



IAPD Report

CAROL L HEIL

CRD# 2812271

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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

CAROL L HEIL (CRD# 2812271)

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 **09/16/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	RAYMOND JAMES & ASSOCIATES, INC.	CRD# 705	09/27/2024
IA	RAYMOND JAMES & ASSOCIATES, INC.	CRD# 705	09/30/2024

QUALIFICATIONS

This representative is currently registered in **9** SRO(s) and **26** 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	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	7691	LOUISVILLE, KY	12/27/1996 - 09/30/2024
B	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	7691	LOUISVILLE, KY	12/10/1996 - 09/30/2024

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 **26** jurisdiction(s) and 9 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **RAYMOND JAMES & ASSOCIATES, INC.**
Main Address: 880 CARILLON PARKWAY
ST. PETERSBURG, FL 33716
Firm ID#: 705

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	09/27/2024
B Investors' Exchange LLC	General Securities Representative	Approved	09/16/2025
B MEMX LLC	General Securities Representative	Approved	09/16/2025
B NYSE American LLC	General Securities Representative	Approved	09/27/2024
B NYSE Arca, Inc.	General Securities Representative	Approved	09/16/2025
B NYSE Texas, Inc.	General Securities Representative	Approved	09/16/2025
B Nasdaq PHLX LLC	General Securities Representative	Approved	09/27/2024
B Nasdaq Stock Market	General Securities Representative	Approved	09/27/2024
B New York Stock Exchange	General Securities Representative	Approved	09/27/2024
B Arizona	Agent	Approved	10/04/2024
B California	Agent	Approved	09/30/2024
B Colorado	Agent	Approved	10/01/2024
B Connecticut	Agent	Approved	09/30/2024



Qualifications

Regulator	Registration	Status	Date
B Delaware	Agent	Approved	10/01/2024
B Florida	Agent	Approved	10/01/2024
B Georgia	Agent	Approved	10/01/2024
B Idaho	Agent	Approved	10/01/2024
B Illinois	Agent	Approved	10/23/2024
B Indiana	Agent	Approved	10/02/2024
B Kentucky	Agent	Approved	09/30/2024
IA Kentucky	Investment Adviser Representative	Approved	09/30/2024
B Maine	Agent	Approved	10/01/2024
B Massachusetts	Agent	Approved	10/02/2024
B Michigan	Agent	Approved	10/02/2024
B Missouri	Agent	Approved	09/30/2024
B New Hampshire	Agent	Approved	10/01/2024
B New Jersey	Agent	Approved	09/30/2024
B New York	Agent	Approved	09/30/2024
B North Carolina	Agent	Approved	09/30/2024
B Ohio	Agent	Approved	10/01/2024
B Oregon	Agent	Approved	10/01/2024
B Pennsylvania	Agent	Approved	10/01/2024



Qualifications

Regulator	Registration	Status	Date
B South Carolina	Agent	Approved	10/03/2024
B Tennessee	Agent	Approved	10/01/2024
B Texas	Agent	Approved	10/28/2024
IA Texas	Investment Adviser Representative	Restricted Approval	10/28/2024
B Virginia	Agent	Approved	10/01/2024

Branch Office Locations

RAYMOND JAMES & ASSOCIATES, INC.

4969 US HWY 42
SUITE 1600
LOUISVILLE, KY 40222



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
Futures Managed Funds Examination (S31)	Series 31	09/15/2004
General Securities Representative Examination (S7)	Series 7	12/09/1996

State Securities Law Exams

Exam	Category	Date
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Uniform Investment Adviser Law Examination (S65)	Series 65	12/27/1996
Uniform Securities Agent State Law Examination (S63)	Series 63	12/18/1996

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
IA	12/27/1996 - 09/30/2024	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	LOUISVILLE, KY
B	12/10/1996 - 09/30/2024	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	CRD# 7691	LOUISVILLE, KY

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
09/2024 - Present	Raymond James & Associates, INC	Registered Representative	Y	LOUISVILLE, KY, United States
11/2009 - 09/2024	BANK OF AMERICA,NA	CLIENT ADVISORY	Y	LOUISVILLE, KY, United States
09/1996 - 09/2024	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	NOT PROVIDED	Y	LOUISVILLE, KY, 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)Name of Business: Southeast Christian Church Address: 920 Blankenbaker Pkwy, Louisville, KY, 40243, United States Activity Type: Non profit Position/Title: Committee Member Investment Related: Yes Start Date: 06/01/2023 Hours per month devoted to this business: 0-1 Hours per month devoted to this business during trading hours: 0-1 Description of duties: I sit on my church investment committee. The committee is designed to give general overviews of market conditions and appropriate asset allocation ideas on two pension funds. We do not give direct investment advice as that is left up a financial committee made up of church staff only.



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:	MERRILL LYNCH
Allegations:	CLIENT ALLEGES THAT CAROL HEIL DID NOT INFORM HER THAT A GOOD PORTION OF HER PORTFOLIO WOULD BE INVESTED IN TECHNOLOGY.
Product Type:	Equity Listed (Common & Preferred Stock)
Other Product Type(s):	MUTUAL FUNDS
Alleged Damages:	\$300,000.00

Customer Complaint Information

Date Complaint Received:	02/05/2001
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	11/06/2001

Settlement Amount:

Individual Contribution Amount:

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD-DR CASE NUMBER 01-05607
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Date Notice/Process Served: 11/06/2001

Arbitration Pending? No

Disposition: Settled

Disposition Date: 11/20/2001

Monetary Compensation Amount: \$16,500.00

Individual Contribution Amount: \$0.00

Civil Litigation Information

Court Details: COMMONWEALTH OF KENTUCKY, COURT OF JUSTICE, CASE NO. 01CI05557

Date Notice/Process Served: 08/16/2001

Litigation Pending? No

Disposition: Other

Disposition Date: 11/06/2001

Broker Statement

CAROL HEIL WAS INSTRUCTED THAT THE INVESTMENTS IN THE CLIENT'S ACCOUNT WERE TO BE MADE BASED ON THE GOALS AND THE OBJECTIVES OF [CUSTOMER] NOT HER MOTHER [OTHER CUSTOMER NAMED]. THIS ACCOUNT WAS INITIALLY IN JOINT NAME AND CAROL WAS TOLD THAT [OTHER CUSTOMER NAMED] PLANNED ON LEAVING THESE ASSETS TO [CUSTOMER]. [OTHER CUSTOMER NAMED] WAS NOT GOING TO UTILIZE THIS MONEY TO LIVE ON. BASED ON ESTATE PLANNING CONCERNS THE OWNERSHIP OF THE ACCOUNT CHANGED. THIS WAS A RECOMMENDATIONS OF CAROL NOT [CUSTOMER]. [CUSTOMER] AUTHORIZED EACH TRANSACTION. NEVER DID [CUSTOMER] INFORM CAROL THAT THE GOALS OF THIS ACCOUNT HAD CHANGED. IT WAS ONLY AFTER THE MARKET HAD DECLINED DID [CUSTOMER] CHANGE HER TUNE. CAROL HEIL FOLLOWED [CUSTOMER'S] INSTRUCTIONS PRECISELY. MERRILL LYNCH SETTLED THIS CUSTOMER COMPLAINT TO AVOID THE ONGOING COSTS OF LITIGATION.



End of Report

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