WEALTH SOLUTIONS	CRD# 334515	06/23/2025

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
IA	VICTORY FINANCIAL	324943	Houston, TX	01/09/2025 - 06/16/2025
B	OSAIC WEALTH, INC.	23131	HOUSTON, TX	01/19/2024 - 01/30/2025
IA	OSAIC WEALTH, INC.	23131	HOUSTON, TX	01/19/2024 - 01/30/2025

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

Employment 1 of 1

Firm Name: **CUSTOM WEALTH SOLUTIONS**
Main Address: HOUSTON, TX
Firm ID#: 334515

	Regulator	Registration	Status	Date
IA	New Mexico	Investment Adviser Representative	Approved	09/23/2025
IA	Texas	Investment Adviser Representative	Approved	06/23/2025

Branch Office Locations

CUSTOM WEALTH SOLUTIONS
HOUSTON, TX



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

Principal/Supervisory Exams

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

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
B General Securities Representative Examination (S7)	Series 7	08/20/1997
B Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	01/12/1993

State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination (S65)	Series 65	10/20/2000
B Uniform Securities Agent State Law Examination (S63)	Series 63	01/12/1993

PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **1** professional designation(s).

Certified Financial Planner

This representative holds or did hold **1** professional designation(s) that may have been used to qualify as an Investment Advisor representative. Please check with the appropriate designation authority for verification that the designation is still in effect. The contact information for these professional designation authorities can be found on the website for the North American Securities Administrators Association at <http://www.nasaa.org>



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
IA	01/09/2025 - 06/16/2025	VICTORY FINANCIAL	CRD# 324943	Houston, TX
B	01/19/2024 - 01/30/2025	OSAIC WEALTH, INC.	CRD# 23131	HOUSTON, TX
IA	01/19/2024 - 01/30/2025	OSAIC WEALTH, INC.	CRD# 23131	HOUSTON, TX
B	03/01/2019 - 01/19/2024	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	HOUSTON, TX
IA	03/01/2019 - 01/19/2024	WOODBURY FINANCIAL SERVICES, INC.	CRD# 421	HOUSTON, TX
IA	09/01/2010 - 03/01/2019	QUESTAR ASSET MANAGEMENT, INC.	CRD# 133358	HOUSTON, TX
B	09/01/2010 - 03/01/2019	QUESTAR CAPITAL CORPORATION	CRD# 43100	HOUSTON, TX
IA	07/10/2006 - 09/02/2010	SECURIAN FINANCIAL SERVICES, INC.	CRD# 15296	HOUSTON, TX
B	06/27/2006 - 09/02/2010	SECURIAN FINANCIAL SERVICES, INC.	CRD# 15296	HOUSTON, TX
B	06/19/2001 - 06/26/2006	XCU CAPITAL CORPORATION, INC.	CRD# 19899	HOUSTON, TX
B	01/30/2001 - 06/20/2001	LINSCO/PRIVATE LEDGER CORP.	CRD# 6413	FORT MILL, SC
B	09/10/1999 - 01/26/2001	QUICK & REILLY, INC.	CRD# 11217	NEW YORK, NY
B	06/04/1997 - 08/31/1999	NEW ENGLAND SECURITIES	CRD# 615	NEW YORK, NY
B	01/14/1993 - 06/04/1997	PRUCO SECURITIES CORPORATION	CRD# 5685	NEWARK, NJ



Registration & Employment History

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
06/2025 - Present	Karen Pong, Sole Proprietor dba Custom Wealth Solutions	Investment Advisor Representative	Y	Houston, TX, United States
01/2025 - 06/2025	Victory Financial Group	INVESTMENT ADVISOR REPRESENTATIVE	Y	Austin, TX, United States
01/2024 - 01/2025	OSAIC WEALTH, INC.	INVESTMENT ADVISOR REPRESENTATIVE/REGISTERED REPRESENTATIVE	Y	HOUSTON, TX, United States
03/2019 - 01/2024	WOODBURY FINANCIAL SERVICES, INC.	INVESTMENT ADVISOR REPRESENTATIVE/REGISTERED REPRESENTATIVE	Y	HOUSTON, TX, United States
09/2010 - 03/2019	QUESTAR ASSET MANAGEMENT, INC.	INVESTMENT ADVISOR REPRESENTATIVE	Y	MINNEAPOLIS, MN, United States
09/2010 - 03/2019	QUESTAR CAPITAL CORPORATION	REGISTERED REPRESENTATIVE	Y	MINNEAPOLIS, MN, 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. K L INSURANCE SERVICES

POSITION: owner/president/agent NATURE: Sole Prop with registered DBA of K L Financial Services INVESTMENT RELATED: Yes NUMBER OF HOURS: 5 SECURITIES TRADING HOURS: 0 START DATE: 09/01/2010 ADDRESS: 330 Knipp Rd, Houston TX 77024, United States DESCRIPTION: Sell Life Insurance, Long Term Care Insurance, Medicare Health Insurance, Fixed Annuity

3. HE SAID SHE SHED PROPERIES, LLC

POSITION: Owner NATURE: LLC INVESTMENT RELATED: No NUMBER OF HOURS: 5 SECURITIES TRADING HOURS: 0 START DATE: 09/18/2020 ADDRESS: 330 Knipp Rd., Houston TX 77024, United States DESCRIPTION: Owner and operator with my husband. We rent our second home as a vacation rental

4. PECAN INVESTMENT PROPERTY, LLC

POSITION: owner NATURE: LLC with my husband INVESTMENT RELATED: No NUMBER OF HOURS: 2 SECURITIES TRADING HOURS: 0 START DATE: 09/01/2021 ADDRESS: 504 N Pecan, Fredericksburg TX 78624, United States DESCRIPTION: My husband and I rent our investment property through VRBO.com



Registration & Employment History



OTHER BUSINESS ACTIVITIES

5. ORANGE TREAT

POSITION: Owner NATURE: LLC With my Husband INVESTMENT RELATED: No NUMBER OF HOURS: 2 SECURITIES

TRADING HOURS: 0 START DATE: 08/20/2023

ADDRESS: 410S Orange St, Fredericksburg TX 78624, United States

DESCRIPTION: My Husband and I rent our investments property through VRBO.com



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:	Questar Capital Corporation
Allegations:	Unsuitable sale of a fixed index annuity for \$120,000 on 10/02/2014.
Product Type:	Annuity-Fixed
Alleged Damages:	\$120,000.00
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:	04/05/2016
Complaint Pending?	No
Status:	Settled
Status Date:	05/06/2016
Settlement Amount:	\$120,000.00
Individual Contribution Amount:	\$0.00
Broker Statement	The claim was without merit. The life insurance company decided to refund entire premium deposited less client's 10% free withdrawal free of surrender charges to



avoid negative publicity and mitigate their costs.



End of Report

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