



IAPD Report

Robert Baldacci

CRD# 3037308

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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

Robert Baldacci (CRD# 3037308)

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 **03/11/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CETERA WEALTH SERVICES, LLC	CRD# 13572	05/03/2021
IA	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	06/29/2023

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **6** 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	CETERA ADVISOR NETWORKS LLC	13572	EL SEGUNDO, CA	05/04/2021 - 06/29/2023
B	J.P. MORGAN SECURITIES LLC	79	MONTEREY, CA	10/01/2012 - 05/17/2021
IA	J.P. MORGAN SECURITIES LLC	79	MONTEREY, CA	10/01/2012 - 05/17/2021

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	3



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

Employment 1 of 2

Firm Name: **CETERA WEALTH SERVICES, LLC**
Main Address: 2301 ROSECRANS AVE #5100
EL SEGUNDO, CA 90245
Firm ID#: 13572

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	05/03/2021
B California	Agent	Approved	05/04/2021
B Idaho	Agent	Approved	05/15/2023
B Illinois	Agent	Approved	09/10/2024
B Maryland	Agent	Approved	07/01/2025
B Texas	Agent	Approved	03/28/2023
B Virginia	Agent	Approved	11/02/2021

Branch Office Locations

CETERA ADVISOR NETWORKS LLC
2901 PARK AVE STE B1
SOQUEL, CA 95073

CETERA ADVISOR NETWORKS LLC
2901 Park Ave, Suite B1
Soquel, CA 95073

Employment 2 of 2

Firm Name: **CETERA INVESTMENT ADVISERS LLC**
Main Address: 1450 AMERICAN LANE
6TH FLOOR, SUITE 650
SCHAUMBURG, IL 60173-2096
Firm ID#: 105644



Qualifications

Regulator	Registration	Status	Date
IA California	Investment Adviser Representative	Approved	06/29/2023
IA Texas	Investment Adviser Representative	Restricted Approval	06/29/2023

Branch Office Locations

CETERA INVESTMENT ADVISERS LLC
2901 PARK AVE STE B1
SOQUEL, CA 95073




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
 Investment Company Products/Variable Contracts Principal Examination (S26)	Series 26	08/18/2006

General Industry/Product Exams

Exam	Category	Date
 Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
 General Securities Representative Examination (S7)	Series 7	08/26/1998
 Municipal Securities Representative Examination (S52)	Series 52	05/26/1998

State Securities Law Exams

Exam	Category	Date
 Uniform Investment Adviser Law Examination (S65)	Series 65	11/12/2003
 Uniform Securities Agent State Law Examination (S63)	Series 63	05/04/1998

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	05/04/2021 - 06/29/2023	CETERA ADVISOR NETWORKS LLC	CRD# 13572	EL SEGUNDO, CA
B	10/01/2012 - 05/17/2021	J.P. MORGAN SECURITIES LLC	CRD# 79	MONTEREY, CA
IA	10/01/2012 - 05/17/2021	J.P. MORGAN SECURITIES LLC	CRD# 79	MONTEREY, CA
B	05/15/2009 - 10/01/2012	CHASE INVESTMENT SERVICES CORP.	CRD# 25574	PACIFIC GROVE, CA
IA	05/14/2009 - 10/01/2012	CHASE INVESTMENT SERVICES CORP.	CRD# 25574	PACIFIC GROVE, CA
B	11/24/2008 - 03/18/2009	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	CONCORD, CA
IA	11/24/2008 - 03/18/2009	BANC OF AMERICA INVESTMENT SERVICES, INC.	CRD# 16361	CONCORD, CA
B	02/01/2007 - 11/07/2008	WACHOVIA SECURITIES, LLC	CRD# 19616	EL CAJON, CA
IA	02/01/2007 - 11/07/2008	WACHOVIA SECURITIES, LLC	CRD# 19616	EL CAJON, CA
B	10/12/2005 - 02/01/2007	ATLAS SECURITIES, LLC	CRD# 20991	EL CAJON, CA
IA	07/14/2004 - 10/26/2005	CITICORP INVESTMENT SERVICES	CRD# 23988	CAPITOLA, CA
B	04/21/2003 - 10/26/2005	CITICORP INVESTMENT SERVICES	CRD# 23988	LONG ISLAND CITY, NY
B	03/23/2000 - 04/15/2003	WM FINANCIAL SERVICES, INC.	CRD# 599	IRVINE, CA
B	10/20/1998 - 12/06/1999	EDWARD JONES	CRD# 250	ST. LOUIS, MO
B	05/27/1998 - 10/28/1998	OLDE DISCOUNT CORPORATION	CRD# 5979	DETROIT, MI



Registration & Employment History

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
06/2023 - Present	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISOR REPRESENTATIVE	Y	SCHAUMBURG, IL, United States
05/2021 - Present	CETERA WEALTH SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	EL SEGUNDO, CA, United States
05/2021 - Present	ROBERT D BALDACCI, INC	OWNER/CEO	Y	MONTEREY, CA, United States
10/2012 - 05/2021	J.P. MORGAN SECURITIES LLC	Mass Transfer	Y	PACIFIC GROVE, CA, 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 OTHER BUSINESS: FIXED INSURANCE WITH VARIOUS COMPANIES

INVESTMENT RELATED: YES

ADDRESS: SAME AS REGISTERED LOCATION

NATURE OF BUSINESS: FIXED INSURANCE

START DATE: 6/28/2000

APX NUMBER OF HOURS PER WEEK: 1

APX NUMBER OF HOURS DURING TRADING HOURS: 1

POSITION/TITLE/RELATIONSHIP: INSURANCE AGENT

BRIEF DESCRIPTION OF DUTIES: SELL LIFE, ANNUITIES, AND LONG-TERM CARE

2. NAME OF OTHER BUSINESS: ROBERT BALDACCI;

INVESTMENT RELATED: NO;

ADDRESS: 380 BELLEGROVE DR MYRTLE BEACH, SC 29579;

NATURE OF BUSINESS: RENTAL PROPERTY;

START DATE: 09/2024;

POSITION/TITLE/RELATIONSHIP: OWNER;

APX NUMBER OF HOURS PER WEEK: 1;

APX NUMBER OF HOURS DURING TRADING HOURS: 0;

BRIEF DESCRIPTION OF DUTIES: RENTAL PROPERTY;

3. NAME OF OTHER BUSINESS: OHANA WEALTH MANAGEMENT DBA

INVESTMENT RELATED: YES

ADDRESS: SAME AS REGISTERED LOCATION

NATURE OF BUSINESS: FINANCIAL ADVISOR OFFERING INVESTMENTS TO MEET FINANCIAL NEEDS OF CLIENTS.

ADVISING CLIENTS ON INVESTMENT PRODUCTS AND INVESTMENT RELATED SERVICES. THIS INCLUDES RETIREMENT PLANNING, INVESTMENTS, AND INSURANCE SERVICES.

START DATE: 5/2021

POSITION/TITLE/RELATIONSHIP: INDEPENDENT CONTRACTOR

APX NUMBER OF HOURS PER WEEK: 40

APX NUMBER OF HOURS DURING TRADING HOURS: 40

BRIEF DESCRIPTION OF DUTIES: FINANCIAL ADVISOR PROVIDING INVESTMENT ADVICE UNDER OHANA WEALTH MANAGEMENT.;



Registration & Employment History



OTHER BUSINESS ACTIVITIES

4. NAME OF OTHER BUSINESS: ROBERT D BALDACCI, INC.,
INVESTMENT RELATED: YES,
ADDRESS: 288 PEARL ST, SUITE 101, MONTEREY, CA 93940,
NATURE OF BUSINESS: S CORP,
START DATE: 05/2021,
POSITION/TITLE/RELATIONSHIP: OWNER/CEO,
LESS THAN ONE HOUR PER WEEK, NOT DURING TRADING HOURS,
BRIEF DESCRIPTION OF DUTIES: CORP. FOR EXPENSE MANAGEMENT OF SECURITIES BUSINESS ;

5. NAME OF OTHER BUSINESS: BUSINESS NETWORK INTERNATIONAL;
INVESTMENT RELATED: NO;
ADDRESS: 5214 - F DIAMOND HEIGHTS BLVD #629 SAN FRANCISCO, CA 94131;
NATURE OF BUSINESS: NETWORKING GROUP;
START DATE: 09/2024;
POSITION/TITLE/RELATIONSHIP: TREASURER/SECRETARY;
APX NUMBER OF HOURS PER WEEK: 2;
APX NUMBER OF HOURS DURING TRADING HOURS: 0;
BRIEF DESCRIPTION OF DUTIES: COLLECT MEMBERSHIP FEES, REIMBURSE MEMBERS FOR EXPENSES ASSOCIATED WITH WEEKLY MEETINGS, PROVIDE WEEKLY UPDATES TO GROUP;



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	3

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 3

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: WELLS FARGO ADVISORS, LLC

Allegations: CA RESIDENT STATED IN WRITING THAT MAY 2008 PURCHASE OF TWO FIRST TRUST UITS AND PURCHASE OF STRUCTURED PRODUCT TIED TO MRK WERE UNSUITABLE. CLIENT REQUESTED REIMBURSEMENT OF MARGIN INTEREST AND ADVISORY FEES TOTALING \$552.66 AND LOSS ON ALL THREE INVESTMENTS CURRENTLY ABOUT \$12,884.
***ARBITRATION ALLEGATIONS: CLAIMANT, A RESIDENT OF CALIFORNIA ALLEGES BREACH OF FIDUCIARY DUTY, VIOLATION OF NYSE & NASD RULES, NEGLIGENCE, FRAUD, SUITABILITY, MISREPRESENTATION AND UNAUTHORIZED TRANSACTIONS AGAINST WELLS FARGO ADVISORS, LLC FOR INVESTMENTS MADE IN HER ACCOUNTS FROM MAY 2008 TO DECEMBER 2008. CLAIMANT SEEKS RESCISSION OF TRANSACTIONS AND/OR RESTITUTION, DISGORGEMENT OF COMMISSIONS, RETURN OF ALL MARGIN INTEREST PAID, REFUNDS OF ANY COSTS, FEES, CHARGES OR PENALTIES AS WELL AS MONEY DAMAGES FOR THE DECLINE IN VALUE OF HER INVESTMENTS IN A SUM NO LESS THAN \$25,000.01.

Product Type: Unit Investment Trust

Alleged Damages: \$25,000.01

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? Yes



**Arbitration/Reparation forum
or court name and location:** FINRA

Docket/Case #: 09-05159

**Filing date of
arbitration/CFTC reparation
or civil litigation:** 09/17/2009

Customer Complaint Information

Date Complaint Received: 09/22/2009

Complaint Pending? No

Status: Settled

Status Date: 01/03/2011

Settlement Amount: \$15,000.00

**Individual Contribution
Amount:** \$0.00

Firm Statement THE FIRM'S REVIEW DID NOT REVEAL ANY EVIDENCE OF WRONGDONG.
THE MATTER WAS DENIED IN ITS ENTIRETY.
**ARBITRATION SERVED 09/22/2009.
**WELLS FARGO SETTLED THIS MATTER FOR \$15,000.00.

.....

Reporting Source: Individual

**Employing firm when
activities occurred which led
to the complaint:** WACHOVIA SECURITIES, LLC

Allegations: CA RESIDENT STATED IN WRITING THAT MAY 2008 PURCHASE OF TWO FIRST TRUST UITS AND PURCHASE OF STRUCTURED PRODUCT TIED TO MRK WERE UNSUITABLE. CLIENT REQUESTED REIMBURSEMENT OF MARGIN INTEREST AND ADVISORY FEES TOTALING \$552.66 AND LOSS ON ALL THREE INVESTMENTS CURRENTLY ABOUT \$12,884. ***ARBITRATION ALLEGATIONS: CLAIMANT, A RESIDENT OF CALIFORNIA ALLEGES BREACH OF FIDUCIARY DUTY, VIOLATION OF NYSE & NASD RULES, NEGLIGENCE, FRAUD, SUITABILITY, MISREPRESENTATION AND UNAUTHORIZED TRANSACTIONS AGAINST WELLS FARGO ADVISORS, LLC FOR INVESTMENTS MADE IN HER ACCOUNTS FROM MAY 2008 TO DECEMBER 2008. CLAIMANT SEEKS RESCISSION OF TRANSACTIONS AND/OR RESTITUTION, DISGORGEMENT OF COMMISSIONS, RETURN OF ALL MARGIN INTEREST PAID, REFUNDS OF ANY COSTS, FEES, CHARGES OR PENALTIES AS WELL AS MONEY DAMAGES FOR THE DECLINE IN VALUE OF HER INVESTMENTS IN A SUM NO LESS THAN \$25,000.01.

Product Type: Unit Investment Trust

Alleged Damages: \$25,000.01

Is this an oral complaint? No

Is this a written complaint? Yes

**Is this an arbitration/CFTC
reparation or civil litigation?** No

**Arbitration/Reparation forum
or court name and location:** FINRA



Docket/Case #: 09-05159
Filing date of arbitration/CFTC reparation or civil litigation: 09/17/2009

Customer Complaint Information

Date Complaint Received: 09/22/2009
Complaint Pending? No
Status: Settled
Status Date: 01/03/2011
Settlement Amount: \$15,000.00
Individual Contribution Amount: \$0.00

Disclosure 2 of 3

Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, LLC

Allegations: CA RESIDENT PURCHASED MUTUAL FUNDS, EXCHANGE TRADED FUNDS AND STOCKS FROM APRIL 2008 TO OCTOBER 2008. CLIENT COMPLAINED THAT SHE SHOULD HAVE BEEN IN SECURITIES THAT FLUCTUATED LESS IN VALUE. LOSSES EXCEED \$5,000.

Product Type: Other
Other Product Type(s): MISCELLANEOUS
Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 12/16/2008
Complaint Pending? No
Status: Denied
Status Date: 01/12/2009
Settlement Amount:
Individual Contribution Amount:

Firm Statement THE FIRM'S REVIEW DID NOT REVEAL ANY EVIDENCE OF WRONGDOING. THE ALLEGATIONS AND DEMAND FOR REMUNERATION WERE DENIED IN THEIR ENTIRETY.

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, LLC

Allegations: CA RESIDENT PURCHASED MUTUAL FUNDS, EXCHANGE TRADED FUNDS AND STOCKS FROM APRIL 2008 TO OCTOBER 2008. CLIENT COMPLAINED



THAT SHE SHOULD HAVE BEEN IN SECURITIES THAT FLUCTUATED LESS IN VALUE. LOSSES EXCEED \$5,000.

Product Type: Other
Other Product Type(s): MISCELLANEOUS
Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 12/16/2008
Complaint Pending? No
Status: Denied
Status Date: 01/12/2009

Settlement Amount:
Individual Contribution Amount:

Disclosure 3 of 3

Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, LLC

Allegations: CA RESIDENT INVESTED PREMIUM OF \$96,776.82 INTO HARTFORD DIRECTOR M SELECT OUTLOOK VA ON 4/9/08. SEVERAL WEEKS LATER SHE RESPONDED TO A SOLICITATION BY AN INSURANCE SALESMAN WHO WANTS TO SELL HER AN ALLIANCE PRODUCT. CLIENT HAS NOW STATED THAT SHE DOES NOT UNDERSTAND THE VA AND THOUGHT THAT THE VALUE COULD NEVER DROP BELOW HER PREMIUM. SHE HAS A PRINCIPAL PROTECTION RIDER BUT BELIEVES THAT FA DID NOT EXPLAIN EVERYTHING ADEQUATELY. SHE WANTS THE PENALTY WAIVED WHICH IS ABOUT \$6,700.

Product Type: Annuity(ies) - Variable
Alleged Damages: \$6,700.00

Customer Complaint Information

Date Complaint Received: 11/07/2008
Complaint Pending? No
Status: Denied
Status Date: 11/12/2008

Settlement Amount:
Individual Contribution Amount:

Firm Statement INITIAL VERBAL CLAIM WAS DENIED ON 7/1/08. HOWEVER, CLIENT PURSUED MATTER IN WRITING THROUGH THE CALIFORNIA DEPARTMENT OF INSURANCE VIA THE INSURANCE CARRIER. WACHOVIA HAS CONTINUED TO DENY ALL ALLEGATIONS OF WRONGDOING AND DEMAND FOR REMUNERATION.



Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: WACHOVIA SECURITIES, LLC

Allegations: CA RESIDENT INVESTED PREMIUM OF \$96,776.82 INTO HARTFORD DIRECTOR M SELECT OUTLOOK VA ON 4/9/08. SEVERAL WEEKS LATER SHE RESPONDED TO A SOLICITATION BY AN INSURANCE SALESMAN WHO WANTS TO SELL HER AN ALLIANCE PRODUCT. CLIENT HAS NOW STATED THAT SHE DOES NOT UNDERSTAND THE VA AND THOUGHT THAT THE VALUE COULD NEVER DROP BELOW HER PREMIUM. SHE HAS A PRINCIPAL PROTECTION RIDER BUT BELIEVES THAT FA DID NOT EXPLAIN EVERYTHING ADEQUATELY. SHE WANTS THE PENALTY WAIVED WHICH IS ABOUT \$6,700.

Product Type: Annuity(ies) - Variable

Alleged Damages: \$6,700.00

Customer Complaint Information

Date Complaint Received: 11/07/2008

Complaint Pending? No

Status: Denied

Status Date: 11/12/2008

Settlement Amount:

Individual Contribution Amount:

Broker Statement INITIAL VERBAL CLAIM WAS DENIED ON 7/1/08. HOWEVER, CLIENT PURSUED MATTER IN WRITING THROUGH THE CALIFORNIA DEPARTMENT OF INSURANCE VIA THE INSURANCE CARRIER. WACHOVIA HAS CONTINUED TO DENY ALL ALLEGATIONS OF WRONGDOING AND DEMAND FOR REMUNERATION.



End of Report

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