



IAPD Report

SHAUN MICHAEL ROWLES

CRD# 4494803

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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

SHAUN MICHAEL ROWLES (CRD# 4494803)

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 **05/07/2026**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
IA	WELLS FARGO ADVISORS	CRD# 19616	09/17/2025
B	WELLS FARGO CLEARING SERVICES, LLC	CRD# 19616	09/17/2025

QUALIFICATIONS

This representative is currently registered in **11** SRO(s) and **19** 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	UBS FINANCIAL SERVICES INC.	8174	Franklin, TN	07/24/2020 - 09/26/2025
IA	UBS FINANCIAL SERVICES INC.	8174	Monteagle, TN	07/24/2020 - 09/26/2025
IA	SUNTRUST ADVISORY SERVICES, INC.	283390	NASHVILLE, TN	08/31/2016 - 07/28/2020

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	5



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 **19** jurisdiction(s) and 11 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **WELLS FARGO ADVISORS**
Main Address: ONE NORTH JEFFERSON AVENUE
MAIL CODE: H0004-05E
ST. LOUIS, MO 63103-2205
Firm ID#: 19616

Regulator	Registration	Status	Date
B Cboe BZX Exchange, Inc.	General Securities Representative	Approved	09/17/2025
B Cboe Exchange, Inc.	General Securities Representative	Approved	09/17/2025
B FINRA	General Securities Representative	Approved	09/17/2025
B FINRA	Invest. Co and Variable Contracts	Approved	09/17/2025
B NYSE American LLC	General Securities Representative	Approved	09/17/2025
B NYSE Arca, Inc.	General Securities Representative	Approved	09/17/2025
B NYSE Texas, Inc.	General Securities Representative	Approved	09/17/2025
B Nasdaq GEMX, LLC	General Securities Representative	Approved	09/17/2025
B Nasdaq ISE, LLC	General Securities Representative	Approved	09/17/2025
B Nasdaq PHLX LLC	General Securities Representative	Approved	09/17/2025
B Nasdaq Stock Market	General Securities Representative	Approved	09/17/2025
B New York Stock Exchange	General Securities Representative	Approved	09/17/2025
B California	Agent	Approved	09/17/2025



Qualifications

Regulator	Registration	Status	Date
B Colorado	Agent	Approved	09/17/2025
B Delaware	Agent	Approved	09/17/2025
B District of Columbia	Agent	Approved	09/17/2025
B Florida	Agent	Approved	09/17/2025
B Georgia	Agent	Approved	04/22/2026
B Indiana	Agent	Approved	09/17/2025
B Kentucky	Agent	Approved	09/17/2025
B Maryland	Agent	Approved	09/17/2025
B Michigan	Agent	Approved	09/17/2025
B Montana	Agent	Approved	02/27/2026
B New York	Agent	Approved	09/17/2025
B North Carolina	Agent	Approved	09/17/2025
B Ohio	Agent	Approved	09/17/2025
B Pennsylvania	Agent	Approved	09/17/2025
B Tennessee	Agent	Approved	09/17/2025
IA Tennessee	Investment Adviser Representative	Approved	09/17/2025
B Utah	Agent	Approved	09/17/2025
B Virginia	Agent	Approved	09/17/2025
B West Virginia	Agent	Approved	09/17/2025



Qualifications

Regulator	Registration	Status	Date
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Branch Office Locations

WELLS FARGO ADVISORS
3100 WEST END AVE
5TH FL
NASHVILLE, TN 37203



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, 3 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
 General Securities Representative Examination (S7)	Series 7	03/04/2003
 Investment Company Products/Variable Contracts Representative Examination (S6)	Series 6	02/13/2002

State Securities Law Exams

Exam	Category	Date
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  Uniform Combined State Law Examination (S66)	Series 66	03/26/2004
 Uniform Securities Agent State Law Examination (S63)	Series 63	02/27/2002

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
B	07/24/2020 - 09/26/2025	UBS FINANCIAL SERVICES INC.	CRD# 8174	Franklin, TN
IA	07/24/2020 - 09/26/2025	UBS FINANCIAL SERVICES INC.	CRD# 8174	Monteagle, TN
IA	08/31/2016 - 07/28/2020	SUNTRUST ADVISORY SERVICES, INC.	CRD# 283390	NASHVILLE, TN
B	07/31/2012 - 07/27/2020	SUNTRUST INVESTMENT SERVICES, INC.	CRD# 17499	NASHVILLE, TN
IA	08/20/2012 - 12/31/2016	SUNTRUST INVESTMENT SERVICES, INC.	CRD# 17499	NASHVILLE, TN
IA	08/31/2009 - 01/23/2012	SUNTRUST INVESTMENT SERVICES, INC.	CRD# 17499	KNOXVILLE, TN
B	07/16/2009 - 01/23/2012	SUNTRUST INVESTMENT SERVICES, INC.	CRD# 17499	KNOXVILLE, TN
IA	01/08/2004 - 04/21/2009	BB&T INVESTMENT SERVICES, INC.	CRD# 33856	SEVIERVILLE, TN
B	07/11/2002 - 04/21/2009	BB&T INVESTMENT SERVICES, INC.	CRD# 33856	SEVIERVILLE, TN
B	02/14/2002 - 07/10/2002	SECURIAN FINANCIAL SERVICES, INC.	CRD# 15296	ST. PAUL, MN

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
09/2025 - Present	WELLS FARGO CLEARING SERVICES, LLC	REGISTERED REP	Y	NASHVILLE, TN, United States
07/2020 - 09/2025	UBS FINANCIAL SERVICES INC	FINANCIAL ADVISOR	Y	FRANKLIN, TN, United States
08/2016 - 07/2020	SunTrust Advisory Services	Advisor	Y	Atlanta, GA, United States
12/2015 - 07/2020	SUNTRUST INVESTMENT SERVICES, INC	FINANCIAL CONSULTANT	Y	ATLANTA, GA, 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.

The Writings of Rowles; Fiction, historical fiction, history and macroeconomic writing.; Franklin, TN 37064; Research and writing; Start date: 8/31/2020 /// |

Vanderbilt University Owen School of Management; 401 21st Ave S, Nashville, TN 37203; Educational Establishment; Education; Guest Lecturer for 1st year MBA students in macroeconomics; Conducting an annual class for the 1st year MBA students in the Macroeconomics class; Start date: 8/31/2020 /// |

Riverbend Advisory LLC; Franklin, TN 37064; Sole proprietorship; Real Estate; Private real estate holdings LLC for the Rowles Family; Proprietor / owner; Manage LLC; Start date: 7/30/2020 /// |

Rowles Reels; Franklin, TN 37064; www.rowlesreels.com; My sons company; Information Technology; This is my family's media production company. Company is run by my son. I assist as needed; Advisor or advisory group member if advice given may influence an officer/board; Advising my son on running the company and acting as producer for some of the productions; Start date: 9/4/2020 /// |

MONEY REVOLUTION: FINTECH DISRUPTION FROM BULLION TO BITCOIN; NOT INV RELATED; NASHVILLE, TN; CRYPTO; START DATE: 05/01/2015; 1 HRS PER MONTH; 0 HRS DURING TRADING;|

INNOVATE BLOCKCHAIN & INNOVATE NASHVILLE; NOT INV RELATED; NASHVILLE, VA; AUTHOR; START DATE: 03/15/2023; 1 HRS PER MONTH; 0 HRS DURING TRADING;|

SOCIAL SCIENCE RESEARCH NETWORK SSRN; NOT INV RELATED; ROCHESTER, NY; PAPERS PUBLISHED; START DATE: 01/04/2021; 1 HRS PER MONTH; 0 HRS DURING TRADING;|

VANDERBILT UNIVERSITY - INTRODUCTION TO FINANCIAL TECHNOLOGY ; NOT INV RELATED; NASHVILLE, TN; UNIVERSITY ; ADJUNCT PROFESSOR; START DATE: 04/10/2013; 15 HRS PER MONTH; 15 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	5

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 5

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	SUNTRUST INVESTMENT SERVICES, INC.
Allegations:	CLIENT ALLEGED THAT THE ANNUITY PURCHASE WAS UNAUTHORIZED.
Product Type:	Other: EQUITY-INDEXED ANNUITY
Alleged Damages:	\$8,049.63
Alleged Damages Amount Explanation (if amount not exact):	NO DAMAGE AMOUNT REPORTED. ESTIMATE IS ESTIMATED SURRENDER CHARGES.
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:	06/05/2014
Complaint Pending?	No
Status:	Denied
Status Date:	06/12/2014
Settlement Amount:	



Individual Contribution Amount:

Broker Statement I CATEGORICALLY DENY ALL ALLEGATIONS.

Disclosure 2 of 5

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CUSTOMER ALLEGES THAT HE WAS ASSURED BY OUR REP THAT HIS FUNDS WOULD BE AVAILABLE IF AN EMERGENCY OR URGENT NEED AROSE.

Product Type: Real Estate Security

Alleged Damages: \$20,000.00

Alleged Damages Amount Explanation (if amount not exact): CUSTOMER'S REQUEST IS FOR FULL DISBURSEMENT OF THE FUNDS HE INVESTED WHICH WAS 20,000.00

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: 12/15/2009

Complaint Pending? No

Status: Denied

Status Date: 12/18/2009

Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT HE WAS TOLD HE COULD ACCESS HIS FUNDS IN THE EVENT OF AN EMERGENCY. THE CLIENT WAS REPEATEDLY INFORMED OF THE LONG TERM, ILLIQUID NATURE OF THIS INVESTMENT AND WAS READ ALOUD, INTIATED CONFIRMATION OF THIS READING, AND SIGNED TWO SEPARATE DISCLOSURE FORMS WHICH CLEARLY AND THOROUGHLY STATED THE ILLIQUIDITY OF THE INVESTMENT.

Product Type: Real Estate Security

Alleged Damages: \$20,000.00

Alleged Damages Amount CUSTOMER REQUESTS FULL DISBURSEMENT OF THE FUNDS HE



Explanation (if amount not exact): INVESTED WHICH WAS 20,000.00. CURRENT ACCOUNT VALUE IS EQUAL TO OR GREATER THAN INITIAL INVESTMENT AMOUNT, BUT PORTFOLIO IS UNDER RESTRICTED DISTRIBUTION PERIOD.

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: 12/15/2009

Complaint Pending? No

Status: Denied

Status Date: 12/18/2009

Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Disclosure 3 of 5

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT THEY WERE ASSURED THEY COULD NOT LOSE PRINCIPAL. CLIENT ALSO ALLEGES THAT THE REPRESENTATIVE TOTALLY MISREPRESENTED THE INVESTMENT AS IT RELATED TO THEIR ORIGINAL GROUND RULES FOR INVESTING WHICH WERE THAT THEY COULD NOT AFFORD TO LOSE PRINCIPAL AND HAD TO HAVE FULL ACCESS TO THE FUNDS IN 3 TO 5 YEARS.

Product Type: Annuity-Variable

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): NO DAMAGE AMOUNT STATED. HOWEVER, DAMAGES FROM ALLEGED CONDUCT WOULD EXCEED \$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: 09/18/2009

Complaint Pending? No

Status: Settled

Status Date: 11/03/2009

Settlement Amount: \$6,309.57



Individual Contribution Amount: \$0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT THEY THOUGHT THE VARIABLE ANNUITY PURCHASED 09/2006 COULD NOT LOSE PRINCIPLE AND THAT THEY HAD TO HAVE FULL ACCESS TO THE FUNDS IN 3 TO 5 YEARS.

Product Type: Annuity-Variable

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): NO DAMAGE AMOUNT STATED.

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: 09/18/2009

Complaint Pending? No

Status: Settled

Status Date: 11/03/2009

Settlement Amount: \$6,309.57

Individual Contribution Amount: \$0.00

Broker Statement CLIENT'S STATED GOALS WERE FOR AN ACCUMULATION AND RETIREMENT INCOME VEHICLE. CLIENT CONSIDERED MUTUAL FUNDS, GUARANTEED RETURN OF PREMIUM VA, AND GUARANTEED MINIMUM INCOME BENEFIT VA. DUE TO CLIENT'S OBJECTIVE TO OBTAIN MINIMUM FUTURE RETIREMENT INCOME FROM THESE FUNDS, CLIENT SELECTED THE GMIB VA. CLIENT CHOSE FOUR YEAR SURRENDER PERIOD TO PROVIDE GREATER ACCESS FLEXIBILITY BUT CLIENT WAS DULY INFORMED, PROVIDED PRODUCT AND BENEFIT SPECIFIC LITERATURE, AND ACKNOWLEDGED VERBALLY AND ON SIGNED DISCLOSURES UNDERSTANDING OF MARKET VALUE RISKS ON PRINCIPLE. CLIENT'S SEPTEMBER 2006 GOALS WERE ACCUMULATION, RETIREMENT INCOME PROTECTION, AND DEATH BENEFIT PROTECTION. PRODUCT IN QUESTION EFFECTIVELY PROVIDES FOR THESE GOALS DESPITE EXTRAORDINARILY VOLATILE MARKET CONDITIONS.

Disclosure 4 of 5

Reporting Source: Firm



Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC

Allegations: CUSTOMER ALLEGES THAT HE WAS TOLD HE WOULD EARN 5% INTEREST EACH YEAR AND THAT HE COULD WITHDRAW IT AT ANYTIME WITHOUT AFFECTING HIS PRINCIPAL AMOUNT. THE CLIENT ALLEGES HE WAS MISLED FROM THE FIRST MEETING. CLIENT ALLEGES THAT THE INFORMATION WAS NOT EXPLAINED TO HIM CORRECTLY AND IF IT HAD BEEN HE WOULD NOT HAVE SIGNED THE AGREEMENT.

Product Type: Annuity-Variable

Alleged Damages: \$107,377.38

Alleged Damages Amount Explanation (if amount not exact): CLIENT IS REQUESTING HIS ORIGINAL INVESTMENT OF 294,664.13 PLUS 35,359.70 IN INTEREST FOR A TOTAL OF 330,023.83. BASED ON HIS CONTRACT VALUE OF \$222,646.44 AS OF 06-25-09 ALLEGED DAMAGED AMOUNT IS 107,377.38.

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: 06/23/2009

Complaint Pending? No

Status: Denied

Status Date: 07/03/2009

Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT HIS LIVING BENEFIT INCOME RIDER IS NOT FUNCTIONING THE WAY HE UNDERSTOOD IT TO. IT APPEARS CLIENT HAS CONFUSED COMPONENTS OF THE ANNUITY AS HIS INCOME RIDER IS FUNCTIONING THE WAY IT WAS DESCRIBED AND ACKNOWLEDGED BY CLIENT IN MULTIPLE MEETINGS. CURRENT BENEFIT AMOUNT IS 12% HIGHER THAN ORIGINAL CONTRACT AMOUNT PROVIDING 330,023.83 OF INCOME BENEFIT BASE FOR LIFETIME ANNUAL INCOME BENEFIT OF 16,501.19 (5% FOR LIFE), WHICH IS EXACTLY AS INITIALLY PLANNED FOR BY CLIENT AND RECONFIRMED IN MULTIPLE FACE TO FACE, CONFERENCE CALLS, AND TELEPHONE MEETINGS OVER THE PAST TWO YEARS. CLIENT CONTINUES TO CONFIRM THAT INCOME BENEFITS REMAIN HIS PRIMARY CONCERN FOR THIS ACCOUNT AND APPEARS TO HAVE BEEN UNDER THE FALSE CONCLUSION THAT HIS INCOME BENEFIT WAS UNAVAILABLE TO HIM.

Product Type: Annuity-Variable



Alleged Damages: \$107,377.38

Alleged Damages Amount Explanation (if amount not exact): CLIENT STATES RIDER IS NOT WORKING, REQUESTS ORIGINAL VALUE OF 294,664.13 PLUS INTEREST OF 35,359.70 FOR A TOTAL OF 330,023.08. BASED ON CONTRACT VALUE OF 222,646.44 ALLEGED DAMAGE IS 107,377.38.

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: 06/23/2009

Complaint Pending? No

Status: Denied

Status Date: 07/01/2009

Settlement Amount:

Individual Contribution Amount:

Disclosure 5 of 5

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT OUR REPRESENTATIVE ALTERED IMPORTANT DOCUMENTATION WITHOUT HIS CONSENT OR KNOWLEDGE AND THAT OUR REPRESENTATIVE MISREPRESENTED HIMSELF IN REGARDS TO HIS ABILITY TO DO BUSINESS IN FLORIDA. CLIENT ALLEGES THAT HIS CONTRACTS ARE NOT VALID DUE TO THE ABOVE CIRCUMSTANCES. CLIENT IS LOOKING FOR FULL REIMBURSEMENT OF HIS ORIGINAL INVESTMENTS AS HE ALLEGES THEY WERE ENTERED INTO FRAUDULENTLY.

Product Type: Annuity-Variable

Alleged Damages: \$33,377.79

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: 04/15/2009

Complaint Pending? No

Status: Settled

Status Date: 06/26/2009

Settlement Amount: \$29,917.73



Individual Contribution Amount: \$0.00

Firm Statement A PORTION OF THE SETTLEMENT HAS BEEN PAID BUT THE COMPLAINT IS STILL PENDING. WE ARE WAITING FOR THE ACCOUNTS TO BE CLOSED/TRANSFERRED BEFORE THE MATTER CAN BE CLOSED. 06/26/09 FINAL AMOUNT PAID AND SETTLEMENT AMOUNT UPDATED.

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BB&T INVESTMENT SERVICES, INC.

Allegations: CLIENT ALLEGES THAT I ALTERED IMPORTANT DOCUMENTATION WITHOUT HIS CONSENT OR KNOWLEDGE AND THAT I MISREPRESENTED MYSELF IN REGARDS TO MY ABILITY TO DO BUSINESS IN FLORIDA. CLIENT ALLEGES THAT HIS CONTRACTS ARE NOT VALID DUE TO THE ABOVE CIRCUMSTANCES.

Product Type: Annuity-Variable

Alleged Damages: \$33,377.79

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: 04/15/2009

Complaint Pending? No

Status: Settled

Status Date: 06/26/2009

Settlement Amount: \$33,377.39

Individual Contribution Amount: \$0.00



End of Report

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