User Guidance

www.adviserinfo.sec.gov

IAPD Report

Shane Benjamin Klingenstein

CRD# 3004707

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

Shane Benjamin Klingenstein (CRD# 3004707)

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 **11/14/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	EDWARD JONES	CRD# 250	03/10/1998
IA	EDWARD JONES	CRD# 250	02/27/2007

QUALIFICATIONS

This representative is currently registered in **4** SRO(s) and **38** 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

No information reported.

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

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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 **38** jurisdiction(s) and 4 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **EDWARD JONES**

Main Address: 12555 MANCHESTER RD
ST. LOUIS, MO 63131

Firm ID#: 250

	Regulator	Registration	Status	Date
B	FINRA	General Securities Representative	Approved	03/10/1998
B	NYSE American LLC	General Securities Representative	Approved	09/13/2011
B	Nasdaq Stock Market	General Securities Representative	Approved	07/12/2006
B	New York Stock Exchange	General Securities Representative	Approved	05/04/1998
B	Alabama	Agent	Approved	01/21/2022
B	Alaska	Agent	Approved	11/16/2015
B	Arizona	Agent	Approved	02/24/2005
B	California	Agent	Approved	03/08/2000
B	Colorado	Agent	Approved	12/06/2005
B	Delaware	Agent	Approved	10/18/2023
B	Florida	Agent	Approved	01/21/2005
B	Hawaii	Agent	Approved	10/28/2013
B	Idaho	Agent	Approved	09/20/2006

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Qualifications

	Regulator	Registration	Status	Date
B	Illinois	Agent	Approved	02/09/2010
B	Iowa	Agent	Approved	09/02/2009
B	Kansas	Agent	Approved	06/02/2025
B	Kentucky	Agent	Approved	06/07/2006
B	Maine	Agent	Approved	09/21/2023
B	Maryland	Agent	Approved	06/10/2002
B	Massachusetts	Agent	Approved	09/30/2008
B	Michigan	Agent	Approved	06/07/2023
B	Minnesota	Agent	Approved	08/14/2014
B	Mississippi	Agent	Approved	01/04/2021
B	Missouri	Agent	Approved	09/06/2007
B	Montana	Agent	Approved	02/11/2014
B	Nebraska	Agent	Approved	05/24/2016
B	Nevada	Agent	Approved	03/16/2000
B	New York	Agent	Approved	07/12/2012
B	North Dakota	Agent	Approved	01/31/2014
B	Oregon	Agent	Approved	08/31/1998
B	Pennsylvania	Agent	Approved	03/07/2005
B	Rhode Island	Agent	Approved	08/10/2012

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Qualifications

	Regulator	Registration	Status	Date
B	South Carolina	Agent	Approved	08/08/2023
B	South Dakota	Agent	Approved	04/09/2025
B	Tennessee	Agent	Approved	08/31/2021
B	Texas	Agent	Approved	05/06/2010
IA	Texas	Investment Adviser Representative	Restricted Approval	01/04/2019
B	Utah	Agent	Approved	03/08/2005
B	Vermont	Agent	Approved	07/11/2016
B	Virginia	Agent	Approved	02/07/2011
B	Washington	Agent	Approved	03/27/1998
IA	Washington	Investment Adviser Representative	Approved	02/27/2007
B	Wisconsin	Agent	Approved	05/10/2018
B	Wyoming	Agent	Approved	06/04/2020

Branch Office Locations

EDWARD JONES
18209 SR 410 E STE 302
BONNEY LAKE, WA 98391

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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
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	03/09/1998

State Securities Law Exams

	Exam	Category	Date
IA B	Uniform Combined State Law Examination (S66)	Series 66	02/20/2007
B	Uniform Securities Agent State Law Examination (S63)	Series 63	03/11/1998

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.

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Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

No information reported.

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
01/1998 - Present	EDWARD D. JONES & CO., L.P.	NOT PROVIDED	Y	BONNEY LAKE, WA, 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.

RENTAL PROPERTY
Type of business: SINGLE FAMILY RENTAL
LAKE TAPPS, WA
Start date: 1/1/1995
OWNER
Hours per week: 1
Hours during trading: 0
Maintain property.

SJ2H LLC
TYPE OF BUSINESS: COMMERCIAL REAL ESTATE
LAKE TAPPS, WA
START DATE: 9/1/2003
MANAGING MEMBER
HOURS PER WEEK: 0
HOURS DURING TRADING: 0
BUILT AND KEEP 5K SQ FT BUILDING FOR COMMERCIAL RENTALS.

CENTURY MUTUAL INVESTORS
TYPE OF BUSINESS: REAL ESTATE
LAKE TAPPS, WA
START DATE: 5/11/2006
LPT
HOURS PER WEEK: 0
HOURS DURING TRADING: 0
Desc: No responsibilities

RENTAL PROPERTY
Type of business: SINGLE FAMILY RENTAL
LAKE TAPPS, WA

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Registration & Employment History

OTHER BUSINESS ACTIVITIES

Start date: 1/1/1995
OWNER
Hours per week: 0
Hours during trading: 0
OWNER OF RENTAL HOME.

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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.

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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: 12/3/08; CLIENT CLAIMS HE SPOKE WITH FA IN DECEMBER 2008 TO LIQUIDATE ALL OF HIS INVESTMENTS WITH LOSSES BUT THE FA DID NOT LIQUIDATE SHARES OF BAC OR SBUX. AS A RESULT, CLIENT CLAIMS HE LOST $61,248 IN LOSSES HE COULD HAVE USED IN 2008 AS WELL AS $28,577 LOSS IN 2009 THAT HE DOES NOT HAVE A HUGE CAP GAIN TO OFF-SET. CLAIM EXCEEDS $5,000

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 reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 02/10/2009

Complaint Pending? No

Status: Denied

Status Date: 05/12/2009

Settlement Amount:

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Individual Contribution Amount:

Broker Statement BASED ON OUR REVIEW, IT APPEARS WE RECEIVED NO INSTRUCTION TO SELL THE TWO INDIVIDUAL STOCK POSITIONS IN THE ACCOUNT DURING THE LATTER PART OF 2008, BANK OF AMERICA OR STARBUCKS. TO CLARIFY, OUR FAS GENERALLY LACK DISCRETION TO PURCHASE OR SELL SECURITIES FOR ACCOUNTS UNLESS SPECIFICALLY INSTRUCTED BY A CLIENT. BASED ON THE FINDINGS OF OUR INVESTIGATION, IT APPEARS THAT WE NEVER RECEIVED AN INSTRUCTION TO SELL THE STARBUCKS OR BANK OF AMERICA POSITIONS. THEREFORE, WE WILL BE UNABLE TO MAKE ANY ADJUSTMENT TO THE ACCOUNT. CLAIM DENIED.

Disclosure 2 of 4

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	JANICE W. BALLMAN
Allegations:	CLIENTS STATE THAT THEY ARE DISAPPOINTED WITH THE HANDLING OF THEIR ACCOUNT. CLIENTS STATE THAT WHEN THEY OPENED THE ACCOUNT WITH HALF OF THE PROCEEDS FROM THE SALE OF THEIR HOUSE, THE MONEY SHOULD HAVE BEEN INVESTED IN A SHORT-TERM GUARANTEED RETURN OF SOME KIND. CLAIMED LOSSES OF $27K. DID NOT REQUEST ACCOUNT ADJUSTMENT
Product Type:	Other
Alleged Damages:	$27,000.00

Customer Complaint Information

Date Complaint Received:	02/19/2003
Complaint Pending?	No
Status:	Denied
Status Date:	06/04/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	IR STATED THAT CLIENTS TOLD HIM THEY WERE GOING TO KEEP MOST OF THEIR FUNDS IN CD'S AT THEIR CREDIT UNION AND WHAT WAS TO BE INVESTED WITH JONES SHOULD BE DIVERSIFIED IN THE STOCK MARKET ALONG WITH FUNDS. IT DOES NOT APPEAR AS THOUGH THE INVESTMENTS WERE UNSUITABLE WITH RELATION TO THE INFORMATION PROVIDED TO IR AT THE TIME. DECLINE IN VALUE IS ATTRIBUTED TO MARKET FLUCTUATION.

Disclosure 3 of 4

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	EDWARD JONES
Allegations:	CLIENT STATES THAT SHE IS DISAPPOINTED WITH HOW HER MONEY HAS

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	BEEN MANAGED BY IR. STATES THAT IT WAS IMPORTANT THAT SHE NOT INVEST IN SOMETHING REAL AGGRESSIVE AND IR TOLD HER HER FUNDS WOULD BE DIVERSIFIED AND NOT PUT INTO AGGRESSIVE INVESTMENTS. CLAIMS THAT HER INVESTMENTS WERE IN AGGRESSIVE GROWTH AND WITH THE SUGGESTED JONES PORTFOLIO SHE WOULD HAVE BEEN DOWN 27% COMPARED TO 65%. STATES IR TELLS HER TO HOLD ON AND WHEN THE MARKET COMES BACK HE WILL MOVE HER FUNDS INTO A NONAGGRESSIVE PORTFOLIO. WANTS TO KNOW IF THERE IS ANY WAY TO RECOUP LOSSES. UNREALIZED LOSSES EXCEED $5,000
Product Type:	Other
Alleged Damages:	$5,000.00

Customer Complaint Information

Date Complaint Received:	11/29/2002
Complaint Pending?	No
Status:	Denied
Status Date:	04/09/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	IR STATED ON HIS CONTACT NOTES THAT WHEN CLIENT CAME IN TO INVEST MONEY, SHE INDICATED SHE WANTED TO INVEST IN GROWTH AND AGRESSIVE GROWTH. IR NOTED THAT, SINCE MAY 2002, HE HAD ATTEMPTED TO CONTACT CLIENT INDICATING THAT THEY MAY WANT TO REBALANCE HER PORTFOLIO. IR STATED THAT HIS CALLS WERE NOT RETURNED. EXPLAINED TO CLIENT THAT SHE RECEIVED A PROSPECTUS ON EACH INVESTMENT DETAILING THE FUNDS' OBJECTIVES AND ALSO RECEIVED MONTHLY STATEMENTS SINCE APRIL 2002, ALSO REFLECTING THE OBJECTIVES OF THESE INVESTMENTS. DETERMINED THAT SHE WAS AWARE OF THE FUNDS' OBJECTIVES FROM THE DATE OF PURCHASE AND THE DECLINE IN THE VALUE OF HER PORTFOLIO IS ATTRIBUTED TO MARKET FLUCTUATION, WHICH IS A RISK ASSOCIATED WITH INVESTING. CLAIM DENIED.

Disclosure 4 of 4

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	EDWARD JONES
Allegations:	THE CLIENTS STATE WHILE THEIR ACCOUNT WAS WITH PIERCE (FORMER IR) , A $4,000 CHECK WAS ISSUED, CREATING ADDITIONAL MARGIN BALANCE, WITHOUT THEIR AUTHORIZATION. THE CLIENTS ALSO QUESTION THEIR PREVIOUS $10,000 LOAN BALANCE AND STATE THEY WERE UNDER THE IMPRESSION IT HAD BEEN PAID OFF. THE CLIENTS STATE KLINGENSTEIN, THEIR NEW IR AFTER PIERCE. INFORMED THEM HE WOULD CORRECT THE MISTAKE ON THEIR LOAN BALANCE. THE CLIENTS FURTHER STATE, WHILE WITH KLINGENSTEIN, SECURITIES HAVE BEEN SOLD AND PURCHASED WITHOUT THEIR AUTHORIZATION.
Product Type:	Equity Listed (Common & Preferred Stock)

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Alleged Damages: $5,000.00

Customer Complaint Information

Date Complaint Received:	11/02/2000
Complaint Pending?	No
Status:	Denied
Status Date:	03/08/2001
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE CLIENTS LETTER STATES HE INITIATED AN OPEN GTC ORDER TO PURCHASE MSFT AND HE SUBSEQUENTLY WITHDREW FUNDS FROM HIS ACCOUNT THAT WOULD HAVE COVERED THE PURCHASE. THE CUSTOMER STATEMENTS REVEALED SEVERAL OCCASSIONS IN WIHCH THE CLIENT WAS NOTIFIED OF THE OPEN ORDER. IT APPEARS THE ORDERS WERE AUTHORIZED BY THE CLIENT. CLAIM DENIED.

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End of Report

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