



IAPD Report

MARY ELLEN TWIGG

CRD# 2962466

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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

MARY ELLEN TWIGG (CRD# 2962466)

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 **11/05/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	LPL FINANCIAL LLC	CRD# 6413	02/27/2014
IA	LPL FINANCIAL LLC	CRD# 6413	02/27/2014

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
B	INFINEX INVESTMENTS, INC.	35371	MIDLOTHIAN, VA	02/23/2010 - 03/04/2014
IA	INFINEX INVESTMENTS, INC.	35371	MIDLOTHIAN, VA	02/23/2010 - 03/04/2014
B	WATERFORD INVESTOR SERVICES, INC.	46227	MIDLOTHIAN, VA	01/04/2010 - 02/24/2010

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

Employment 1 of 1

Firm Name: **LPL FINANCIAL LLC**
Main Address: 1055 LPL WAY
FORT MILL, SC 29715
Firm ID#: 6413

	Regulator	Registration	Status	Date
	FINRA	General Securities Representative	Approved	02/27/2014
	Alabama	Agent	Approved	09/11/2020
	Arizona	Agent	Approved	10/10/2014
	California	Agent	Approved	06/20/2023
	Connecticut	Agent	Approved	04/02/2020
	Florida	Agent	Approved	03/24/2016
	Idaho	Agent	Approved	01/06/2022
	Kansas	Agent	Approved	05/31/2025
	Louisiana	Agent	Approved	02/22/2021
	Maryland	Agent	Approved	12/02/2019
	Massachusetts	Agent	Approved	04/26/2025
	Minnesota	Agent	Approved	01/06/2021
	New Jersey	Agent	Approved	05/27/2021



Qualifications

	Regulator	Registration	Status	Date
B	North Carolina	Agent	Approved	02/27/2014
B	Ohio	Agent	Approved	08/09/2022
B	Oklahoma	Agent	Approved	10/10/2014
B	Pennsylvania	Agent	Approved	03/19/2025
B	Rhode Island	Agent	Approved	07/19/2019
B	South Carolina	Agent	Approved	10/10/2014
B	Texas	Agent	Approved	02/23/2021
B	Virginia	Agent	Approved	02/27/2014
IA	Virginia	Investment Adviser Representative	Approved	02/27/2014
B	West Virginia	Agent	Approved	12/09/2021

Branch Office Locations

LPL FINANCIAL LLC
1422 ANDERSON HIGHWAY
CUMBERLAND, VA 23040

LPL FINANCIAL LLC
2351 ANDERSON HWY
POWHATAN, VA 23139

LPL FINANCIAL LLC
7021 MECHANICSVILLE TRPK
MECHANICSVILLE, VA 23111

LPL FINANCIAL LLC
5208 MONTICELLO AVE STE 150
WILLIAMSBURG, VA 23188

LPL FINANCIAL LLC
301 S 10TH STREET
RICHMOND, VA 23219

LPL FINANCIAL LLC
3920 LENOX AVE
CHARLOTTESVILLE, VA 22901

LPL FINANCIAL LLC
2288 CARTERSVILLE RD
CARTERSVILLE, VA 23027

LPL FINANCIAL LLC
12308 PATTERSON AVE
RICHMOND, VA 23238

LPL FINANCIAL LLC
1400 ALVERSER DRIVE
MIDLOTHIAN, VA 23113

LPL FINANCIAL LLC
3490 LAUDERDALE DR
RICHMOND, VA 23233

LPL FINANCIAL LLC
13200 MIDLOTHIAN TURNPIKE
MIDLOTHIAN, VA 23113

LPL FINANCIAL LLC
13200 HULL STREET RD
MIDLOTHIAN, VA 23112



Qualifications

LPL FINANCIAL LLC
4820 W HUNDRED RD
CHESTER, VA 23831



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 1 state securities law exam.

Principal/Supervisory Exams

Exam	Category	Date
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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	12/02/1997

State Securities Law Exams

Exam	Category	Date
IA B Uniform Combined State Law Examination (S66)	Series 66	01/27/2005



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	02/23/2010 - 03/04/2014	INFINEX INVESTMENTS, INC.	CRD# 35371	MIDLOTHIAN, VA
IA	02/23/2010 - 03/04/2014	INFINEX INVESTMENTS, INC.	CRD# 35371	MIDLOTHIAN, VA
B	01/04/2010 - 02/24/2010	WATERFORD INVESTOR SERVICES, INC.	CRD# 46227	MIDLOTHIAN, VA
IA	09/14/2005 - 02/24/2010	CBS ADVISORS, LLC	CRD# 134922	MIDLOTHIAN, VA
B	06/01/2005 - 12/23/2009	COMMUNITY BANKERS SECURITIES, LLC	CRD# 42794	MIDLOTHIAN, VA
IA	01/28/2005 - 05/31/2005	COMPASS CAPITAL ASSET MANAGEMENT	CRD# 13787	MIDLOTHIAN, VA
B	02/14/2002 - 05/31/2005	UVEST FINANCIAL SERVICES GROUP, INC.	CRD# 13787	CHARLOTTE, NC
B	06/24/1999 - 06/19/2001	LEGG MASON WOOD WALKER, INCORPORATED	CRD# 6555	BALTIMORE, MD
B	12/04/1997 - 05/11/1999	LEGG MASON WOOD WALKER, INCORPORATED	CRD# 6555	BALTIMORE, MD

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
02/2014 - Present	C & F BANK	REGISTERED REPRESENTATIVE	Y	TOANO, VA, United States
01/2014 - Present	LPL FINANCIAL	REGISTERED REPRESENTATIVE	Y	MIDLOTHIAN, VA, 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) 9/5/2014 - FINANCIAL INSTITUTION DUTY - C AND F BANK - 1 HOUR PER MONTH DURING TRADING - MIDLOTHIAN,



Registration & Employment History



OTHER BUSINESS ACTIVITIES

VA.

2. 5/1/2025 - C&F WEALTH MANAGEMENT - DBA for LPL Business (entity for LPL business) - Inv Related - At business location(s) - Start date: 06/17/2015 - 160 Hrs/Mth - 30 Hrs During Trading.



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:	CBS SECURITIES
Allegations:	CLIENT ALLEGES THAT NOT ALL OPTIONS AVAILABLE FOR HIS ANNUITYT WERE DISCLOSED, THAT BETTER PRODUCTS WERE AVAILABLE, AND THAT THE REPRESENTATIVE LACKED PRODUCT KNOWLEDGE.
Product Type:	Annuity-Variable
Alleged Damages:	\$21,330.87
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:	01/03/2011
Complaint Pending?	No
Status:	Denied
Status Date:	02/22/2011
Settlement Amount:	
Individual Contribution Amount:	

**Broker Statement**

FIRM COMMENT: THIS COMPLAINT WOULD HAVE BEEN REPORTABLE BY THE REPRESENTATIVE'S PRIOR FIRM. HOWEVER THAT FIRM IS NO LONGER ACTIVE, AND AS SUCH COULD NOT REPORT. UPDATED INFORMATION REGARDING THE CLIENT'S ALLEGED LOSSES WAS RECEIVED ON 02/21/2011 INDICATING THAT THE COMPLAINT IS REPORTABLE.

REPRESENTATIVE COMMENT: THIRTY SOMETHING YR. OLD COUPLE WANTED TO PROVIDE FOR RETIREMENT WITH PART OF A SETTLEMENT HE HAD RECEIVED: LONG-TERM TAX-DEFERRED RETIREMENT VEHICLE: VARIABLE ANNUITY. BASED ON FINANCIAL INFORMATION PROVIDED BY CLIENT, A SUITABLE SOLUTION WAS OFFERED AND ACCEPTED. THE CARRIER ALLOWS INCOME RIDERS TO BE ADDED AT A FUTURE DATE, KEEPING EXPENSES DOWN UNTIL NEEDED AT A CLOSER DATE TO RETIREMENT FOR A YOUNGER CLIENT LIKE THIS ONE. SIGNIFICANT MARKET DECLINE IN 2008-2009 IMPACTED THE MARKET VALUE OF THE VARIABLE ANNUITY. AFTER 3.5 YR. CLIENT WANTS TO SURRENDER THE ANNUITY WHICH WAS PLANNED FOR AT LEAST A 22 YEAR INVESTMENT PERIOD. HE DESIRES TO INVEST WITH ANOTHER BROKER. CARRIER CUSTOMER SERVICE PROVIDES DETAILED INFORMATION ABOUT IN-FORCE CONTRACTS. I OFTEN TAP THAT RESOURCE AND I OFTEN CALL WITH CLIENTS IN MY OFFICE. SUGGESTED CLIENT CALL CLIENT RESOURCES DIRECTLY BECAUSE HE COULD NOT ACCESS HIS CONTRACT AND WANTED INSTANT ANSWERS ABOUT THE CONTRACT. I FAIL TO SEE WHY THIS IS A COMPLAINT.



End of Report

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