



IAPD Report

MARK A JOHNSON

CRD# 2842194

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Qualifications	2 - 5
Registration and Employment History	6 - 7
Disclosure Information	8



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

MARK A JOHNSON (CRD# 2842194)

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 **07/05/2023**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
IA	CONCURRENT INVESTMENT ADVISORS, LLC	CRD# 323135	05/05/2023
B	PURSHE KAPLAN STERLING INVESTMENTS	CRD# 35747	05/08/2023

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **21** 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	RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC	149018	NORMAN, OK	02/02/2018 - 05/15/2023
B	RAYMOND JAMES FINANCIAL SERVICES, INC.	6694	Norman, OK	01/16/2018 - 05/15/2023
IA	MORGAN STANLEY	149777	NORMAN, OK	05/21/2012 - 01/16/2018

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	4



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

Employment 1 of 2

Firm Name: **CONCURRENT INVESTMENT ADVISORS, LLC**
Main Address: 100 S. ASHLEY DRIVE
SUITE 830
TAMPA, FL 33602
Firm ID#: 323135

Regulator	Registration	Status	Date
IA Oklahoma	Investment Adviser Representative	Approved	05/05/2023
IA Texas	Investment Adviser Representative	Approved	06/19/2023

Branch Office Locations

CONCURRENT INVESTMENT ADVISORS, LLC
3411 W. Rock Creek Rd, Suite 100
Norman, OK 73072

Employment 2 of 2

Firm Name: **PURSHE KAPLAN STERLING INVESTMENTS**
Main Address: 80 STATE STREET
ALBANY, NY 12207
Firm ID#: 35747

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	05/08/2023
B Arizona	Agent	Approved	05/08/2023
B Arkansas	Agent	Approved	05/16/2023
B California	Agent	Approved	05/08/2023
B Colorado	Agent	Approved	05/08/2023



Qualifications

Regulator	Registration	Status	Date
B District of Columbia	Agent	Approved	05/08/2023
B Georgia	Agent	Approved	05/08/2023
B Illinois	Agent	Approved	05/08/2023
B Indiana	Agent	Approved	05/08/2023
B Iowa	Agent	Approved	05/08/2023
B Maryland	Agent	Approved	05/08/2023
B Massachusetts	Agent	Approved	05/23/2023
B Michigan	Agent	Approved	05/08/2023
B Minnesota	Agent	Approved	05/08/2023
B North Carolina	Agent	Approved	05/08/2023
B Ohio	Agent	Approved	05/09/2023
B Oklahoma	Agent	Approved	05/10/2023
B Texas	Agent	Approved	05/08/2023
B Utah	Agent	Approved	05/08/2023
B Virginia	Agent	Approved	05/16/2023
B Washington	Agent	Approved	05/16/2023
B Wisconsin	Agent	Approved	05/08/2023

Branch Office Locations

3411 W Rock Creek Road



Qualifications

Suite 100
Norman, OK 73072



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
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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
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General Securities Representative Examination (S7)	Series 7	03/05/1997
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State Securities Law Exams

Exam	Category	Date
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Uniform Combined State Law Examination (S66)	Series 66	03/02/2007
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Uniform Securities Agent State Law Examination (S63)	Series 63	03/06/1997
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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	02/02/2018 - 05/15/2023	RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC	CRD# 149018	NORMAN, OK
B	01/16/2018 - 05/15/2023	RAYMOND JAMES FINANCIAL SERVICES, INC.	CRD# 6694	Norman, OK
IA	05/21/2012 - 01/16/2018	MORGAN STANLEY	CRD# 149777	NORMAN, OK
B	05/18/2012 - 01/16/2018	MORGAN STANLEY	CRD# 149777	NORMAN, OK
IA	03/15/2007 - 05/22/2012	EDWARD JONES	CRD# 250	NORMAN, OK
B	03/06/1997 - 05/22/2012	EDWARD JONES	CRD# 250	NORMAN, OK

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
05/2023 - Present	Purshe Kaplan Sterling Investments	Reg. Rep.	Y	Albany, NY, United States
01/2018 - Present	Concurrent Investment Advisors dba Heartland Wealth Management	Investment Adviser	Y	Norman, OK, United States
02/2018 - 05/2023	RAYMOND JAMES FINANCIAL SERVICES ADVISORS INC.	INVESTMENT ADVISER REP	Y	NORMAN, OK, United States
01/2018 - 05/2023	Raymond James Financial Services, Inc	Financial Advisor	Y	Norman, OK, United States
01/2015 - 01/2018	MORGAN STANLEY PRIVATE BANK, NATIONAL ASSOCIATION	FINANCIAL ADVISOR	Y	NEW YORK, NY, United States
05/2012 - 01/2018	Morgan Stanley	Financial Advisor	Y	Norman, OK, 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.

- 1) Concurrent Partners 1. Investment Related. 3411 W Rock Creek Rd, Suite 100, Norman, OK, 73072. Holding Company. Personal/Private Investment. 01/01/2021. Hrs/month 0-1 all during trading hours. Passive Investor.
- 2) Concurrent Investment Advisors DBA Heartland Wealth Management, LLC. 3351 W Rock Creek Rd Ste 130, Norman, OK, 73072. RIA /Business Owner. IAR / Owner/Proprietor. 01/01/2018. Hrs/month 160 all during trading hours. I run the business and maintain all operations.
- 3) Fixed Insurance. Investment Related. 3411 W Rock Creek Rd. Suite 100 Norman, OK 73072. Fixed/Traditional Insurance. Agent. 5/5/2023. Hrs/month 10 all during trading hours. Sales of fixed/traditional insurance products.



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	4

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 4

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: 07/2004-01/2007; CLIENTS' ATTORNEY QUESTIONS WHY THE FA DID NOT SELL THE LEHMAN BROTHERS "STOCK" HELD IN THE ACCOUNT WHEN HE WAS PROVIDED WITH INSTRUCTIONS TO SELL. ATTORNEY QUESTIONS HOW THE FA PLANS TO REMEDY THIS LOSS. ATTORNEY QUESTIONS IF THE FIRM HAS FILED A CLAIM WITH REGARD TO LEHMAN BROTHERS. ATTORNEY ALSO QUESTIONS WHY THE CLIENTS WERE CHARGED \$6,000.00 TO PURCHASE AN ANNUITY IN THE AMOUNT OF \$150,000.00 THAT IS NOW WORTH APPROXIMATELY \$78,000.00. ATTORNEY QUESTIONS HOW THE FA PLANS TO REMEDY THIS TOO LARGE FEE OF WHICH HE CLIENTS DID NOT APPROVE. ALLEGED DAMAGES EXCEED \$5,000.00 - FILING REQUIRED.

Product Type: Other: MISCELLANEOUS

Alleged Damages: \$5,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC repair or civil litigation? No

Customer Complaint Information

Date Complaint Received: 04/20/2009

Complaint Pending? No



Status: Denied
Status Date: 06/01/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement

PROVIDED INFORMATION TO THE CLIENT RELATED TO THE LEHMAN BROTHERS BANKRUPTCY. AT THE TIME OF THE PURCHASE, THE CLIENTS WOULD HAVE RECEIVED A CONFIRMATION DETAILING THE TRADE. SINCE THE PURCHASE, THE CLIENT HAS RECEIVED STATEMENTS PROVIDING INFORMATION REGARDING THE INVESTMENTS HELD IN THE ACCOUNT AS WELL AS REFLECTING ACCOUNT ACTIVITY. ACCORDING TO THE FA, ALTHOUGH THE DECLINING VALUE OF THE BOND WAS DISCUSSED, HE WAS NEVER INSTRUCTED TO SELL THE INVESTMENT. EXPLAINED WE UNDERSTAND THE CLIENTS' CONCERNS ABOUT THEIR LEHMAN BROTHERS HOLDINGS; HOWEVER, EDWARD JONES AS A BROKER OF SECURITIES DOES NOT HAVE LEGAL STANDING, OR A LEGAL RIGHT IN THE COURTS, TO REPRESENT INDIVIDUAL OWNERS OF THOSE SECURITIES. OUR RECORDS REFLECT THE LINCOLN LEGACY ANNUITY WAS PURCHASED ON JANUARY 19, 2007. AT THE TIME OF THE PURCHASE, THE CLIENT(S) SIGNED AN ANNUITY CONTRACT VERIFICATION FORM, AN I4LIFE ADVANTAGE NONQUALIFIED ELECTION FORM, AND A DELIVERY RECEIPT. ACCORDING TO THE FA, THE COMMISSION ASSOCIATED WITH THE PURCHASE WAS DISCLOSED TO THE CLIENTS BEFORE AND AFTER THE PURCHASE. IT WOULD SEEM IF THE CLIENTS HAD A CONCERN RELATED TO THE COMMISSION, WE WOULD HAVE BEEN CONTACTED IN A TIMELIER MANNER. SINCE THE ANNUITY WAS PURCHASED, THE CLIENTS HAVE RECEIVED STATEMENTS FROM EDWARD JONES AS WELL AS LINCOLN NATIONAL WHICH HAVE PROVIDED INFORMATION REGARDING THE ANNUITY TO INCLUDE THE SUB-ACCOUNT ALLOCATIONS. WHILE WE UNDERSTAND THE CLIENT'S DISAPPOINTMENT IN THE DECLINE IN THE VALUE OF THE ANNUITY, MARKET FLUCTUATION IS A RISK ASSOCIATED WITH INVESTING. IN ADDITION, OUR RECORDS REFLECT APPROXIMATELY \$17,816.64 HAS BEEN WITHDRAWN FROM THE ANNUITY FROM MARCH 2007 THROUGH FEBRUARY 2009. BASED ON OUR REVIEW, WE WILL BE MAKING NO ADJUSTMENTS TO THE ACCOUNT IN REGARD TO THIS MATTER.

Disclosure 2 of 4

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: 6/24/08-10/00/08; THE CLIENT STATES SHE DID NOT AUTHORIZE THE PURCHASE OF FRNRX, TABRX AND CWBFX ON 6/24/08. SHE STATES THE FA CONTACTED HER TO INVEST IN THESE 3 FUNDS; SHE INDICATES SHE QUESTIONED THE FEES. SHE STATES SINCE SHE DID NOT BELIEVE SHE GAVE AUTHORIZATION, SHE DID NOT OPEN WHAT WAS SENT TO HER. SHE THOUGHT IT WAS INFORMATION ON THE FUNDS. SHE WANTS THE TRADES CANCELLED.

Product Type: Mutual Fund(s)

Alleged Damages: \$5,000.00

Customer Complaint Information



Date Complaint Received: 10/16/2008

Complaint Pending? No

Status: Denied

Status Date: 11/04/2008

Settlement Amount:

Individual Contribution Amount:

Broker Statement

THE FA INDICATES HE OPENED AN IRA ACCOUNT PER THE CLIENT'S REQUEST ON 5/13/08 AND ACCOUNT OPENING DOCUMENTS WERE SENT TO THE CLIENT. THE FA STATES HE DISCUSSED THE CLIENT'S INVESTMENT OBJECTIVES AND INVESTING THE PROCEEDS OF THE ROLLOVER IN MUTUAL FUNDS. THE FA INDICATES HE REVIEWED WITH THE CLIENT COMMISSIONS AND FEES AT THAT TIME AND PROVIDED HER WITH RECOMMENDATIONS OF MUTUAL FUNDS TO INVEST IN BASED ON THE CLIENT'S STATED OBJECTIVES. THE FA PROVIDED THE CLIENT WITH A MORNINGSTAR ILLUSTRATION AND THE PROSPECTUSES FOR THE FUNDS RECOMMENDED. THE FIRM RECEIVED THE ROLLOVER ON 6/4/08. THE FA STATES HE CONTACTED THE CLIENT ON 6/24/08 AND DISCUSSED THE RECOMMENDATIONS; ACCORDING TO THE FA AUTHORIZATION TO PURCHASE THE MUTUAL FUNDS WAS RECEIVED DURING THIS PHONE CALL. CONFIRMATIONS WERE SENT TO THE CLIENT AND THE JUNE 2008 STATEMENT REFLECTED THE PURCHASE. THE FIRM UNDERSTANDS THE CLIENT'S CONCERNS FOR THE VALUE OF THE ACCOUNT DUE TO CURRENT MARKET CONDITIONS. HOWEVER, THE CLIENT'S REQUEST FOR THE REVERSAL OF THE PURCHASES OF THE MUTUAL FUNDS IS DENIED.

Disclosure 3 of 4

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: ACCORDING TO ATTORNEY, CLIENT HAD DISCUSSED WITH IR THE DESIRE TO CONTRIBUTE TO A TAX-DEFERRED INVESTMENT AND RECEIVE A TAX DEDUCTION FOR THE FULL AMOUNT OF THE INVESTMENT. ATTORNEY INDICATED BASED ON CLIENT'S SIGNIFICANT INCREASE IN INCOME, IR RECOMMENDED A LIFE INSURANCE RETIREMENT PROGRAM (LIRP). ATTORNEY STATED IR INFORMED CLIENT THE PREMIUMS PAID WOULD BE FULLY TAX-DEDUCTIBLE TO EACH OF CLIENT'S COMPANIES. ATTORNEY STATES THIS INFORMATION TURNED OUT TO BE INCORRECT AND THE CLIENT MAY NOT RECEIVE FEDERAL OR STATE DEDUCTIONS FOR ANY PORTION OF THE PREMIUMS PAID. ATTORNEY IS REQUESTING A CANCELLATION OF THE POLICIES AND A FULL REFUND OF PREMIUMS PAID. LOSSES EXCEED \$5,000

Product Type: Insurance

Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 06/29/2004

Complaint Pending? No

Status: Denied



Status Date: 07/12/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement

ACCORDING TO IR, CLIENT HAD PURCHASED A LIRP WITH HARTFORD LIFE IN 2002, PRIOR TO HIS MOST RECENT LIRP PURCHASES IN 2004 AND, THEREFORE, IT WOULD APPEAR THE CLIENT IS FAMILIAR WITH THIS INSURANCE PRODUCT. ACCORDING TO IR, HE DISCUSSED THE BENEFITS OF THE LIRP WITH THE CLIENT. IR INDICATED CLIENT INQUIRED ABOUT TAX-DEDUCTIBILITY NOT ONLY DURING THE MEETINGS IN 2004, BUT ALSO WHEN THE ORIGINAL LIRP WAS PURCHASED IN 2002. IR STATED AT NO TIME DURING THE SALE OF THE LIRP CONTRACTS DID HE INFORM THE CLIENT THE PREMIUMS WOULD BE TAX-DEDUCTIBLE. HOWEVER, IR DID INFORM CLIENT THAT INFORMATION PROVIDED BY PROTECTIVE LIFE INDICATED THAT TAX-DEDUCTIBILITY WAS A "GRAY" AREA, SUBJECT TO INTERPRETATION, AND THIS SHOULD BE DISCUSSED WITH CLIENT'S CPA. OUR RECORDS FURTHER INDICATE A CONFERENCE CALL ON MARCH 29, 2004, BETWEEN THE FIRM'S FIELD SUPERVISION INSURANCE AREA, IR AND CLIENT TO DISCUSS THE LIRP PURCHASES. CLIENT INDICATED DURING THIS CALL THAT HE CONSULTED WITH HIS CPAS AND ATTORNEYS REGARDING THE INSURANCE PURCHASES. ON THAT DAY, A FOLLOW-UP LETTER WAS MAILED TO CLIENT THAT REFLECTED THE RESULTS OF THE CONFERENCE CALL. IT IS OUR UNDERSTANDING THERE WERE AT LEAST TWO OTHER DISCUSSIONS IN MAY AND JUNE 2004, REGARDING THE POTENTIAL TAX-DEDUCTIBILITY OF THE LIRP; HOWEVER, IT DOES NOT APPEAR IR PROVIDED TAX ADVICE TO THE CLIENT, BUT RATHER SUGGESTED CLIENT DISCUSS THE "GRAY" AREA WITH HIS CPA. FURTHER, IT WOULD APPEAR CLIENT HAD AMPLE TIME TO DISCUSS TAX-DEDUCTIBILITY WITH HIS CPA(S), AS CLIENT CONFIRMED DURING THE CONFERENCE CALL THAT HE CONSULTED WITH HIS ATTORNEYS AND TAX ADVISORS REGARDING THESE PURCHASES. BASED ON OUR REVIEW OF THIS MATTER, WE RESPECTFULLY DENY ATTORNEY'S REQUEST TO CANCEL THE POLICIES AND REFUND THE PREMIUMS PAID TO DATE.

Disclosure 4 of 4

Reporting Source:

Individual

Employing firm when activities occurred which led to the complaint:

EDWARD JONES

Allegations:

THE CUSTOMER INDICATES MR. JOHNSON INVESTED ALL OF HER MONEY IN CERTIFICATES OF DEPOSIT THAT WILL NOT MATURE FOR 13 YEARS. SHE CLAIMS SHE DID NOT REALIZE THE INVESTMENTS WERE FOR THAT LONG A TERM AND QUESTIONS WHETHER THEY ARE SUITABLE FOR HER SINCE SHE IS 84. SHE ALSO QUESTIONS WHY MR. JOHNSON HAD HER OPEN JOINT ACCOUNTS TO AVOID PROBATE INSTEAD OF TOD ACCOUNTS. SHE INDICATES HER INVESTMENTS ARE DOWN \$10,000.00 IN VALUE. THE CUSTOMER REQUESTS THE RETURN OF THE ENTIRE AMOUNT SHE INVESTED.

Product Type:

CD

Alleged Damages:

\$5,000.00



Alleged Damages Amount Explanation (if amount not exact): ALLEGATIONS CLAIM DAMAGES THAT APPEAR TO BE IN EXCESS OF \$5000.

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: 06/19/2000

Complaint Pending? No

Status: Denied

Status Date: 09/14/2000

Settlement Amount:

Individual Contribution Amount:

Broker Statement

ACCOUNTS WERE OPENED PRIOR TO THE IR'S ARRIVAL AT THE OFFICE. THE ACCOUNTS HAVE BEEN ESTABLISHED SINCE LATE 1996/EARLY 1997. TAX REPORTING HAS BEEN COMPLETED UNDER [CUSTOMER'S] SOCIAL SECURITY NUMBER. REFERRED HER TO A TAX PROFESSIONAL FOR ASSISTANCE REGARDING HOW TO REPORT INFORMATION FOR TAX PURPOSES. IR INDICATES CLIENT HAS PREVIOUSLY PURCHASED SIMILAR INVESTMENTS WHICH WERE CALLED. WHEN THE INVESTMENTS WERE CALLED, THE CLIENT WOULD CONTACT THE IR FOR SIMILAR INVESTMENTS WITH THE BEST RATES. IR DID DISCUSS MATURITY DATE WITH LCIENT AS WELL AS CALL FEATURES, MARKET FLUCTUATION, AND ASSOCIATED RISK. ALSO, EXPLAINED THE ESTATE FEATURE. IT APPEARS THE IR MAKE SUGGESTIONS BASED ON DISCUSSIONS WITH THE CUSTOMER, THE APPROPRIATE DISCLOSURES WERE MADE, AND THE PURCHASES WERE MADE WITH CLIENT'S AUTHORIZATION. CLIENT HAS RECEIVED TRADE CONFIRMATIONS, AS WELL AS DISCLOSURE DOCUMENTATION AND CUSTOMER STATEMENTS. CLAIM DENIED.



End of Report

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