



IAPD Report

SUSAN ELLEN PLUNKETT

CRD# 2822254

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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

SUSAN ELLEN PLUNKETT (CRD# 2822254)

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 **08/20/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	CRD# 20472	04/04/2008
IA	ADVICE AND PLANNING SERVICES	CRD# 20472	05/05/2008

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	LPL FINANCIAL CORPORATION	6413	ROCKLAND, MA	11/28/2007 - 02/25/2008
B	CCO INVESTMENT SERVICES CORP.	39550	QUINCY, MA	07/20/1999 - 11/10/2006
B	BISYS BROKERAGE SERVICES, INC.	23302	ST. CLOUD, MN	04/01/1997 - 07/28/1999

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

Employment 1 of 1

Firm Name: **ADVICE AND PLANNING SERVICES**
Main Address: 730 THIRD AVENUE
NEW YORK, NY 10017-3206
Firm ID#: 20472

	Regulator	Registration	Status	Date
B	FINRA	General Securities Principal	Approved	04/04/2008
B	FINRA	General Securities Representative	Approved	04/04/2008
B	California	Agent	Approved	12/20/2022
B	Connecticut	Agent	Approved	08/23/2022
B	Delaware	Agent	Approved	04/03/2024
B	Florida	Agent	Approved	04/04/2008
B	Georgia	Agent	Approved	06/12/2023
B	Kentucky	Agent	Approved	06/12/2023
B	Maine	Agent	Approved	04/22/2008
B	Maryland	Agent	Approved	04/03/2024
B	Massachusetts	Agent	Approved	04/04/2008
IA	Massachusetts	Investment Adviser Representative	Approved	05/05/2008
B	New Hampshire	Agent	Approved	04/22/2008



Qualifications

Regulator	Registration	Status	Date
B New Jersey	Agent	Approved	05/17/2023
B New York	Agent	Approved	09/28/2020
B North Carolina	Agent	Approved	07/28/2018
B Pennsylvania	Agent	Approved	08/22/2019
B Rhode Island	Agent	Approved	04/22/2008
B South Carolina	Agent	Approved	01/17/2024
B Texas	Agent	Approved	07/28/2022
IA Texas	Investment Adviser Representative	Restricted Approval	08/21/2025
B Vermont	Agent	Approved	07/01/2024
IA Vermont	Investment Adviser Representative	Approved	08/25/2025
B Washington	Agent	Approved	07/17/2023

Branch Office Locations

ADVICE AND PLANNING SERVICES
33 Arch Street, 12th Floor
Suite 1210
Boston, MA 02110

ADVICE AND PLANNING SERVICES
Quincy, MA




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
	General Securities Principal Examination (S24)	Series 24	07/20/1998

General Industry/Product Exams

	Exam	Category	Date
	Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
	General Securities Representative Examination (S7)	Series 7	06/21/1997
	Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	12/03/1996

State Securities Law Exams

	Exam	Category	Date
	Uniform Investment Adviser Law Examination (S65)	Series 65	04/25/2008
	Uniform Securities Agent State Law Examination (S63)	Series 63	12/20/1996

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
B	11/28/2007 - 02/25/2008	LPL FINANCIAL CORPORATION	CRD# 6413	ROCKLAND, MA
B	07/20/1999 - 11/10/2006	CCO INVESTMENT SERVICES CORP.	CRD# 39550	QUINCY, MA
B	04/01/1997 - 07/28/1999	BISYS BROKERAGE SERVICES, INC.	CRD# 23302	ST. CLOUD, MN
B	12/05/1996 - 03/31/1997	CITIZENS INVESTMENT SECURITIES, INC.	CRD# 39550	JOHNSTON, RI

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
03/2008 - Present	TIAA	Sr Wealth Mgmt Advisor	Y	Boston, MA, United States
03/2008 - Present	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	Boston, MA, 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.

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	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:	CCO INVESTMENT SERVICES CORP
Allegations:	CLIENT ALLEGES THAT WHEN VARIABLE ANNUITIES WERE PURCHASED IN MARCH 2000, THAT SHE WAS TOLD THAT SHE WOULD NOT LOSE ANY MONEY. SHE CONTENDS THAT THESE INVESTMENTS WERE UNSUITABLE.
Product Type:	Annuity-Variable
Alleged Damages:	\$6,000.00
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:	03/10/2010
Complaint Pending?	No
Status:	Settled
Status Date:	03/17/2010
Settlement Amount:	\$0.00
Individual Contribution Amount:	\$0.00



Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: CITIZENS INVESTMENT SERVICES

Allegations: CLIENT OPENED VA FOR HER GRANDCHILDREN (THEY ARE BENEFICIARIES)IN 2000. SHE RECEIVED LETTER FROM ING STATING SHE MUST BEGIN ANNUITIZATION UNLESS SHE SIGNED A FORM. BECAUSE VALUE IS DOWN, SHE KNOWS DEATH BENEFIT WILL ALLOW GRANDCHILDREN TO GET RETURN OF PRINCIPAL, AND THEREFORE SHE WANTS TO KEEP CONTRACT IN TACT. ANOTHER REP STILL AT CCO EXPLAINED SHE COULD KEEP CONTRACT BY SIGNING FORM AND SO SHE DID. NO FURTHER ACTION WAS NEEDED.

Product Type: Annuity-Variable

Alleged Damages: \$6,000.00

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: 03/10/2010

Complaint Pending? No

Status: Settled

Status Date: 03/17/2010

Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Disclosure 2 of 2

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: CITIZENS INVESTMENT SERVICES CORP

Allegations: CLIENT BELIEVES PRODUCT DID NOT MEET HIS EXPLAINED GOALS & OBJECTIVES.

Product Type: Mutual Fund(s)

Alleged Damages: \$8,517.74

Customer Complaint Information

Date Complaint Received: 06/05/2002

Complaint Pending? No

Status: Settled

Status Date: 11/25/2002



Settlement Amount:	\$8,517.44
Individual Contribution Amount:	\$0.00



End of Report

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