



IAPD Report

MARIO JOSEPH PAYNE

CRD# 5445757

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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

MARIO JOSEPH PAYNE (CRD# 5445757)

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 **05/05/2026**.

CURRENT EMPLOYERS

| | Firm | CRD# | Registered Since |
|----|-----------------|-------------|------------------|
| IA | TOAMS FINANCIAL | CRD# 300043 | 02/15/2019 |

QUALIFICATIONS

This representative is currently registered in **0** 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 | RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC | 149018 | JACKSONVILLE, FL | 05/31/2013 - 02/12/2019 |
| B | RAYMOND JAMES FINANCIAL SERVICES, INC. | 6694 | JACKSONVILLE, FL | 05/03/2013 - 02/12/2019 |
| IA | EDWARD JONES | 250 | JACKSONVILLE, FL | 01/18/2008 - 05/06/2013 |

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 |
|------------------|-------|
| Customer Dispute | 8 |



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 **0** SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **TOAMS FINANCIAL**
Main Address: 1901 UNIVERSITY BLVD W
JACKSONVILLE, FL 32217
Firm ID#: 300043

| | Regulator | Registration | Status | Date |
|--|-----------|-----------------------------------|---------------------------|------------|
| | Florida | Investment Adviser Representative | Approved - Pending IAR CE | 01/01/2026 |
| | Georgia | Investment Adviser Representative | Approved | 02/26/2020 |
| | Tennessee | Investment Adviser Representative | Approved - Pending IAR CE | 01/01/2026 |
| | Texas | Investment Adviser Representative | Restricted Approval | 01/31/2020 |

Branch Office Locations

TOAMS FINANCIAL
1901 UNIVERSITY BLVD W
JACKSONVILLE, FL 32217




Qualifications

PASSED INDUSTRY EXAMS



This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

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



Principal/Supervisory Exams

| Exam | Category | Date |
|--|-----------|------------|
|  General Securities Principal Examination (S24) | Series 24 | 11/23/2014 |

General Industry/Product Exams

| Exam | Category | Date |
|--|----------|------------|
|  Securities Industry Essentials Examination (SIE) | SIE | 10/01/2018 |
|  General Securities Representative Examination (S7) | Series 7 | 12/20/2007 |

State Securities Law Exams

| Exam | Category | Date |
|---|-----------|------------|
|   Uniform Combined State Law Examination (S66) | Series 66 | 01/05/2008 |

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 | 05/31/2013 - 02/12/2019 | RAYMOND JAMES FINANCIAL SERVICES ADVISORS, INC | CRD# 149018 | JACKSONVILLE, FL |
| B | 05/03/2013 - 02/12/2019 | RAYMOND JAMES FINANCIAL SERVICES, INC. | CRD# 6694 | JACKSONVILLE, FL |
| IA | 01/18/2008 - 05/06/2013 | EDWARD JONES | CRD# 250 | JACKSONVILLE, FL |
| B | 12/21/2007 - 05/06/2013 | EDWARD JONES | CRD# 250 | JACKSONVILLE, FL |

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 |
|-------------------|--|---------------------------------|--------------------|---------------------------------|
| 02/2019 - Present | PLANNING SOLUTIONS INTERNATIONAL LLC dba TOAMS FINANCIAL | OWNER, CHIEF COMPLIANCE OFFICER | Y | JACKSONVILLE, FL, United States |
| 05/2013 - 02/2019 | RAYMOND JAMES FINANCIAL SERVICES ADVISORS INC. | INVESTMENT ADVISER REP | Y | JACKSONVILLE, FL, United States |
| 05/2013 - 02/2019 | RAYMOND JAMES FINANCIAL SERVICES, INC. | FINANCIAL ADVISOR | Y | JACKSONVILLE, FL, 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) Mr. Payne is an Independent Insurance Agent. 2) Mr. Payne is a 9% owner of Let Bob LLC, a software platform (app) offering access to investment strategies and trading automation. 3) Mr. Payne is a 3% owner of Real Estate Cake, Inc., a real estate investors' platform that connects private sellers to buyers. 4) Mr. Payne is a 2% owner of Flood-Con, LLC, an automated stormwater management company. 5) Mr. Payne is a .5% owner of Goodbye Book, and end of life notification app. 6) Mr. Payne is the author of the book The Relax Estate - he Relax Investor 7) Mr. Payne is a member of PSISATB.



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 | 8 |

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 8

| | |
|--|---|
| Reporting Source: | Firm |
| Employing firm when activities occurred which led to the complaint: | RAYMOND JAMES FINANCIAL SERVICES, INC. |
| Allegations: | FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured. |
| Product Type: | Other: Structured Products |
| Alleged Damages: | \$0.00 |
| Alleged Damages Amount Explanation (if amount not exact): | Not Specified |
| Is this an oral complaint? | No |
| Is this a written complaint? | No |
| Is this an arbitration/CFTC reparation or civil litigation? | Yes |
| Arbitration/Reparation forum or court name and location: | Circuit Court for Duval County, Florida |
| Docket/Case #: | 2025-CA-000785 |
| Filing date of arbitration/CFTC reparation or civil litigation: | 02/11/2025 |

**Customer Complaint Information**

Date Complaint Received: 06/09/2025

Complaint Pending? Yes

Settlement Amount:

Individual Contribution Amount:

Disclosure 2 of 8

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: RAYMOND JAMES FINANCIAL SERVICES, INC.

Allegations: Claimants allege FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured. Allegation Activity Dates: 5/3/2013 - 2/8/2019.

Product Type: Other: Structured Products

Alleged Damages: \$4,000,000.00

Is this an oral complaint? No

Is this a written complaint? No

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

Arbitration/Reparation forum or court name and location: FINRA - Boca Raton, FL

Docket/Case #: 25-00298

Filing date of arbitration/CFTC reparation or civil litigation: 02/11/2025

Customer Complaint Information

Date Complaint Received: 02/12/2025

Complaint Pending? Yes

Settlement Amount:

Individual Contribution Amount:

Disclosure 3 of 8

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: RAYMOND JAMES FINANCIAL SERVICES, INC.

Allegations: Claimants allege FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured.



Product Type: Other: Structured Products
Alleged Damages: \$5,000,000.00
Is this an oral complaint? No
Is this a written complaint? No
Is this an arbitration/CFTC reparation or civil litigation? Yes
Arbitration/Reparation forum or court name and location: Duval County, FL Clerk of 4th Judicial Circuit Court
Docket/Case #: 16-2024-CA-006818-AXXX-MA
Filing date of arbitration/CFTC reparation or civil litigation: 12/13/2024

Customer Complaint Information

Date Complaint Received: 01/15/2025
Complaint Pending? Yes
Settlement Amount:
Individual Contribution Amount:

Disclosure 4 of 8

Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: Raymond James Financial Services, Inc

Allegations: Claimants allege FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured.

Product Type: Other: Structured Products
Alleged Damages: \$3,000,000.00
Is this an oral complaint? No
Is this a written complaint? No
Is this an arbitration/CFTC reparation or civil litigation? Yes
Arbitration/Reparation forum or court name and location: FINRA
Docket/Case #: 24-02064
Filing date of arbitration/CFTC reparation or civil litigation: 09/26/2024

Customer Complaint Information

Date Complaint Received: 09/26/2024



Complaint Pending? Yes

Settlement Amount:

Individual Contribution Amount:

Disclosure 5 of 8

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: RAYMOND JAMES FINANCIAL SERVICES, INC.

Allegations: Claimants allege FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured. Allegation Activity Dates: 05/03/2013 - 02/08/2019.

Product Type: Other: Structured Products & Structured Notes

Alleged Damages: \$2,000,000.00

Is this an oral complaint? No

Is this a written complaint? No

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

Arbitration/Reparation forum or court name and location: FINRA - Boca Raton, FL

Docket/Case #: 24-02065

Filing date of arbitration/CFTC reparation or civil litigation: 09/26/2024

Customer Complaint Information

Date Complaint Received: 09/26/2024

Complaint Pending? No

Status: Settled

Status Date: 04/24/2026

Settlement Amount: \$97,500.00

Individual Contribution Amount: \$0.00

Disclosure 6 of 8

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: RAYMOND JAMES FINANCIAL SERVICES, INC.

Allegations: Claimants allege FA improperly engaged in a high-risk, illiquid, complex, and unsuitable investment strategy that concentrated them in structured products such as structured notes, and they also allege the products were misrepresented as safe, guaranteed, and insured. Allegation Activity Dates: 5/03/2013 - 2/08/2019.



Product Type: Other: Structured Products

Alleged Damages: \$3,600,000.00

Is this an oral complaint? No

Is this a written complaint? No

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

Arbitration/Reparation forum or court name and location: FINRA - Boca Raton, FL

Docket/Case #: 24-02063

Filing date of arbitration/CFTC reparation or civil litigation: 09/26/2024

Customer Complaint Information

Date Complaint Received: 09/26/2024

Complaint Pending? Yes

Settlement Amount:

Individual Contribution Amount:

Disclosure 7 of 8

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: RAYMOND JAMES FINANCIAL SERVICES, INC.

Allegations: CLIENT ALLEGED INVESTMENTS WERE UNSUITABLE AND MISREPRESENTED TO HER AT THE TIME OF SALE. 11/10/2017 - 02/08/2018

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$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: 05/18/2018

Complaint Pending? No

Status: Denied

Status Date: 07/23/2018

Settlement Amount:

Individual Contribution Amount:

**Disclosure 8 of 8**

Reporting Source: Individual

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

Allegations: 03/24/2009; THE CLIENT STATES THEY WERE NOT PROVIDED WITH WRITTEN PROSPECTIVE THAT WOULD ALLOW THEM TO MAKE AN INFORMED DECISION ON HOW TO INVEST FUNDS. THE CLIENT STATES THE FA KNEW THEY WANTED NO RISK AND WAS PROMISED 7% RETURN ON THEIR MONEY. THE CLIENT STATES THE PROSPECTUS WAS RECEIVED AND SHOWED THAT THE FA RECEIVED 40% OF A 5% COMMISSION. THE CLIENT STATES THAT HE ALSO INCURRED \$6,000 OF UNIT TRUST TRANSACTIONS THAT HE DID NOT AGREE TO. **THE COMPLAINT HAD ALLEGATIONS OF SUITABILITY, MISREPRESENTATION AND UNAUTHORIZED TRADING ON DIFFERENT TYPES OF INVESTMENTS.*** FILING REQUIRED.

Product Type: Other: MISCELLANEOUS

Alleged Damages: \$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: 03/25/2009

Complaint Pending? No

Status: Denied

Status Date: 04/30/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE FA STATED THAT HE DISCUSSED RISKS, FEES AND POTENTIAL RETURNS FOR INVESTMENTS BEFORE THE PURCHASES WERE MADE. THE FA MET WITH THE CLIENT SHORTLY AFTER THE COMPLAINT WAS FILED AND THE FA AGAIN DISCUSSED THE DIFFERENT TYPES OF MUTUAL FUND SHARE CLASSES THAT COULD BE PURCHASED. THE UNIT INVESTMENT TRUSTS WERE ALSO REVIEWED. AT THE CONCLUSION OF THE MEETING THE CLIENT ASKED IF FUNDS COULD STILL BE INVESTED ACCORDING TO THE ORIGINAL PLAN AND ANOTHER UIT WAS PURCHASED IN THE ACCOUNT.



End of Report

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