



IAPD Report

KEVIN RYAN LAO

CRD# 5569262

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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

KEVIN RYAN LAO (CRD# 5569262)

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 **03/06/2026**.

CURRENT EMPLOYERS

| | Firm | CRD# | Registered Since |
|----|--------------------------------|-------------|------------------|
| IA | IMAGINE FINANCIAL SECURITY LLC | CRD# 311694 | 01/29/2021 |

QUALIFICATIONS

This representative is currently registered in **0** SRO(s) and **3** 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 | ADVICE AND PLANNING SERVICES | 20472 | JACKSONVILLE, FL | 05/15/2015 - 11/13/2020 |
| B | TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC | 20472 | JACKSONVILLE, FL | 04/13/2015 - 11/13/2020 |
| IA | NORTHWESTERN MUTUAL INVESTMENT SERVICES,LLC | 2881 | MC LEAN, VA | 02/14/2013 - 03/17/2015 |

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 |
| Customer Dispute | 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 **3** jurisdiction(s) and **0** SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **IMAGINE FINANCIAL SECURITY LLC**
Main Address: 1100 MARKET STREET
SUITE 600
CHATTANOOGA, TN 37402
Firm ID#: 311694

| | Regulator | Registration | Status | Date |
|--|-----------|-----------------------------------|---------------------|------------|
|  | Florida | Investment Adviser Representative | Approved | 01/29/2021 |
|  | Tennessee | Investment Adviser Representative | Approved | 11/06/2024 |
|  | Texas | Investment Adviser Representative | Restricted Approval | 10/03/2024 |

Branch Office Locations

IMAGINE FINANCIAL SECURITY LLC
1100 MARKET STREET
SUITE 600
CHATTANOOGA, TN 37402



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 |
|------|----------|------|
|------|----------|------|

No information reported.



General Industry/Product Exams

| Exam | Category | Date |
|------|----------|------|
|------|----------|------|

| | | |
|--|----------|------------|
|  Securities Industry Essentials Examination (SIE) | SIE | 10/01/2018 |
|  General Securities Representative Examination (S7) | Series 7 | 04/17/2015 |
|  Investment Company Products/Variable Contracts Representative Examination (S6) | Series 6 | 08/30/2008 |

State Securities Law Exams

| Exam | Category | Date |
|------|----------|------|
|------|----------|------|

| | | |
|--|-----------|------------|
|  Uniform Investment Adviser Law Examination (S65) | Series 65 | 05/29/2015 |
|  Uniform Securities Agent State Law Examination (S63) | Series 63 | 11/23/2009 |

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 | 05/15/2015 - 11/13/2020 | ADVICE AND PLANNING SERVICES | CRD# 20472 | JACKSONVILLE, FL |
| B | 04/13/2015 - 11/13/2020 | TIAA-CREF INDIVIDUAL & INSTITUTIONAL SERVICES, LLC | CRD# 20472 | JACKSONVILLE, FL |
| IA | 02/14/2013 - 03/17/2015 | NORTHWESTERN MUTUAL INVESTMENT SERVICES, LLC | CRD# 2881 | MC LEAN, VA |
| B | 09/01/2008 - 03/17/2015 | NORTHWESTERN MUTUAL INVESTMENT SERVICES, LLC | CRD# 2881 | MC LEAN, VA |

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 |
|-------------------|--|--|--------------------|---------------------------------|
| 11/2020 - Present | Imagine Financial Security LLC | Managing Member, Investment Adviser Representative | Y | Chattanooga, TN, United States |
| 11/2020 - 01/2022 | Sole Proprietor | Training Consultant | Y | Ponte Vedra, FL, United States |
| 05/2015 - 11/2020 | Advice and Planning Services | Investment Adviser Representative | Y | Jacksonville, FL, United States |
| 04/2015 - 11/2020 | TIAA-CREF Individual & Institutional Services, LLC | Registered Representative | 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.

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 |
| Customer Dispute | 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: | Regulator |
| Regulatory Action Initiated By: | Tennessee Securities Division |
| Sanction(s) Sought: | Civil and Administrative Penalty(ies)/Fine(s) |
| Date Initiated: | 06/24/2025 |
| Docket/Case Number: | MATTER No.: 25-0002182 |
| URL for Regulatory Action: | https://www.tn.gov/content/dam/tn/commerce/documents/securities/consentorders/1.14.26%20FINAL%20JM%20Imagine%20Financial%20(1)(Signed).pdf |
| Employing firm when activity occurred which led to the regulatory action: | Imagine Financial Security, L.L.C. (CRD# 311694) |
| Product Type: | No Product |
| Allegations: | Respondents failed to maintain minimum net capital requirements; Respondents failed to maintain required records. |
| Current Status: | Final |
| Resolution: | Order |



Does the order constitute a final order based on violations of any laws or regulations that prohibit fraudulent, manipulative, or deceptive conduct? No

Resolution Date: 01/16/2026

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: \$1,500.00

Portion Levied against individual: \$1,500.00

Payment Plan:

Is Payment Plan Current:

Date Paid by individual:

Was any portion of penalty waived? No

Amount Waived:

Reporting Source: Individual

Regulatory Action Initiated By: Tennessee Department of Commerce and Insurance - Securities Division

Sanction(s) Sought: Civil and Administrative Penalty(ies)/Fine(s)

Date Initiated: 01/16/2026

Docket/Case Number: 25-0002182

Employing firm when activity occurred which led to the regulatory action: Imagine Financial Security LLC

Product Type: No Product

Allegations: IN CONNECTION WITH ROUTINE EXAM OF IMAGINE FINANCIAL SECURITY LLC (IFS) CONDUCTED IN 2025, THE TENNESSEE SECURITIES DIVISION ENTERED A CONSENT ORDER AGAINST IFS AND KEVIN LAO ON 1/16/2026 ALLEGING THAT IFS FAILED TO MAINTAIN REQUIRED MINIMUM NET CAPITAL OF \$15,000 FOR A 12-MONTH PERIOD. WITHOUT ADMITTING OR DENYING ALLEGATIONS, IFS AND KEVIN LAO CONSENTED TO THE ORDER AND PAID A \$1,500 PENALTY. IFS TOOK REMEDIAL ACTION DURING EXAM TO CORRECT THE NET CAPITAL DEFICIENCY, AND NO OTHER COMPLIANCE DEFICIENCIES WERE FOUND DURING THE EXAM.

IFS'S PRINCIPAL OFFICE WAS PREVIOUSLY LOCATED IN FLORIDA, AND WAS RELOCATED TO TENNESSEE IN 2024. UNDER FLORIDA REGULATIONS, REGISTERED INVESTMENT ADVISERS ARE REQUIRED TO MAINTAIN MINIMUM NET CAPITAL OF \$10,000; HOWEVER, TENNESSEE REQUIRES A MINIMUM NET CAPITAL OF \$15,000. IFS MAINTAINED MINIMUM NET CAPITAL



OF AT LEAST \$10,000 AT ALL TIMES, BUT INADVERTENTLY FAILED TO RECOGNIZE THE TENNESSEE MINIMUM REQUIREMENTS. IFS HAS ADJUSTED ITS INTERNAL POLICIES TO MAINTAIN \$15,000 MINIMUM NET CAPITAL AT ALL TIMES.

Current Status:

Final

Resolution:

Consent

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:

02/03/2026

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:

\$1,500.00

Portion Levied against individual:

\$1,500.00

Payment Plan:

No

Is Payment Plan Current:

Date Paid by individual:

02/03/2026

Was any portion of penalty waived?

No

Amount Waived:

Broker Statement

IFS TOOK REMEDIAL ACTION DURING THE REGULATORY EXAM, AND AS OF NOVEMBER 7, 2025, NO DEFICIENCIES EXISTED. NO OTHER COMPLIANCE DEFICIENCIES WERE FOUND DURING THE EXAM.



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: Individual

Employing firm when activities occurred which led to the complaint: TIAA-CREF Individual & Institutional Services, LLC

Allegations: The client alleges that the representative failed to timely liquidate equity assets held in the client's managed account which also held fixed income assets as the representative requested that a written and signed asset allocation change be processed in order to accomplish such a liquidation.

Product Type: Mutual Fund

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): Client states "I have lost well into the 6 figures"

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: 03/17/2020

Complaint Pending? No

Status: Closed/No Action

Status Date: 03/30/2020

Settlement Amount:

Individual Contribution Amount:

Broker Statement

This complaint stemmed from a misunderstanding with the client, who did not understand the firm process that was required to make updates to her account. She has since written an email and expressed that she now understands the process and that I was just following that process. The complaint was closed with no action.



End of Report

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