IAPD Report

TODD DOUGLAS RYMAN

CRD# 2648270

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

TODD DOUGLAS RYMAN (CRD# 2648270)

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 **05/07/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	TRUIST INVESTMENT SERVICES, INC.	CRD# 17499	02/14/2017
IA	TRUIST ADVISORY SERVICES, INC.	CRD# 283390	04/11/2017

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **19** 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	RAYMOND JAMES & ASSOCIATES, INC.	705	Atlanta, GA	09/06/2016 - 02/23/2017
IA	RAYMOND JAMES & ASSOCIATES, INC.	705	Atlanta, GA	09/06/2016 - 02/23/2017
IA	DEUTSCHE BANK SECURITIES INC.	2525	ATLANTA, GA	05/17/2011 - 09/06/2016

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
Regulatory Event	1
Customer Dispute	8

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

Employment 1 of 2

Firm Name: **TRUIST INVESTMENT SERVICES, INC.**

Main Address: 303 PEACHTREE STREET
2ND FLOOR
ATLANTA, GA 30303

Firm ID#: 17499

	Regulator	Registration	Status	Date
B	FINRA	General Securities Representative	Approved	02/14/2017
B	California	Agent	Approved	02/15/2017
B	Delaware	Agent	Approved	02/13/2025
B	District of Columbia	Agent	Approved	02/28/2017
B	Florida	Agent	Approved	04/26/2022
B	Georgia	Agent	Approved	04/10/2017
B	Idaho	Agent	Approved	02/15/2017
B	Iowa	Agent	Approved	02/27/2017
B	Louisiana	Agent	Approved	04/12/2017
B	Maryland	Agent	Approved	02/21/2017
B	Michigan	Agent	Approved	07/12/2021
B	New Mexico	Agent	Approved	05/24/2019
B	New York	Agent	Approved	06/07/2017

Qualifications

	Regulator	Registration	Status	Date
B	North Carolina	Agent	Approved	05/12/2017
B	Ohio	Agent	Approved	02/15/2017
B	Pennsylvania	Agent	Approved	02/15/2017
B	South Carolina	Agent	Approved	04/13/2017
B	Tennessee	Agent	Approved	05/02/2017
B	Texas	Agent	Approved	09/22/2020
B	Virginia	Agent	Approved	05/01/2024

Branch Office Locations

SUNTRUST INVESTMENT SERVICES, INC.
3020 PEACHTREE RD NW
ATLANTA, GA 30305

SUNTRUST INVESTMENT SERVICES, INC.
4030 PEACHTREE RD NE
BROOKHAVEN, GA 30319

SUNTRUST INVESTMENT SERVICES, INC.
ATLANTA, GA

Employment 2 of 2

Firm Name: **TRUIST ADVISORY SERVICES, INC.**

Main Address: 303 PEACHTREE STREET
2ND FLOOR
ATLANTA, GA 30303

Firm ID#: 283390

	Regulator	Registration	Status	Date
IA	Georgia	Investment Adviser Representative	Approved	04/11/2017

Branch Office Locations

TRUIST ADVISORY SERVICES, INC.
3020 PEACHTREE RD, NW
ATLANTA, GA 30305

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
	No information reported.		

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	08/23/1995

State Securities Law Exams

	Exam	Category	Date
IA	Uniform Investment Adviser Law Examination (S65)	Series 65	08/20/2003
B	Uniform Securities Agent State Law Examination (S63)	Series 63	09/25/1995

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
B	09/06/2016 - 02/23/2017	RAYMOND JAMES & ASSOCIATES, INC.	CRD# 705	Atlanta, GA
IA	09/06/2016 - 02/23/2017	RAYMOND JAMES & ASSOCIATES, INC.	CRD# 705	Atlanta, GA
IA	05/17/2011 - 09/06/2016	DEUTSCHE BANK SECURITIES INC.	CRD# 2525	ATLANTA, GA
B	05/10/2011 - 09/06/2016	DEUTSCHE BANK SECURITIES INC.	CRD# 2525	ATLANTA, GA
B	10/23/2009 - 05/10/2011	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	ATLANTA, GA
IA	10/23/2009 - 05/10/2011	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	ATLANTA, GA
IA	08/22/2003 - 10/23/2009	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	ATLANTA, GA
B	10/16/2002 - 10/23/2009	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	ATLANTA, GA
B	07/02/1998 - 10/21/2002	UBS PAINEWEBBER INC.	CRD# 8174	WEEHAWKEN, NJ
B	02/24/1996 - 07/13/1998	JOSEPHTHAL & CO., INC.	CRD# 3227	NEW YORK, NY
B	08/24/1995 - 02/07/1996	BEAR, STEARNS & CO. INC.	CRD# 79	NEW YORK, NY

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
02/2017 - Present	SUNTRUST ADVISORY SERVICES	ADVISOR	Y	ATLANTA, GA, United States
02/2017 - Present	SUNTRUST INVESTMENT SERVICES	PRIVATE FINANCIAL ADVISOR	Y	ATLANTA, GA, United States
09/2016 - 02/2017	RAYMOND JAMES & ASSOCIATES, INC.	CLIENT ADVISOR	Y	Atlanta, GA, United States

Registration & Employment History

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.

RYMAN FAMILY HOLDINGS LLC
POSITION: Secretary NATURE: Rick Warren Real Estate INVESTMENT RELATED: No NUMBER OF HOURS: 0 SECURITIES TRADING HOURS: 0 START DATE: 02/23/2018
ADDRESS: , Duluth GA , United States
DESCRIPTION: Ryman Family Holdings LLC sole purpose will be as owner of personal IRA assets investing in Rick Warren RE.

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
Regulatory Event	1
Customer Dispute	8

Regulatory Event

This disclosure event may include a final, formal proceeding initiated by a regulatory authority (e.g., a state securities agency, a federal regulator such as the Securities and Exchange Commission or the Commodities Futures Trading Commission, or a foreign financial regulatory body) for a violation of investment-related rules or regulations. This disclosure event may also include a revocation or suspension of an Investment Adviser Representative's authority to act as an attorney, accountant or federal contractor.

Disclosure 1 of 1

Reporting Source:	Individual
Regulatory Action Initiated By:	COMMISSIONER OF INSURANCE FOR THE STATE OF GEORGIA
Sanction(s) Sought:	
Other Sanction(s) Sought:	
Date Initiated:	03/31/2000
Docket/Case Number:	99-1159
Employing firm when activity occurred which led to the regulatory action:	PAINEWEBBER INCORPORATED
Product Type:	Insurance
Other Product Type(s):	
Allegations:	BY A CONSENT ORDER DATED APRIL 25, 2000, THE COMMISSIONER OF INSURANCE OF THE STATE OF GEORGIA FINED MR. RYMAN $500 FOR FAILURE TO DISCLOSE CERTAIN CRIMINAL OFFENSES ON HIS INSURANCE LICENSE APPLICATION IN 1998. MR. RYMAN DID VOLUNTARILY DISCLOSE THESE MATTERS ON HIS INSURANCE RENEWAL APPLICATION IN 2000. HE HAS EXPLAINED THAT THE OMISSION ON THE ORIGINAL APPLICATION WAS THE INADVERTENT RESULT OF HIS FAILURE TO READ THE APPLICATION FORM ACCURATELY.
Current Status:	Final
Resolution:	Consent
Resolution Date:	04/25/2000

Sanctions Ordered:	Monetary/Fine $500.00
Other Sanctions Ordered:	
Sanction Details:	THE COMMISSIONER OF INSURANCE OF THE STATE OF GEORGIA FINED MR. RYMAN $500 FOR FAILURE TO DISCLOSE CERTAIN CRIMINAL OFFENSES ON HIS INSURANCE LICENSE APPLICATION IN 1998.

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 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	TRUIST INVESTMENT SERVICES, INC.
Allegations:	Client alleges representative failed to follow instruction regarding asset movement.
Product Type:	Annuity-Fixed Other: exchange-traded funds
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	Client alleges damages in excess of $5,000.
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:	03/31/2022
Complaint Pending?	No
Status:	Denied
Status Date:	08/10/2022
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 2 of 8

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Deutsche Bank Securities Inc. ("DBSI")
Allegations:	Claimants allege that, from on or around May 2011 through September 2016, Mr. Ryman implemented an unsuitable "borrow to invest" strategy and invested the proceeds on a discretionary basis, and that he failed to disclose to Claimants material facts about their accounts and investments.
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$0.00

Alleged Damages Amount Explanation (if amount not exact):	Unspecified damages. Claimants "estimate the compensatory damages to be under $1 million".

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	FINRA
Docket/Case #:	17-01988
Date Notice/Process Served:	08/09/2017
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	05/14/2018
Monetary Compensation Amount:	$30,000.00
Individual Contribution Amount:	$0.00

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Raymond James & Associates, Inc.
Allegations:	Client alleges: Unsuitable Recommendations, Unsuitable Investment Strategy, Enhanced Commissions, Failure to Disclose Material Facts, Breach of Contract and Fraud. Date of Activity is: 9/04/2016 through 8/15/2017.
Product Type:	Other: Not Specified
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	Unspecified dollar amount by client - firm estimates in access of $5,000 - less than $1,000,000.

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	FINRA - New York
Docket/Case #:	17-01988
Date Notice/Process Served:	08/09/2017
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	05/14/2018
Monetary Compensation Amount:	$30,000.00
Individual Contribution Amount:	$0.00
Firm Statement	Deutsche Bank will pay Claimants $30,000. RJA did not contribute to the

settlement amount and will be dismissed from the matter with prejudice.

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	DEUTSCHE BANK SECRITIES [DBSI]
Allegations:	DOCUMENTATION DATE OF ACTIVITY 09/06/2016-02/13/2017
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	UNSPECIFIED DAMAGES. CLAIMIANTS ESTIMATE THE COMPENSATORY DAMAGES TO BE UNDER $1 MILLION.
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No
Arbitration/Reparation forum or court name and location:	NEW YORK
Docket/Case #:	
Filing date of arbitration/CFTC reparation or civil litigation:	

Customer Complaint Information

Date Complaint Received:	08/16/2017
Complaint Pending?	No
Status:	Denied
Status Date:	09/08/2017
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	FINRA
Docket/Case #:	17-01988
Date Notice/Process Served:	08/09/2017
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	05/14/2018
Monetary Compensation Amount:	$30,000.00

Individual Contribution Amount:	$0.00
Broker Statement	Customer made a frivolous claim that his account value was lower than he thought after I left Raymond James to go to work at SunTrust. In all actuality his wife had spent a very large amount money on a monthly basis than he accounted for, thus making his balances lower than he thought. Through discovery, after the complaint was filed, the customer realized that no funds had been misappropriated at all and the lower balances were accurate given the large amounts of monies that were withdrawn by his bookkeeper on his wife's behalf. Also through this discovery the firms and the client realized that his accounts had performed very well over the 10 years he had accounts managed by me. Once all of this accounting was made available to him the client decided to settle the complaint for $30,000 w/Deutsche Bank to wrap up the issue. I was not party to this decision by Deutsche Bank nor was I asked to contribute any money to the settlement. I was told it was their (DB) decision to offer the award to avoid further legal costs. We considered trying to have this incident expunged, and initially motioned for it due to unwarranted complaint from my record, but due to legal costs, hearings, etc. I decided to just let it stand. DEUTSCHE BANK WILL PAY CLAIMANTS 30,000. RJA DID NOT CONTRIBUTE TO SETTLEMENT AMOUNT AND WILL BE DISMISSED FROM THE MATTER WITH PREJUDICE.

Disclosure 3 of 8

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	RAYMOND JAMES & ASSOCIATES, INC.
Allegations:	CLIENT ALLEGES DOCUMENTATION. DATE OF ACTIVITY IS 9/06/2016 THROUGH 2/13/2017.
Product Type:	Equity Listed (Common & Preferred Stock) Mutual Fund Other: REITS, EQUITY-FOREIGN, ETFS, CLOSED-END FUNDS
Alleged Damages:	$300,000.00
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:	02/15/2017
Complaint Pending?	No
Status:	Denied
Status Date:	06/08/2017
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	Raymond James
Allegations:	Documentation Date of activity 9/6/2016-2/13/2017
Product Type:	Equity Listed (Common & Preferred Stock) Mutual Fund Other: REIT, Equity Foriegn, CEF
Alleged Damages:	$300,000.00
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No
Arbitration/Reparation forum or court name and location:	NEW YORK
Docket/Case #:	
Filing date of arbitration/CFTC reparation or civil litigation:	

Customer Complaint Information

Date Complaint Received:	08/16/2017
Complaint Pending?	No
Status:	Denied
Status Date:	09/08/2017
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	I am unaware of the Documentation issue referenced in the complaint. It was filed after my resignation with Raymond James and I have not been provided with a copy of the complaint.

Disclosure 4 of 8

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Deutsche Bank Securities Inc. ("DBSI")
Allegations:	Client alleges that the Client Advisor sold the client an unsuitable Private Equity fund.
Product Type:	Other: Private Security
Alleged Damages:	$250,000.00
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: 11/21/2016

Complaint Pending? No

Status: Settled

Status Date: 05/22/2017

Settlement Amount: $205,193.00

Individual Contribution Amount: $0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Deutsche Bank Securities Inc. ("DBSI")

Allegations: Client alleges that the Client Advisor sold the client an unsuitable Private Equity fund.

Product Type: Other: Private Security

Alleged Damages: $250,000.00

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: 11/21/2016

Complaint Pending? No

Status: Settled

Status Date: 06/22/2017

Settlement Amount: $205,193.00

Individual Contribution Amount: $0.00

Broker Statement I was not a party to the settlement. I also did not contribute ANY funds to the settlement. Client had a gain in the investment not a loss. He simply had no liquidity and DB would not assist him in finding liquidity nor a amicable solution that met the client's needs. Client felt he no other options than to complain. During the education of the PE fund, representatives from DB never disclosed to Advisors that clients could not have liquidity if they were to become terminally ill or die. If this has been disclosed I would never had recommended investment.

Disclosure 5 of 8

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint:	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Allegations:	THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS, UNAUTHORIZED TRADING AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS.
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$100,000.00
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 #:	14-02095
Filing date of arbitration/CFTC reparation or civil litigation:	06/27/2014

Customer Complaint Information

Date Complaint Received:	07/17/2014
Complaint Pending?	No
Status:	Settled
Status Date:	05/07/2015
Settlement Amount:	$47,500.00
Individual Contribution Amount:	$0.00

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Allegations:	THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS, UNAUTHORIZED TRADING AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS.
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$100,000.00
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 #:	14-02095
Filing date of arbitration/CFTC reparation or civil litigation:	06/27/2014

Customer Complaint Information

Date Complaint Received:	07/17/2014
Complaint Pending?	No
Status:	Settled
Status Date:	05/07/2015
Settlement Amount:	$47,500.00
Individual Contribution Amount:	$0.00

Disclosure 6 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	BANC OF AMERICA INVESTMENT SERVICES, INC.
Allegations:	UNAUTHORIZED TRADING
Product Type:	Other: AUCTION RATE SECURITIES - CORPORATE DEBT
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	UNSPECIFIED
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:	06/09/2009
Complaint Pending?	No
Status:	Settled
Status Date:	06/09/2009
Settlement Amount:	$5,000,000.00
Individual Contribution Amount:	$0.00
Broker Statement	THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE, CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR

FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS THE PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Disclosure 7 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	BANC OF AMERICA INVESTMENT SERVICES, INC.
Allegations:	FAILURE TO FOLLOW INSTRUCTIONS
Product Type:	Other: AUCTIONS RATE SECURITIES - MUNICIPAL DEBT
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	UNSPECIFIED
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:	06/09/2009
Complaint Pending?	No
Status:	Settled
Status Date:	06/09/2009
Settlement Amount:	$2,550,000.00
Individual Contribution Amount:	$0.00
Broker Statement	THIS MATTER INVOLVES THE SALE OF AUCTION RATE SECURITIES (ARS). THE TRANSACTION(S) AT ISSUE TOOK PLACE BEFORE MID-FEBRUARY 2008, WHEN THE ARS MARKET SUFFERED WIDESPREAD AUCTION FAILURES AND ILLIQUIDITY. THE FINANCIAL ADVISOR DID NOT CAUSE, CONTRIBUTE OR HAVE ANY CONTROL WHATSOEVER OVER THESE MARKET EVENTS. THE FIRM REACHED AGREEMENT WITH CERTAIN OF ITS REGULATORS, PURSUANT TO WHICH IT REPURCHASED ARS FOR THEIR FULL PAR VALUE FROM CERTAIN CLIENTS, INCLUDING THE INSTANT CLIENT, WHERE THEY COMPLAINED OR NOT. THE FINANCIAL ADVISOR WAS NOT A PARTY TO THAT AGREEMENT, DID NOT MAKE ANY PAYMENT TO THE CLIENT, AND WAS NOT ASKED TO AND DID NOT CONTRIBUTE TO THE REPURCHASE AMOUNT. THE SETTLEMENT AMOUNT IN ITEM 11 ABOVE REFLECTS THE PAR VALUE OF THE REPURCHASED ARS, AS REQUIRED BY FINRA REGULATORY NOTICE 09-12.

Disclosure 8 of 8

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	BANC OF AMERICA INVESTMENT SERVICES, INC.
Allegations:	THE CUSTOMER ALLEGED FAILURE TO FOLLOW INSTRUCTIONS IN JANUARY 2008 AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS.
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$100,000.00
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 #:	12-04327
Filing date of arbitration/CFTC reparation or civil litigation:	12/18/2012

Customer Complaint Information

Date Complaint Received:	01/08/2013
Complaint Pending?	No
Status:	Settled
Status Date:	05/15/2013
Settlement Amount:	$25,000.00
Individual Contribution Amount:	$0.00

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	BANC OF AMERICA INVESTMENT SERVICES, INC.
Allegations:	THE CUSTOMER ALLEGES FAILURE TO FOLLOW INSTRUCTIONS IN JANUARY 2008 AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS.
Product Type:	Equity Listed (Common & Preferred Stock)
Alleged Damages:	$100,000.00
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 #:	12-04327
Filing date of arbitration/CFTC reparation or civil litigation:	12/18/2012

Customer Complaint Information

Date Complaint Received:	01/08/2013
Complaint Pending?	No
Status:	Settled
Status Date:	05/15/2013
Settlement Amount:	$25,000.00
Individual Contribution Amount:	$0.00

End of Report

This page is intentionally left blank.

