



IAPD Report

Jayne Ann Cross

CRD# 2738842

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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

Jayme Ann Cross (CRD# 2738842)

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 **05/15/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
IA	Schwab Wealth Advisory, Inc.	CRD# 159035	01/29/2022
B	Charles Schwab & Co., Inc.	CRD# 5393	01/31/2022

QUALIFICATIONS

This representative is currently registered in **2** SRO(s) and **37** 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	ADVICE AND PLANNING SERVICES	20472	Denver, CO	05/16/2005 - 05/27/2021
B	TIAA-CREF Individual & Institutional Services, LLC	20472	Denver, CO	06/28/2004 - 05/27/2021
IA	TIAA-CREF Trust Company, FSB	108579	ST. LOUIS, MO	06/28/2004 - 05/16/2005

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

Employment 1 of 2

Firm Name: **CHARLES SCHWAB & CO., INC.**
Main Address: 425 MARKET STREET
17TH FLOOR
SAN FRANCISCO, CA 94105
Firm ID#: 5393

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	01/31/2022
B FINRA	Invest. Co and Variable Contracts	Approved	01/31/2022
B Nasdaq Stock Market	General Securities Representative	Approved	01/31/2022
B Alaska	Agent	Approved	02/07/2024
B Arizona	Agent	Approved	01/14/2026
B Arkansas	Agent	Approved	08/15/2024
B California	Agent	Approved	01/31/2022
B Colorado	Agent	Approved	01/31/2022
B Connecticut	Agent	Approved	03/31/2025
B Florida	Agent	Approved	09/13/2022
B Georgia	Agent	Approved	05/26/2023
B Hawaii	Agent	Approved	08/25/2023
B Idaho	Agent	Approved	09/27/2023



Qualifications

Regulator	Registration	Status	Date
B Illinois	Agent	Approved	06/11/2024
B Indiana	Agent	Approved	08/30/2024
B Kansas	Agent	Approved	01/14/2026
B Kentucky	Agent	Approved	11/06/2024
B Maryland	Agent	Approved	03/29/2022
B Massachusetts	Agent	Approved	02/07/2024
B Michigan	Agent	Approved	03/01/2023
B Minnesota	Agent	Approved	09/26/2024
B Montana	Agent	Approved	06/06/2023
B Nevada	Agent	Approved	08/02/2022
B New Hampshire	Agent	Approved	05/15/2026
B New Jersey	Agent	Approved	09/04/2025
B New Mexico	Agent	Approved	04/29/2024
B New York	Agent	Approved	08/18/2022
B North Carolina	Agent	Approved	10/10/2024
B Ohio	Agent	Approved	02/07/2024
B Oklahoma	Agent	Approved	01/14/2026
B Oregon	Agent	Approved	07/18/2022
B Pennsylvania	Agent	Approved	12/22/2023



Qualifications

Regulator	Registration	Status	Date
B South Carolina	Agent	Approved	08/10/2025
B Tennessee	Agent	Approved	02/07/2024
B Texas	Agent	Approved	03/26/2022
B Utah	Agent	Approved	06/09/2023
B Virginia	Agent	Approved	05/24/2023
B Washington	Agent	Approved	07/14/2022
B Wisconsin	Agent	Approved	08/15/2024
B Wyoming	Agent	Approved	08/15/2024

Branch Office Locations

CHARLES SCHWAB & CO., INC.

9800 Schwab Way
Lone Tree, CO 80124

Employment 2 of 2

Firm Name: **SCHWAB WEALTH ADVISORY, INC.**

Main Address: 425 MARKET STREET
17TH FLOOR
SAN FRANCISCO, CA 94105

Firm ID#: 159035

Regulator	Registration	Status	Date
IA Colorado	Investment Adviser Representative	Approved	01/31/2022
IA New York	Investment Adviser Representative	Approved	08/17/2022
IA Texas	Investment Adviser Representative	Restricted Approval	01/29/2022

Branch Office Locations



Qualifications

Schwab Wealth Advisory, Inc.
Lone Tree, CO



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, 3 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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Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
General Securities Representative Examination (S7)	Series 7	03/24/1998
Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	07/11/1996

State Securities Law Exams

Exam	Category	Date
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Uniform Combined State Law Examination (S66)	Series 66	07/17/2002
Uniform Securities Agent State Law Examination (S63)	Series 63	03/12/1997

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	05/16/2005 - 05/27/2021	ADVICE AND PLANNING SERVICES	CRD# 20472	Denver, CO
B	06/28/2004 - 05/27/2021	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	CRD# 20472	Denver, CO
IA	06/28/2004 - 05/16/2005	TIAA-CREF TRUST COMPANY, FSB	CRD# 108579	ST. LOUIS, MO
IA	08/27/2002 - 04/15/2003	LINSCO/PRIVATE LEDGER CORP.	CRD# 6413	ENGLEWOOD, CO
B	03/22/2000 - 04/15/2003	LINSCO/PRIVATE LEDGER CORP.	CRD# 6413	FORT MILL, SC
B	10/27/1998 - 03/15/1999	BISYS FUND SERVICES LIMITED PARTNERSHIP	CRD# 15634	PORTLAND, ME
B	07/12/1996 - 06/18/1998	BROKERAGE ADMINISTRATORS CORPORATION	CRD# 37432	ENGLEWOOD, CO

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
01/2022 - Present	Charles Schwab & Co., Inc	Registered Representative	Y	Lone Tree, CO, United States
01/2022 - Present	Schwab Wealth Advisory, Inc.	Investment Adviser Representative	Y	Lone Tree, CO, United States
06/2021 - 12/2021	Unemployed	Unemployed	N	Arvada, CO, United States
06/2004 - 06/2021	TIAA	INDEPENDENT ASSOC WM ADVISOR	Y	DENVER, CO, United States
06/2004 - 05/2021	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	DENVER, CO, 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.

No information reported.



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:	Firm
Employing firm when activities occurred which led to the complaint:	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC
Allegations:	The client alleges she was advised to sell securities and put the proceeds into a high yield savings account. As a result, she claims she has lost tens of thousands of dollars.
Product Type:	Other: Managed Money
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	The client alleges losing tens of thousands of dollars as a result of not being in the stock market.
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:	09/15/2021
Complaint Pending?	No
Status:	Closed/No Action
Status Date:	10/06/2021



Settlement Amount:

Individual Contribution Amount:

Reporting Source:

Individual

Employing firm when activities occurred which led to the complaint:

TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, INC.

Allegations:

The client alleges she was advised to sell securities and put the proceeds into a high yield savings account. As a result, she claims she has lost tens of thousands of dollars.

Product Type:

Other: Managed Money

Alleged Damages:

\$0.00

Alleged Damages Amount Explanation (if amount not exact):

The client alleges losing tens of thousands of dollars as a result of not being in the stock market.

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:

09/15/2021

Complaint Pending?

No

Status:

Closed/No Action

Status Date:

10/06/2021

Settlement Amount:

Individual Contribution Amount:

Broker Statement

The client pulled her assets from TIAA months after I had resigned and left. The client was sent a survey to find out why she was leaving TIAA; it was returned containing a written complaint. TIAA stated since I was no longer employed at TIAA and the written complaint contained "alleged damages" they had to file the complaint on my amended U5. TIAA communicated to me that there was "no sales practice violation." Also, the client's complaint did not have a "claim for compensation." I do not believe the client expected, requested or asked for recompense in her written complaint.

The client was aware that her concentrated stock portfolio had the potential to return more than a high yield bank savings account over a long period of time. In 2019 the client sold some stocks and split her proceeds into a high yield bank savings account and a managed investment account. The reason the client put some of her proceeds into her bank account was because (at that time) she wanted to have cash available to buy a new home (down payment).

The client was unhappy that the stocks she sold had a higher return than the cash she put in the bank (to be ready to buy a new home).

This client is an educated and affable person and I want the best for her. TIAA closed this complaint/ No action. TIAA refused to provide me with a full copy of the complaint. I do not have access to my client notes from TIAA since I voluntarily quit



employment with TIAA in June of 2021.



End of Report

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