



IAPD Report

ROBIN VAIL PLATT

CRD# 2584058

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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

ROBIN VAIL PLATT (CRD# 2584058)

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 **12/17/2024**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CETERA INVESTMENT SERVICES LLC	CRD# 15340	08/10/2022
IA	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	08/10/2022

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **5** 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	HANCOCK WHITNEY INVESTMENT SERVICES INC.	40637	COVINGTON, LA	05/13/2013 - 08/10/2022
B	HANCOCK WHITNEY INVESTMENT SERVICES INC.	40637	COVINGTON, LA	05/07/2013 - 08/10/2022
IA	ALLSTATE FINANCIAL ADVISORS, LLC	109524	SLIDELL, LA	04/24/2013 - 04/30/2013

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	2



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

Employment 1 of 2

Firm Name: **CETERA INVESTMENT SERVICES LLC**
Main Address: 400 FIRST ST. S. SUITE 300
ST. CLOUD, MN 56301
Firm ID#: 15340

	Regulator	Registration	Status	Date
B	FINRA	General Securities Principal	Approved	08/10/2022
B	FINRA	General Securities Representative	Approved	08/10/2022
B	Florida	Agent	Approved	08/12/2022
B	Louisiana	Agent	Approved	08/10/2022
B	Mississippi	Agent	Approved	08/10/2022
B	Texas	Agent	Approved	08/10/2022
B	Virginia	Agent	Approved	08/10/2022

Branch Office Locations

CETERA INVESTMENT SERVICES LLC
701 POYDRAS STREET
NEW ORLEANS, LA 70139

CETERA INVESTMENT SERVICES LLC
MANDEVILLE, LA

CETERA INVESTMENT SERVICES LLC
2421 ST. CLAUDE AVENUE
NEW ORLEANS, LA 70117

Employment 2 of 2

Firm Name: **CETERA INVESTMENT ADVISERS LLC**
Main Address: 1450 AMERICAN LANE
6TH FLOOR, SUITE 650
SCHAUMBURG, IL 60173-2096



Qualifications

Firm ID#: 105644

	Regulator	Registration	Status	Date
IA	Louisiana	Investment Adviser Representative	Approved	08/10/2022
IA	Texas	Investment Adviser Representative	Restricted Approval	08/10/2022

Branch Office Locations

CETERA INVESTMENT ADVISERS LLC
701 POYDRAS STREET
NEW ORLEANS, LA 70139

CETERA INVESTMENT ADVISERS LLC
MANDEVILLE, LA



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 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
B General Securities Principal Examination (S24)	Series 24	07/11/2005

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	10/09/1998

State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination (S65)	Series 65	09/19/2000
B Uniform Securities Agent State Law Examination (S63)	Series 63	10/16/1998



PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **0** professional designation(s).

No information reported.

Only professional designations listed in Question 8 of the Form U4 will appear in this section if the appropriate box is checked and verified by the issuing organization at the time of the filing. Learn more about eligible designations at [IARD](#) and [NASAA](#).



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	05/13/2013 - 08/10/2022	HANCOCK WHITNEY INVESTMENT SERVICES INC.	CRD# 40637	COVINGTON, LA
B	05/07/2013 - 08/10/2022	HANCOCK WHITNEY INVESTMENT SERVICES INC.	CRD# 40637	COVINGTON, LA
IA	04/24/2013 - 04/30/2013	ALLSTATE FINANCIAL ADVISORS, LLC	CRD# 109524	SLIDELL, LA
B	03/14/2013 - 04/30/2013	ALLSTATE FINANCIAL SERVICES, LLC	CRD# 18272	SLIDELL, LA
IA	03/09/2012 - 02/14/2013	PNC INVESTMENTS	CRD# 129052	ORLANDO, FL
B	02/28/2012 - 02/14/2013	PNC INVESTMENTS	CRD# 129052	ORLANDO, FL
IA	11/13/2009 - 02/17/2012	RBC CAPITAL MARKETS, LLC	CRD# 31194	ORLANDO, FL
B	10/29/2009 - 02/17/2012	RBC CAPITAL MARKETS, LLC	CRD# 31194	ORLANDO, FL
IA	12/02/2004 - 11/03/2009	WELLS FARGO ADVISORS, LLC	CRD# 19616	APOPKA, FL
B	11/30/2004 - 11/03/2009	WELLS FARGO ADVISORS, LLC	CRD# 19616	APOPKA, FL
B	02/09/2000 - 11/03/2004	SUNTRUST SECURITIES, INC.	CRD# 17499	ATLANTA, GA
IA	02/09/2000 - 11/03/2004	SUNTRUST SECURITIES, INC.	CRD# 17499	ORLANDO, FL
B	10/15/1998 - 01/27/2000	A. G. EDWARDS & SONS, INC.	CRD# 4	ST. LOUIS, MO



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
08/2022 - Present	CETERA INVESTMENT ADVISERS LLC	IAR REGISTERED REPRESENTATIVE	Y	COVINGTON, LA, United States
08/2022 - Present	CETERA INVESTMENT SERVICES LLC	REGISTERED REPRESENTATIVE	Y	ST CLOUD, MN, United States
05/2013 - Present	HANCOCK BANK	REGISTERED REPRESENTATIVE	Y	COVINGTON, LA, United States
05/2013 - 08/2022	HANCOCK INVESTMENT SERVICES, INC.	FINANCIAL ADVISOR	Y	MANDEVILLE, LA, 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. CO-OWNER OF 63 DESIGNS, LLC; RENTAL PROPERTY; OWNED WITH SPOUSE
2. POA FOR PARKER VAIL; SON; CO-TRUSTEE FOR N CHAPMAN VAIL REVOCABLE TRUST; FATHER'S TRUST.
3. CO-GUARDIAN FOR FATHER, 3-5/HRS/WK.



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	2

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 2

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	HANCOCK WHITNEY INVESTMENT SERVICES INC.
Allegations:	The customer alleges that the NorthStar annuities that were recommended for him in 2016 were unsuitable and that certain information regarding NorthStar's products was misrepresented. The Firm and the Advisor dispute these allegations and note that any issues concerning NorthStar's ability to meet its contractual obligations arose after the sale of the annuities and were caused entirely by the actions and misconduct/mismanagement of new NorthStar ownership.
Product Type:	Annuity-Fixed Annuity-Variable
Alleged Damages:	\$1,250,000.00
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 Arbitration
Docket/Case #:	21-01105
Filing date of arbitration/CFTC reparation or civil litigation:	04/27/2021



Customer Complaint Information

Date Complaint Received: 05/04/2021
Complaint Pending? No
Status: Settled
Status Date: 12/06/2022
Settlement Amount: \$313,000.00
Individual Contribution Amount: \$0.00

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Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: HANCOCK WHITNEY INVESTMENT SERVICES INC.

Allegations: The customer alleges that the NorthStar annuities that were recommended for him in 2016 were unsuitable and that certain information regarding NorthStar's products was misrepresented. The Firm and the Advisor dispute these allegations and note that any issues concerning NorthStar's ability to meet its contractual obligations arose after the sale of the annuities and were caused entirely by the actions and misconduct/mismanagement of new NorthStar ownership.

Product Type: Annuity-Fixed
Annuity-Variable

Alleged Damages: \$1,250,000.00

Alleged Damages Amount Explanation (if amount not exact): Customer indicated that damages were between \$1MM and \$5MM. However, his total investment was \$1,250,000.

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 Arbitration

Docket/Case #: 21-01105

Filing date of arbitration/CFTC reparation or civil litigation: 04/27/2021

Customer Complaint Information

Date Complaint Received: 05/04/2021
Complaint Pending? No
Status: Settled
Status Date: 12/06/2022
Settlement Amount: \$313,000.00
Individual Contribution Amount: \$0.00

**Disclosure 2 of 2**

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: RBC Capital Markets, LLC

Allegations: Client claims that his former financial advisor represented that a variable annuity he purchased would produce a fixed 7% rate of return over seven years.

Product Type: Annuity-Variable

Alleged Damages: \$50,000.00

Alleged Damages Amount Explanation (if amount not exact): Damage amount is estimated from client claim.

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: 06/12/2017

Complaint Pending? No

Status: Denied

Status Date: 08/31/2017

Settlement Amount:

Individual Contribution Amount:

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: RBC Capital Markets, LLC

Allegations: Client claims that his former financial advisor represented that a variable annuity he purchased would produce a fixed 7% rate of return over seven years.

Product Type: Annuity-Variable

Alleged Damages: \$50,000.00

Alleged Damages Amount Explanation (if amount not exact): Damage amount is estimated from client claim.

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: 06/12/2017

Complaint Pending? No

Status: Denied

Status Date: 08/31/2017

Settlement Amount:

**Individual Contribution
Amount:**

Broker Statement

Client alleges he had a 7% fixed rate for 7 years, however, he had a Variable annuity with a rider providing a 7% step up in value each year for income at retirement. All details concerning the annuity and the riders were properly disclosed to the client at time of sale. All signed documents and forms, indicating client understood the contract and riders, are on file



End of Report

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