



IAPD Report

ROBERT WILLIAM VOLPE

CRD# 4126954

<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

ROBERT WILLIAM VOLPE (CRD# 4126954)

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 **03/20/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	RAYMOND JAMES FINANCIAL SERVICES, INC.	CRD# 6694	09/16/2010
IA	RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC	CRD# 149018	10/08/2010

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **33** 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	EDWARD JONES	250	HOLLY SPRINGS, NC	10/03/2006 - 10/06/2010
B	EDWARD JONES	250	HOLLY SPRINGS, NC	03/15/2000 - 10/06/2010

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	3
Termination	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 **33** jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 2

Firm Name: **RAYMOND JAMES FINANCIAL SERVICES, INC.**

Main Address: 880 CARILLON PARKWAY
ST. PETERSBURG, FL 33716

Firm ID#: 6694

	Regulator	Registration	Status	Date
B	FINRA	General Securities Representative	Approved	09/16/2010
B	FINRA	General Securities Sales Supervisor	Approved	03/07/2011
B	Arizona	Agent	Approved	01/19/2011
B	California	Agent	Approved	09/16/2010
B	Colorado	Agent	Approved	09/16/2010
B	Connecticut	Agent	Approved	09/16/2010
B	Florida	Agent	Approved	09/16/2010
B	Georgia	Agent	Approved	09/16/2010
B	Idaho	Agent	Approved	02/26/2014
B	Illinois	Agent	Approved	03/06/2026
B	Indiana	Agent	Approved	10/06/2010
B	Kansas	Agent	Approved	08/17/2021
B	Kentucky	Agent	Approved	12/17/2020



Qualifications

Regulator	Registration	Status	Date
B Maryland	Agent	Approved	02/16/2012
B Massachusetts	Agent	Approved	04/27/2015
B Minnesota	Agent	Approved	09/16/2010
B Missouri	Agent	Approved	09/28/2012
B Montana	Agent	Approved	10/14/2020
B Nevada	Agent	Approved	07/11/2025
B New Jersey	Agent	Approved	11/05/2025
B New Mexico	Agent	Approved	01/16/2013
B New York	Agent	Approved	09/16/2010
B North Carolina	Agent	Approved	09/16/2010
B Ohio	Agent	Approved	03/02/2011
B Oklahoma	Agent	Approved	08/14/2013
B Oregon	Agent	Approved	09/16/2010
B Pennsylvania	Agent	Approved	09/16/2010
B South Carolina	Agent	Approved	09/16/2010
B Tennessee	Agent	Approved	09/16/2010
B Texas	Agent	Approved	09/16/2010
B Utah	Agent	Approved	09/16/2010
B Virginia	Agent	Approved	09/16/2010



Qualifications

Regulator	Registration	Status	Date
B Washington	Agent	Approved	09/16/2010
B Wisconsin	Agent	Approved	03/23/2026
B Wyoming	Agent	Approved	09/16/2022

Branch Office Locations

RAYMOND JAMES FINANCIAL SERVICES

104 OSTERVILLE DR
HOLLY SPRINGS, NC 27540

Employment 2 of 2

Firm Name: **RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC**

Main Address: 880 CARILLON PARKWAY
SAINT PETERSBURG, FL 33716

Firm ID#: 149018

Regulator	Registration	Status	Date
IA North Carolina	Investment Adviser Representative	Approved	10/08/2010
IA Texas	Investment Adviser Representative	Restricted Approval	10/31/2014

Branch Office Locations

RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC

104 OSTERVILLE DRIVE
HOLLY SPRINGS, NC 27540



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 2 principal/supervisory exams, 2 general industry/product exams, and 1 state securities law exam.

Principal/Supervisory Exams

Exam	Category	Date
General Securities Sales Supervisor - General Module Examination (S10)	Series 10	03/05/2011
General Securities Sales Supervisor - Options Module Examination (S9)	Series 9	02/08/2011

General Industry/Product Exams

Exam	Category	Date
Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
General Securities Representative Examination (S7)	Series 7	03/14/2000

State Securities Law Exams

Exam	Category	Date
Uniform Securities Agent State Law Examination (S63)	Series 63	03/16/2000

PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **1** professional designation(s).

Certified Financial Planner

This representative holds or did hold **1** professional designation(s) that may have been used to qualify as an Investment Advisor representative. Please check with the appropriate designation authority for verification that the designation is still in effect. The contact information for these professional designation authorities can be found on the website for the North American Securities Administrators Association at <http://www.nasaa.org>



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	10/03/2006 - 10/06/2010	EDWARD JONES	CRD# 250	HOLLY SPRINGS, NC
B	03/15/2000 - 10/06/2010	EDWARD JONES	CRD# 250	HOLLY SPRINGS, NC

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
09/2010 - Present	RAYMOND JAMES FINANCIAL SERVICES	FINANCIAL ADVISOR	Y	HOLLY SPRINGS, NC, United States
09/2010 - Present	RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC.	BRANCH MANAGER	Y	HOLLY SPRINGS, NC, 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 Business: Heritage Pointe Land Owners Association Address: 524 Democracy Place, Apex, NC, 27523, United States Activity Type: Other Position/Title: Officer - Treasurer Investment Related: Yes Start Date: 05/22/2024 Hours per month devoted to this business: 2-10 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Working with the other board members, owners, bookkeeper and paid management company to advise on the prepared financial reports and budgeting.\n\nI will not have access to any funds, nor writing of any checks as that is all handled by the bookkeeper.
- (2)Name of Business: Joint rental with C. Lichfield Address: 524 Democracy Place, Apex, NC, 27523, United States Activity Type: Rental Real Estate Position/Title: Partner Investment Related: Yes Start Date: 03/03/2021 Hours per month devoted to this business: 0-1 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Partner to secure and set up rental real estate. This is a joint venture between my Volpe Holdings, LLC and my BIL, Cameron Lichfield. He would not be a partner in VH, but he approached me about purchasing new rental properties
- (3)Name of Business: Sandy Springs HOA Address: 524 Democracy Pl, Apex, NC, 27523, United States Activity Type: Non profit Position/Title: Officer - Treasurer Investment Related: Yes Start Date: 02/16/2022 Hours per month devoted to this business: 2-10 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Work with other board members and owners for the community of 88 townhomes. I help with the budgeting and financial reporting but do not have access to any accounts, funds or check writing
- (4)Name of Business: Sterling Creek Properties, LLC Address: 524 Democracy Pl, Apex, NC, 27523, United States Activity Type: Agriculture/Farming Position/Title: Partner Investment Related: No Start Date: 01/14/2019 Hours per month devoted to this business: 0-1 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Partner in a timber and land ownership property
- (5)Name of Business: Volpe Holdings Address: 104 Osterville Dr., Holly Springs, NC, Holly Springs, NC, 27540, United States Activity Type: Rental Real Estate Position/Title: Owner/Proprietor Investment Related: Yes Start Date: 03/06/2012 Hours per month devoted to this business: 0-1 Hours per month devoted to this business during trading hours: 0-1 Description of duties: office lease of owned space
- (6)Name of Business: Volpe Holdings, LLC Address: 524 Democracy Place, Apex, NC, 27523, United States Activity Type: Rental



Registration & Employment History



OTHER BUSINESS ACTIVITIES

Real Estate Position/Title: Partner Investment Related: Yes Start Date: 08/01/2014 Hours per month devoted to this business: 2-10 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Partnership with Brenan Volpe, Greg & Maria Volpe for the purpose of purchasing rental properties.

(7)Name of Business: Volpe, A IRA-4-; Volpe, Arlene Address: 524 Democracy Place, Apex, ND, 27523, United States Activity Type: Control Person Position/Title: Health care proxy (Acting), Health care POA (Acting), Health care surrogate (Acting), Executor (Acting) Investment Related: Yes Start Date: 09/16/2010 Hours per month devoted to this business: 2-10 Hours per month devoted to this business during trading hours: 2-10 Description of duties: Executor for my mother, Arlene C. Volpe's estate

(8)Name of Business: Sterling Fox Financial Services Address: 104 Osterville Road Holly Springs, NC 27540, Holly Springs, NC, 27540, United States Activity Type: Support Company - Owner Position/Title: Other Investment Related: No Start Date: 10/07/2010 Hours per month devoted to this business: 0-1 Hours per month devoted to this business during trading hours: 0-1 Description of duties: Branch LLC



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
Termination	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 3

Reporting Source: Firm

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

Allegations: FROM SEPT 1, 2009 TO MAY 31, 2010 CLIENT STATES SHE RECEIVED POOR ADVICE FROM THE FINANCIAL ADVISOR IN THE HANDLING OF DISTRIBUTIONS AND CONTRIBUTIONS BETWEEN SEPTEMBER 2009 AND MAY 2010. CLIENT STATES SHE WAS INFORMED DISTRIBUTIONS COULD BE TAKEN FROM HER IRA AND COULD BE ROLLED OVER WITHIN 60 DAYS WITHOUT TAX PENALTY. CLIENT INDICATES FA ASSURED THEM THE WITHDRAWALS AND ROLLOVERS WERE ROUTINE . CLIENT STATES THEY WERE NOT AWARE OF A PROBLEM UNTIL OCTOBER 2011 AND HAVE NOW FOUND OUT ONLY ONE ROLLOVER IS ALLOWED DURING A 12 MONTH PERIOD. CLIENT STATES AS A RESULT OF THE HANDLING OF THE ROLLOVER AND A SEPARATE MISCODING OF A DIRECT ROLLOVER THEY ARE OUT \$12,000.00.

Product Type: No Product

Alleged Damages: \$12,000.00

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: 04/27/2012

Complaint Pending? No

Status: Settled

Status Date: 09/19/2012

Settlement Amount: \$2,500.00

Individual Contribution Amount: \$0.00

Firm Statement

THE DIRECT ROLLOVER WAS CODED AS A DISTRIBUTION, RATHER THAN A DIRECT ROLLOVER DISTRIBUTION BECAUSE AN ACCEPTANCE LETTER DID NOT ACCOMPANY THE PAPERWORK. THE FIRM HAS OFFERED TO CORRECT THE REPORTING IF THE RECEIVING FIRM WILL PROVIDE A LETTER OF ACCEPTANCE. NEITHER THE FIRM NOR OUR FINANCIAL ADVISORS ARE TAX ADVISORS, AND THEREFORE GENERALLY RECOMMEND CLIENTS SEEK PROFESSIONAL CONSULTATION. THERE IS NO EVIDENCE THAT THE FINANCIAL ADVISOR RECOMMENDED UTILIZING A 60 DAY ROLLOVER TO FUND SHORT TERM, ON-GOING LIQUIDITY NEEDS. WHILE IT IS OUR OPINION THE WITHDRAWALS AND ROLLOVER DEPOSITS WERE NOT THE FINANCIAL ADVISORS RECOMMENDATION, IT APPEARS THE BRANCH WAS ASSISTING THE CLIENT BY PLACING REMINDER CALLS FOR REDEPOSIT. THEREFORE, AS A SERVICE GESTURE, THE CLIENT HAS ACCEPTED \$2,500 TO OFFSET THE UNEXPECTED TAX LIABILITY.

.....

Reporting Source: Individual

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

Allegations: FROM SEPT 1, 2009 TO MAY 31, 2010 CLIENT STATES SHE RECEIVED POOR ADVICE FROM THE FINANCIAL ADVISOR IN THE HANDLING OF DISTRIBUTIONS AND CONTRIBUTIONS BETWEEN SEPTEMBER 2009 AND MAY 2010. CLIENT STATES SHE WAS INFORMED DISTRIBUTIONS COULD BE TAKEN FROM HER IRA AND COULD BE ROLLED OVER WITHIN 60 DAYS WITHOUT TAX PENALTY. CLIENT INDICATES FA ASSURED THEM THE WITHDRAWALS AND ROLLOVERS WERE ROUTINE . CLIENT STATES THEY WERE NOT AWARE OF A PROBLEM UNTIL OCTOBER 2011 AND HAVE NOW FOUND OUT ONLY ONE ROLLOVER IS ALLOWED DURING A 12 MONTH PERIOD. CLIENT STATES AS A RESULT OF THE HANDLING OF THE ROLLOVER AND A SEPARATE MISCODING OF A DIRECT ROLLOVER THEY ARE OUT \$12,000.00.

Product Type: No Product

Alleged Damages: \$12,000.00

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: 04/27/2012

Complaint Pending? No



Status: Settled

Status Date: 09/19/2012

Settlement Amount: \$2,500.00

Individual Contribution Amount: \$0.00

Broker Statement

MR. VOLPE DENIES THAT THE CUSTOMER'S CLAIMS HAVE ANY MERIT. AFTER INVESTIGATING THE COMPLAINT AND ACTIONS TAKEN AT THE TIME, IT WAS DETERMINED THAT THIS CUSTOMER FAILED TO FOLLOW THE ADVICE THAT MR. VOLPE PROVIDED. HE CLEARLY ADVISED THE CLIENT OF THE TAX IMPLICATIONS OF TAKING DISTRIBUTIONS FROM AN IRA. HE FURTHER ADVISED THE CLIENT TO SEEK PROFESSIONAL CPA HELP BEFORE, DURING AND AFTER THE TIMEFRAMES IN QUESTION. MR. VOLPE PROVIDED DOCUMENTATION TO SUPPORT THIS, WHICH THE CLIENT ALSO FAILED TO FOLLOW THROUGH ON. MR. VOLPE WAS NOT INVOLVED IN THE TAX REPORTING CHANGES THAT WERE MADE BY EDWARD JONES (DURING 2012) WHICH IS THE MAIN CAUSE OF THE CLIENTS ISSUE. THE CLAIMED AMOUNT OF TAXES DUE IS INCONSISTENT WITH THE \$20K OF WITHDRAWALS THAT ARE IN QUESTION. THE CLIENTS CLAIMS SHOULD BE DENIED AND DISMISSED IN THEIR ENTIRETY. EDWARD JONES CONFIRMED THIS INFORMATION TO THE CLIENT, BUT DUE TO THE ERRORS THEY MADE IN TAX REPORTING, THEY CHOSE TO PAY THE CLIENT \$2,500 AS A CLIENT CONCESSION. MR. VOLPE IS NOT RESPONSIBLE FOR THE ERRORS OF EDWARD JONES MADE WELL AFTER HE LEFT THE FIRM.

Disclosure 2 of 3

Reporting Source: Firm

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

Allegations: CLIENT STATES FA SOLD HER A VUL AND MISINFORMED HER ABOUT THE FEATURES BELIEVING SHE COULD WITHDRAW MONEY AND THAT IT WAS LOW RISK. CLIENT ALSO GOES ON TO SAY SHE RECEIVED A LETTER FROM THE HOME OFFICE THAT SHE HAD A LOAN AGAINST HER ACCOUNT AND STATES THE FA WAS MAKING UNAUTHORIZED TRADES. CLIENT IS REQUESTING TO BE ALLOWED OUT OF THE VUL AND MADE WHOLE.

Product Type: Insurance

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: 10/26/2010



Complaint Pending?	No
Status:	Settled
Status Date:	03/09/2011
Settlement Amount:	\$21,387.26
Individual Contribution Amount:	\$0.00
Firm Statement	HARTFORD ALLOWED CLIENT OUT OF THE VUL AND RETURNED PROCEEDS OF \$21,387.26
.....	
Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	EDWARD JONES
Allegations:	CLIENT STATES FA SOLD HER A VUL AND MISINFORMED HER ABOUT THE FEATURES BELIEVING SHE COULD WITHDRAW MONEY AND THAT IT WAS LOW RISK. CLIENT ALSO GOES ON TO SAY SHE RECEIVED A LETTER FROM THE HOME OFFICE THAT SHE HAD A LOAN AGAINST HER ACCOUNT AND STATES THE FA WAS MAKING UNAUTHORIZED TRADES. CLIENT IS REQUESTING TO BE ALLOWED OUT OF THE VUL AND MADE WHOLE.
Product Type:	Insurance
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:	10/26/2010
Complaint Pending?	No
Status:	Settled
Status Date:	03/09/2011
Settlement Amount:	\$21,387.26
Individual Contribution Amount:	\$0.00
Broker Statement	MR. VOLPE DENIES THAT THE CUSTOMER'S CLAIMS HAVE ANY MERIT. THIS CUSTOMER, AN EMPLOYEE OF EDWARD JONES, CHOSE TO PURCHASE THE VUL PRODUCT, WHICH WAS CONSISTENT WITH THE CUSTOMER'S GOALS AND OBJECTIVES AT THE TIME, ONLY AFTER BEING APPROPRIATELY ADVISED OF ITS FEATURES. MR. VOLPE PROVIDED ADDITIONAL DOCUMENTATION TO SUPPORT THIS. THE CLIENT/EMPLOYEE HAS SUFFERED NO LOSS OR DAMAGES - \$0. MR. VOLPE FURTHER DENIES THAT HE EXECUTED UNAUTHORIZED TRANSACTIONS IN THE



CUSTOMER'S ACCOUNT. THE CUSTOMER'S CLAIMS SHOULD BE DENIED AND DISMISSED IN THEIR ENTIRETY."

Disclosure 3 of 3

Reporting Source:

Individual

Employing firm when activities occurred which led to the complaint:

EDWARD JONES

Allegations:

12/1/06-11/21/08; CLIENT STATES HE ESTABLISHED ONE ACCOUNT WITH THE FA WITH A PREDOMINANCE OF SAFE INVESTMENTS AND A SECOND ACCOUNT WITH MODERATE RISK. CLIENT INDICATES AFTER TWO YEARS HE INFORMED FA HE CHANGED HIS MIND AND WANTED BOTH ACCOUNTS IN NO RISK INVESTMENTS. CLIENT STATES HE REITERATED THIS REQUEST; HOWEVER, IT WAS IGNORED BY THE FA. LOSSES APPEAR TO EXCEED \$5,000.

Product Type:

Other

Alleged Damages:

\$5,000.00

Customer Complaint Information**Date Complaint Received:**

11/21/2008

Complaint Pending?

No

Status:

Denied

Status Date:

02/23/2009

Settlement Amount:**Individual Contribution Amount:****Broker Statement**

THE FA MET WITH THE CLIENT AND HIS CPA (WHO IS ALSO THE DAUGHTER IN LAW) IN 2005 AND DISCUSSED IN DETAIL THE CLIENTS INVESTMENT OBJECTIVES AND GOALS. THE CLIENT AND THE CPA AGREED TO PURCHASE THE AMERICAN FUNDS AND INDICATED THAT HE HAD OUTSIDE FUNDS TO COVER HIS LIVING EXPENSES. THE FA AND CLIENT COMMUNICATED ON SEVERAL OCCASIONS IN 2006 AND 2007 AND AT NO TIME INDICATED THAT HIS OBJECTIVES HAD CHANGED AND HE WANTED HIS INVESTMENT ADJUSTED. IN REVIEWING THE ACCOUNT THE INVESTMENTS ARE IN LINE WITH THE CLIENTS STATED OBJECTIVES. COMPLAINT DENIED.



Termination

This disclosure event involves a situation where the Investment Adviser Representative voluntarily resigned, was discharged or was permitted to resign after allegations were made that accused the Investment Adviser Representative of violating investment-related statutes, regulations, rules or industry standards of conduct; fraud or the wrongful taking of property; or failure to supervise in connection with investment-related statutes, regulations, rules or industry standards of conduct.

Disclosure 1 of 1

Reporting Source: Firm
Firm Name: EDWARD JONES
Termination Type: Discharged
Termination Date: 09/07/2010
Allegations: VOLPE'S EMPLOYMENT WAS TERMINATED AFTER THE FIRM DETERMINED HE USED DISCRETION IN A CLIENT'S ACCOUNT AND ACCEPTED A TRADE FROM AN UNAUTHORIZED PARTY IN ANOTHER CLIENT'S ACCOUNT.
Product Type: No Product

Reporting Source: Individual
Firm Name: EDWARD JONES
Termination Type: Discharged
Termination Date: 09/07/2010
Allegations: VOLPE'S EMPLOYMENT WAS TERMINATED AFTER THE FIRM DETERMINED HE USED DISCRETION IN A CLIENT'S ACCOUNT AND ACCEPTED A TRADE FROM AN UNAUTHORIZED PARTY IN ANOTHER CLIENT'S ACCOUNT.
Product Type: No Product

Broker Statement EDWARD JONES CAME TO ERRONOMUS CONCLUSION BASED ON BAD INFORMATION AND INCORRECT ASSUMPTIONS. THEY ALSO FAILED TO ADVISE OF ISSUES RELATED TO MINORS WHO HAVE REACHED MAJORITY. THE CLIENT DISCRETION ISSUE WAS RELATED TO A CLIENT WANTING TO BACK OUT OF A TRADE THAT HAD BEEN DISCUSSED AND CONFIRMED ON SEVERAL OCCASSIONS.



End of Report

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