



IAPD Report

Amy Lynn Crenshaw

CRD# 5065164

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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

Amy Lynn Crenshaw (CRD# 5065164)

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 **02/20/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	RBC CAPITAL MARKETS, LLC	CRD# 31194	09/12/2023
IA	RBC CAPITAL MARKETS, LLC	CRD# 31194	12/19/2023

QUALIFICATIONS

This representative is currently registered in **22** SRO(s) and **5** 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	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	20472	DENVER, CO	12/11/2013 - 09/01/2023
B	LINCOLN FINANCIAL ADVISORS CORPORATION	3978	DENVER, CO	05/17/2013 - 12/09/2013
B	INVEST FINANCIAL CORPORATION	12984	WILLIAMSTON, MI	12/16/2008 - 05/21/2013

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
Regulatory Event	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 5 jurisdiction(s) and 22 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **RBC CAPITAL MARKETS, LLC**

Main Address: 200 VESEY ST.
NEW YORK, NY 10281

Firm ID#: 31194

	Regulator	Registration	Status	Date
	BOX Exchange LLC	General Securities Principal	Approved	09/12/2023
	BOX Exchange LLC	General Securities Representative	Approved	09/12/2023
	BOX Exchange LLC	General Securities Sales Supervisor	Approved	04/02/2025
	Cboe BYX Exchange, Inc.	General Securities Principal	Approved	09/12/2023
	Cboe BYX Exchange, Inc.	General Securities Representative	Approved	09/12/2023
	Cboe BZX Exchange, Inc.	General Securities Principal	Approved	09/12/2023
	Cboe BZX Exchange, Inc.	General Securities Representative	Approved	09/12/2023
	Cboe C2 Exchange, Inc.	General Securities Principal	Approved	09/12/2023
	Cboe C2 Exchange, Inc.	General Securities Representative	Approved	09/12/2023
	Cboe C2 Exchange, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
	Cboe EDGA Exchange, Inc.	General Securities Principal	Approved	09/12/2023
	Cboe EDGA Exchange, Inc.	General Securities Representative	Approved	09/12/2023
	Cboe EDGA Exchange, Inc.	General Securities Sales Supervisor	Approved	04/02/2025



Qualifications

Regulator	Registration	Status	Date
B Cboe EDGX Exchange, Inc.	General Securities Principal	Approved	09/12/2023
B Cboe EDGX Exchange, Inc.	General Securities Representative	Approved	09/12/2023
B Cboe EDGX Exchange, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
B Cboe Exchange, Inc.	General Securities Principal	Approved	09/12/2023
B Cboe Exchange, Inc.	General Securities Representative	Approved	09/12/2023
B Cboe Exchange, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
B FINRA	General Securities Principal	Approved	09/12/2023
B FINRA	General Securities Representative	Approved	09/12/2023
B FINRA	General Securities Sales Supervisor	Approved	04/03/2025
B Investors' Exchange LLC	General Securities Principal	Approved	09/12/2023
B Investors' Exchange LLC	General Securities Representative	Approved	09/12/2023
B Long-Term Stock Exchange, Inc.	General Securities Principal	Approved	09/12/2023
B Long-Term Stock Exchange, Inc.	General Securities Representative	Approved	09/12/2023
B MEMX LLC	General Securities Principal	Approved	09/12/2023
B MEMX LLC	General Securities Representative	Approved	09/12/2023
B MEMX LLC	General Securities Sales Supervisor	Approved	04/02/2025
B MIAX PEARL, LLC	General Securities Principal	Approved	09/12/2023
B MIAX PEARL, LLC	General Securities Representative	Approved	09/12/2023



Qualifications

Regulator	Registration	Status	Date
B MIAX PEARL, LLC	General Securities Sales Supervisor	Approved	04/02/2025
B NYSE American LLC	General Securities Principal	Approved	09/12/2023
B NYSE American LLC	General Securities Representative	Approved	09/12/2023
B NYSE American LLC	General Securities Sales Supervisor	Approved	04/02/2025
B NYSE Arca, Inc.	General Securities Principal	Approved	09/12/2023
B NYSE Arca, Inc.	General Securities Representative	Approved	09/12/2023
B NYSE Arca, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
B NYSE National, Inc.	General Securities Principal	Approved	09/12/2023
B NYSE National, Inc.	General Securities Representative	Approved	09/12/2023
B NYSE National, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
B NYSE Texas, Inc.	General Securities Principal	Approved	09/12/2023
B NYSE Texas, Inc.	General Securities Representative	Approved	09/12/2023
B NYSE Texas, Inc.	General Securities Sales Supervisor	Approved	04/02/2025
B Nasdaq GEMX, LLC	General Securities Principal	Approved	09/12/2023
B Nasdaq GEMX, LLC	General Securities Representative	Approved	09/12/2023
B Nasdaq GEMX, LLC	General Securities Sales Supervisor	Approved	04/02/2025
B Nasdaq ISE, LLC	General Securities Principal	Approved	09/12/2023
B Nasdaq ISE, LLC	General Securities Representative	Approved	09/12/2023
B Nasdaq ISE, LLC	General Securities Sales Supervisor	Approved	04/02/2025



Qualifications

Regulator	Registration	Status	Date
B Nasdaq PHLX LLC	General Securities Principal	Approved	09/12/2023
B Nasdaq PHLX LLC	General Securities Representative	Approved	09/12/2023
B Nasdaq PHLX LLC	General Securities Sales Supervisor	Approved	04/02/2025
B Nasdaq Stock Market	General Securities Principal	Approved	09/12/2023
B Nasdaq Stock Market	General Securities Representative	Approved	09/12/2023
B Nasdaq Stock Market	General Securities Sales Supervisor	Approved	04/02/2025
B Nasdaq Texas, LLC	General Securities Principal	Approved	09/12/2023
B Nasdaq Texas, LLC	General Securities Representative	Approved	09/12/2023
B Nasdaq Texas, LLC	General Securities Sales Supervisor	Approved	04/02/2025
B New York Stock Exchange	General Securities Principal	Approved	09/12/2023
B New York Stock Exchange	General Securities Representative	Approved	09/12/2023
B New York Stock Exchange	General Securities Sales Supervisor	Approved	04/02/2025
B Arkansas	Agent	Approved	01/17/2024
B Colorado	Agent	Approved	09/12/2023
IA Colorado	Investment Adviser Representative	Approved	12/19/2023
B Massachusetts	Agent	Approved	01/08/2024
B Montana	Agent	Approved	01/16/2024
B Utah	Agent	Approved	01/10/2024



Qualifications

Branch Office Locations

RBC CAPITAL MARKETS, LLC
1801 13TH STREET
SUITE 310
BOULDER, CO 80302-5342

RBC CAPITAL MARKETS, LLC
Erie, CO



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

Principal/Supervisory Exams

Exam	Category	Date
B General Securities Sales Supervisor - General Module Examination (S10)	Series 10	04/02/2025
B General Securities Sales Supervisor - Options Module Examination (S9)	Series 9	05/01/2024
B General Securities Principal Examination (S24)	Series 24	03/07/2017

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
B General Securities Representative Examination (S7)	Series 7	04/04/2006

State Securities Law Exams

Exam	Category	Date
IA B Uniform Combined State Law Examination (S66)	Series 66	12/18/2023



PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **0** professional designation(s).

No information reported.

Only professional designations listed in Question 8 of the Form U4 will appear in this section if the appropriate box is checked and verified by the issuing organization at the time of the filing. Learn more about eligible designations at [IARD](#) and [NASAA](#).



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	12/11/2013 - 09/01/2023	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	CRD# 20472	DENVER, CO
B	05/17/2013 - 12/09/2013	LINCOLN FINANCIAL ADVISORS CORPORATION	CRD# 3978	DENVER, CO
B	12/16/2008 - 05/21/2013	INVEST FINANCIAL CORPORATION	CRD# 12984	WILLIAMSTON, MI
B	11/21/2006 - 12/23/2008	ROYAL ALLIANCE ASSOCIATES, INC.	CRD# 23131	HASLETT, MI
B	04/05/2006 - 08/15/2006	AMERIPRISE FINANCIAL SERVICES, INC.	CRD# 6363	OKEMOS, MI

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
09/2023 - Present	RBC CAPITAL MARKETS, LLC	REGISTERED REP.	Y	Boulder, CO, United States
11/2013 - 08/2023	TIAA	Reg Replacement Specialist	Y	DENVER, CO, United States
11/2013 - 08/2023	TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC	REGISTERED REPRESENTATIVE	Y	DENVER, CO, 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
Regulatory Event	1

Regulatory Event

This disclosure event may include a final, formal proceeding initiated by a regulatory authority (e.g., a state securities agency, a federal regulator such as the Securities and Exchange Commission or the Commodities Futures Trading Commission, or a foreign financial regulatory body) for a violation of investment-related rules or regulations. This disclosure event may also include a revocation or suspension of an Investment Adviser Representative's authority to act as an attorney, accountant or federal contractor.

Disclosure 1 of 1

Reporting Source:	Individual
Regulatory Action Initiated By:	INDIANA COMMISSIONER OF INSURANCE
Sanction(s) Sought:	Civil and Administrative Penalty(ies)/Fine(s)
Date Initiated:	03/11/2016
Docket/Case Number:	15029-AG16-0224-036
Employing firm when activity occurred which led to the regulatory action:	TIAA
Product Type:	No Product
Allegations:	I had to pay a \$250 fine and have been charged with an administrative action by the state of Indiana due to failure to report a DUI offense. The omission of my arrest was not intentional, as I reported it immediately to my registration and licensing department, who assisted me with promptly reporting it to two states. Based off the NAIC uniform application and uniform renewal questions, stating that DUI's are not reportable in a renewal application, my arrest was only reported to CA and GA because those are the two states that specifically request them to be reported. Both myself and my company were unaware of the reporting requirements of DUI's for the state of Indiana which state: Not more than thirty (30) days after an initial pretrial hearing date, a producer shall report to the commissioner any criminal prosecution of the producer initiated in any jurisdiction. This omission of the arrest due solely to a misunderstanding of the reporting requirements.
Current Status:	Final



Resolution:	AGREED ENTRY
Does the order constitute a final order based on violations of any laws or regulations that prohibit fraudulent, manipulative, or deceptive conduct?	Yes
Resolution Date:	03/11/2016
Sanctions Ordered:	Civil and Administrative Penalty(ies)/Fine(s)
Monetary Sanction 1 of 1	
Monetary Related Sanction:	Civil and Administrative Penalty(ies)/Fine(s)
Total Amount:	\$250.00
Portion Levied against individual:	\$250.00
Payment Plan:	N/A
Is Payment Plan Current:	
Date Paid by individual:	03/15/2016
Was any portion of penalty waived?	No
Amount Waived:	



End of Report

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