



IAPD Report

CHAD ANTHONY PUGH

CRD# 4519789

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When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

Please contact FINRA with any concerns.



IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page <http://www.nasaa.org/IAPD/IARReports.cfm>

What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

Are there other resources I can use to check the background of investment professionals?

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



Report Summary

CHAD ANTHONY PUGH (CRD# 4519789)

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 **08/08/2024**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	CETERA INVESTMENT SERVICES LLC	CRD# 15340	02/07/2024
IA	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	02/07/2024

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **4** 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	MML INVESTORS SERVICES, LLC	10409	Alexandria, LA	09/02/2022 - 01/31/2024
B	MML INVESTORS SERVICES, LLC	10409	Alexandria, LA	08/30/2022 - 01/31/2024
IA	CETERA INVESTMENT ADVISERS LLC	105644	BROUSSARD, LA	01/21/2014 - 08/12/2022

For additional registration and employment history details as reported by the individual, refer to the Registration and Employment History section of the Detailed Report.

DISCLOSURE INFORMATION

Disclosure events include certain criminal charges and convictions, formal investigations and disciplinary actions initiated by regulators, customer disputes and arbitrations, and financial disclosures such as bankruptcies and unpaid judgments or liens.

Are there events disclosed about this representative? **Yes**

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	1
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 4 jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 2

Firm Name: **CETERA INVESTMENT SERVICES LLC**
Main Address: 400 FIRST ST. S. SUITE 300
ST. CLOUD, MN 56301
Firm ID#: 15340

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	02/07/2024
B Arkansas	Agent	Approved	03/06/2024
B Louisiana	Agent	Approved	02/14/2024
B Mississippi	Agent	Approved	02/15/2024
B Texas	Agent	Approved	02/08/2024

Branch Office Locations

CETERA INVESTMENT SERVICES LLC
315 ROYAL STREET
NATCHITOCHE, LA 71457

CETERA INVESTMENT SERVICES LLC
WOODWORTH, LA

CETERA INVESTMENT SERVICES LLC
8360 W. 70TH STREET
GREENWOOD, LA 71033

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

Regulator	Registration	Status	Date
IA Louisiana	Investment Adviser Representative	Approved	02/26/2024



Qualifications

Regulator	Registration	Status	Date
IA Texas	Investment Adviser Representative	Restricted Approval	02/07/2024

Branch Office Locations

CETERA INVESTMENT ADVISERS LLC
315 ROYAL STREET
NATCHITOCHE, LA 71457

CETERA INVESTMENT ADVISERS LLC
WOODWORTH, LA



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
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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
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General Securities Representative Examination (S7)	Series 7	04/25/2002
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State Securities Law Exams

Exam	Category	Date
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Uniform Combined State Law Examination (S66)	Series 66	04/22/2013
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Uniform Securities Agent State Law Examination (S63)	Series 63	03/08/2006
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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	09/02/2022 - 01/31/2024	MML INVESTORS SERVICES, LLC	CRD# 10409	Alexandria, LA
B	08/30/2022 - 01/31/2024	MML INVESTORS SERVICES, LLC	CRD# 10409	Alexandria, LA
IA	01/21/2014 - 08/12/2022	CETERA INVESTMENT ADVISERS LLC	CRD# 105644	BROUSSARD, LA
B	11/27/2013 - 08/12/2022	CETERA INVESTMENT SERVICES LLC	CRD# 15340	BROUSSARD, LA
IA	11/27/2013 - 01/21/2014	CETERA INVESTMENT SERVICES LLC	CRD# 15340	BROUSSARD, LA
IA	04/29/2013 - 11/15/2013	HANCOCK INVESTMENT SERVICES, INC.	CRD# 40637	BATON ROUGE, LA
B	10/08/2012 - 11/15/2013	HANCOCK INVESTMENT SERVICES, INC.	CRD# 40637	BATON ROUGE, LA
B	11/30/2009 - 10/10/2012	FBT INVESTMENTS, INC.	CRD# 104463	BATON ROUGE, LA
B	05/31/2008 - 11/10/2009	CAPITAL ONE INVESTMENT SERVICES LLC	CRD# 25658	BATON ROUGE, LA
B	10/29/2002 - 05/31/2008	CAPITAL ONE INVESTMENTS, LLC	CRD# 17526	BATON ROUGE, LA
B	04/26/2002 - 09/16/2002	LINCOLN FINANCIAL ADVISORS CORPORATION	CRD# 3978	FORT WAYNE, IN
B	04/26/2002 - 09/16/2002	THE LINCOLN NATIONAL LIFE INSURANCE COMPANY	CRD# 2580	FORT WAYNE, IN

EMPLOYMENT HISTORY

Below is the representative's employment history for up to the last 10 years.

Employment Dates	Employer Name	Position	Investment Related	Employer Location
02/2024 - Present	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISOR REPRESENTATIVE	Y	NATCHITOCHEs, LA, United States



Registration & Employment History

EMPLOYMENT HISTORY

Employment Dates	Employer Name	Position	Investment Related	Employer Location
02/2024 - Present	CETERA INVESTMENT SERVICES LLC	REGISTERED REPRESENTATIVE	Y	SAINT CLOUD, MN, United States
02/2024 - Present	HANCOCK WHITNEY BANK	EMPLOYEE	N	GULFPORT, MS, United States
08/2022 - 02/2024	MASSMUTUAL LIFE INSURANCE COMPANY	AGENT	Y	ALEXANDRIA, LA, United States
08/2022 - 02/2024	MML INVESTORS SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	ALEXANDRIA, LA, United States
01/2014 - 08/2022	CETERA INVESTMENT ADVISERS LLC	INVESTMENT ADVISER REPRESENTATIVE	Y	BROUSSARD, LA, United States
11/2013 - 08/2022	CETERA INVESTMENT SERVICES LLC	REGISTERED REPRESENTATIVE	Y	BROUSSARD, LA, United States
11/2013 - 08/2022	REGIONS BANK	REGISTERED REPRESENTATIVE	Y	BROUSSARD, LA, 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.

No information reported.



Disclosure Summary

Disclosure Information

What you should know about reported disclosure events:

(1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

(2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

(3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
 - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

(4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	1
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 1

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: CAPITAL ONE INVESTMENT SERVICES LLC

Allegations: CLIENT ALLEGES CAPITAL PRESERVATION PLUS LIFETIME INCOME RIDER (CPPLI) SELECTED FOR VARIABLE ANNUITY CONTRACT PURCHASED JUNE 6, 2006 WAS REMOVED BY REPRESENTATIVE WITHOUT AUTHORIZATION AND NOTIFICATION WAS NOT PROVIDED. CLIENT FURTHER ALLEGES THAT A FULL EXCHANGE OF SUB-ACCOUNT ALLOCATIONS WAS PROCESSED WITHOUT AUTHORIZATION.

Product Type: Annuity-Variable

Alleged Damages: \$100,000.00

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: 11/19/2009

Complaint Pending? No

Status: Settled

Status Date: 01/20/2010



Settlement Amount: \$5,116.82

Individual Contribution Amount: \$0.00

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: CAPITAL ONE INVESTMENT SERVICES

Allegations: CLIENT ALLEGES CAPITAL PRESERVATION PLUS LIFETIME INCOME RIDER SELECTED FOR VARIABLE ANNUITY CONTRACT PURCHASED JUNE 6, 2006 WAS REMOVED BY THE REPRESENTATIVE WITHOUT AUTHORIZATION AND NOTIFICATION WAS NOT PROVIDED. CLIENT FURTHER ALLEGES THAT A FULL EXCHANGE OF SUB-ACCOUNT ALLOCATIONS WAS PROCESSED WITHOUT AUTHORIZATION.

Product Type: Annuity-Variable

Alleged Damages: \$100,000.00

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: 11/19/2009

Complaint Pending? No

Status: Settled

Status Date: 01/20/2010

Settlement Amount: \$5,116.82

Individual Contribution Amount: \$0.00

Broker Statement THIS IS A FALSE CLAIM A RIDER CAN NOT BE REMOVED FROM THIS PRODUCT, IF A RIDER IS REMOVED THE ORIGINAL CONTRACT WOULD HAVE BEEN TERMINATED AND A NEW CONTRACT WOULD BE ISSUED. CAPITAL ONE DID NOT EVEN CONTACT THE BROKER TO ASK QUESTIONS ABOUT THIS TRANSACTION. THE BROKER, HIS CURRENT CHIEF OF COMPLIANCE DAWN PETERSON AND HIS ATTORNEY CONTACTED CAPITAL ONE WITH THIS INFORMATION AND THEY NEVER RESEARCH THIS COMPLAINT OR CALLED US BACK. THE VARIABLE ANNUITY COMPANY CONFIRMED THAT THE RIDER WAS NEVER REMOVED AND CONFIRMED IF IT WOULD HAVE BEEN REMOVED A NEW CONTRACT WOULD HAVE BEEN ISSUED. THE CLIENT AND WIFE BOTH SIGNED THE REALLOCATION FORM IN ORDER TO MOVE SUB ACCOUNTS. CAPITAL ONE SHOULD HAVE INVESTED THIS ALLEGATIONS BEFORE SETTLING THE COMPLAINT THAT WAS NOT JUSTIFIED.



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: CAPITAL ONE INVESTMENT SERVICES LLC

Termination Type: Discharged

Termination Date: 11/03/2009

Allegations: FAILURE TO FOLLOW COMPANY POLICY RELATED TO PROCESSING TRANSACTIONS

Product Type: Annuity-Fixed

Reporting Source: Individual

Firm Name: CAPITALONE

Termination Type: Discharged

Termination Date: 11/02/2009

Allegations: THE BROKER CHANGED THE DATE ON AN INTERNAL FORM, NOT THE FIXED ANNUITY APPLICATION AND THE FIRM TERMINATED HIM.

Product Type: Annuity-Fixed

Broker Statement HE CUSTOMER WISHED TO COMBINE HIS IRA'S. IN ORDER FOR THIS PROCESS TO BE COMPLETED SEVERAL FORMS REQUIRED SIGNATURES AND DATES BY THE CUSTOMER. THE DATE OF THE CHECK AND THE DATE OF THE FORMS DID NOT MATCH, SO CHAD CONTACTED THE CUSTOMER TO EXPLAIN THE PROBLEM. THE CUSTOMER INSTRUCTED CHAD TO CHANGE THE DATE OF THE CAPITAL ONE FORM TO MATCH THE CHECK. THIS WAS NOT AN INSURANCE COMPANY FORM JUST AN INTERNAL FORM. CAPITAL ONE NEVER CONTACTED CUSTOMER TO CONFIRM CHAD RESPONSE THEY JUST TERMINATED HIM.



End of Report

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