



IAPD Report

JAMES EDMOND MONIZ

CRD# 852438

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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

JAMES EDMOND MONIZ (CRD# 852438)

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 **09/25/2023**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	SUPREME ALLIANCE LLC	CRD# 45348	11/18/2019
IA	SUPREME ALLIANCE LLC	CRD# 45348	04/06/2020

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **1** 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	GLOBAL INVESTMENT ADVISORS, LLC	121442	NORWELL, MA	12/02/2015 - 11/21/2016
B	ESSEX SECURITIES LLC	46605	Norwell, MA	09/11/2015 - 11/21/2016
B	SIGNATOR INVESTORS, INC.	468	BRAINTREE, MA	05/23/1978 - 11/07/2013

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	3
Customer Dispute	9



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 1 jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **SUPREME ALLIANCE LLC**

Main Address: CHARLOTTE, NC

Firm ID#: 45348

	Regulator	Registration	Status	Date
B	FINRA	Invest. Co and Variable Contracts	Approved	11/18/2019
B	Massachusetts	Agent	Approved	04/06/2020
IA	Massachusetts	Investment Adviser Representative	Approved	04/06/2020

Branch Office Locations

SUPREME ALLIANCE LLC

Plymouth, MA



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, 4 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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	Investment Company Products/Variable Contracts Representative Examination (S6TO)	Series 6TO	11/08/2019
	Securities Industry Essentials Examination (SIE)	SIE	11/21/2016
	General Securities Representative Examination (S7)	Series 7	08/30/2000
	Registered Representative Examination (S1)	Series 1	05/15/1978

State Securities Law Exams

Exam	Category	Date
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	Uniform Investment Adviser Law Examination (S65)	Series 65	12/20/2019
	Uniform Securities Agent State Law Examination (S63)	Series 63	11/14/2019

PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **1** professional designation(s).

Chartered Financial Consultant

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	12/02/2015 - 11/21/2016	GLOBAL INVESTMENT ADVISORS, LLC	CRD# 121442	NORWELL, MA
B	09/11/2015 - 11/21/2016	ESSEX SECURITIES LLC	CRD# 46605	Norwell, MA
B	05/23/1978 - 11/07/2013	SIGNATOR INVESTORS, INC.	CRD# 468	BRAINTREE, MA
IA	10/04/2007 - 12/31/2009	SIGNATOR INVESTORS, INC.	CRD# 468	BRAINTREE, MA
B	05/23/1978 - 05/01/1997	JOHN HANCOCK MUTUAL LIFE INSURANCE COMPANY	CRD# 5181	BOSTON, MA

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
01/2020 - Present	SUPREME ALLIANCE LLC	REGISTERED REP	Y	CHARLOTTE, NC, United States
11/2016 - 01/2020	RETIRED/CAREGIVER	RETIRED/CAREGIVER	N	NORWELL, MA, United States
08/2015 - 11/2016	ESSEX SECURITIES, LLC	FINANCIAL CONSULTANT	Y	TOPSFIELD, MA, United States
08/2015 - 11/2016	GLOBAL INVESTMENT ADVISORS, LLC	FINANCIAL CONSULTANT	Y	TOPSFIELD, MA, 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. DBA-NORTHEAST WEALTH MANAGEMENT.

DBA CORE BUSINESS GROUP

OUR SALES COACH, Braintree, Ma non-investment related, beginning 2015, hours as needed

Insurance Brokerage, Norwell, MA for fixed (non variable) insurance products and insurance

2. SAMANDERINLEA LLC - REAL PROPERTY AND SOC SIGNATOR - SINCE 8/8/2014 - beneficial interest.

3. Core Business Group

80 Washington Street Norwell, MA 781-356-2969



Registration & Employment History



OTHER BUSINESS ACTIVITIES

Duties: Compensation and Rewards Design
Title: President Start Date: 2000
Hours: 10
Email Address: jjmoniz@corebusinessgroup.com
Website: www.corebusinessgroup.com

4. Tax Preparation
80 Washington Street Norwell, MA 781-356-2969
Duties: Tax Preparation
Title: President Start Date: 2000
Hours: 1-2
Email Address: jmoniz@corebusinessgroup.com
Website: www.corebusinessgroup.com

5. My Sales Coach
80 Washington Street Norwell, MA 781-356-2969
Duties: Chief Growth Officer
Title: Sales Coach Start Date: 6/2015
Hours: 10
Email Address: jmoniz@corebusinessgroup.com
Website: www.corebusinessgroup.com

6. Author
80 Washington Street Norwell, MA 781-356-2969
Duties: Writing Blogs/Book
Title: Grow Dammit! Start Date: 2000
Hours: 1-2
Email Address: jmoniz@corebusinessgroup.com
Website: www.corebusinessgroup.com

7. Keynote Speaker, Presenter, Lecturer
80 Washington Street Norwell, MA
Duties: Estate Planning Lectures and Business Development Lectures
Hours: 5

8. Trustee Rolling Mill Condo Association
91 Newfield St
Title: Trustee
Start Date: 1-1-2022
Total Monthly Hours: 3
Total Monthly Hours during Business Hours: 1
Nature of Business: Condo Association
Business Related: no
Compensation: none
Duties: Approve contracts and requests from owners
Private Security Transaction? No



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	3
Customer Dispute	9

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 3

Reporting Source:	Regulator
Regulatory Action Initiated By:	Massachusetts
Sanction(s) Sought:	Other: Consent Order
Date Initiated:	04/03/2020
Docket/Case Number:	R-2020-0013
URL for Regulatory Action:	
Employing firm when activity occurred which led to the regulatory action:	Signator Investors, Inc. John Hancock Mutual Life Insurance Company
Product Type:	Annuity-Variable Insurance
Allegations:	Moniz has been the subject of eighteen CRD disclosures, including: fourteen customer complaints, one FINRA investigation and subsequent action; one civil judicial action brought forth by the Massachusetts Attorney General; and one regulatory action brought forth by the Massachusetts Securities Division. Moniz made unsuitable recommendations regarding the purchase of insurance products. Moniz was also suspended from associating with any FINRA member firm for six months and paid a fine of twenty-five thousand dollars, pursuant to an Acceptance, Waiver and Consent with FINRA regarding Moniz's unsuitable recommendations to a married couple that the purchase a Variable Universal Life insurance policy on the husband's life, and use the proceeds of a reverse mortgage to purchase a variable annuity and open a managed investment account. The Massachusetts Attorney General's office settled allegations with John Hancock Mutual Life Insurance Company along with Signator Investors, Inc. for the company's failure to



supervise Moniz as he persuaded elderly customers to utilize reverse mortgages to invest money in variable annuities and life insurance policies.

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: 04/03/2020

Sanctions Ordered: Undertaking
Other: For a period of five years, Moniz will be subject to heightened supervision, which includes, in part, the Firm reviewing of all Moniz's annuity recommendations, the Firm reviewing and approving each annuity purchase for each of Moniz's clients over the age of 60, and a quarterly review of a sample of Moniz's Massachusetts customers. Moniz is not permitted to have discretion in the handling of Massachusetts customers' accounts and Moniz is not permitted to have any principal, supervisory, or managerial duties.

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Reporting Source: Individual

Regulatory Action Initiated By: Massachusetts

Sanction(s) Sought: Other: Consent Order

Date Initiated: 04/03/2020

Docket/Case Number: R-2020-0013

Employing firm when activity occurred which led to the regulatory action: Singntor Investors Inc, John Hancock Mutual Life Insurance Company

Product Type: Annuity-Variable

Allegations: Moniz made unsuitable recommendations regarding the purchase of insurance products. Moniz was also suspended from associating with any FINRA member firm for six months and paid a fine of twenty-five thousand dollars, pursuant to an Acceptance, Waiver and Consent with FINRA rearding Moniz's unsuitable recommendations to a married couple that the purchase a Variable Universal Life Insurance policy on the husband's life, and use the proceeds of a reverse mortgage to purchase a variable annuity and open a managed investment account. The Massachusetts Attorney General's office settled allegations with John Hancock Mutual Life Insurance Company along with Signator Investors, Inc, for the company's failure to supervise Moniz as he persuaded elderly customers to utilize reverse mortgages to invest money in variable annuities and life insurance policies.

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:

04/03/2020

Sanctions Ordered:

Undertaking

Other: For a period of five years, Moniz will be subject to heightened supervision which includes, in part, the Firm reviewing of all Moniz's annuity recommendations, the Firm reviewing and approving each annuity purchase for each of Moniz's clients over the age of 60, and a quarterly review of a sample of Moniz's Massachusetts customers. Moniz is not permitted to have discretion in the handling of Massachusetts customer's accounts and Moniz is not permitted to have any Principal, Supervisory or Managerial duties.

Disclosure 2 of 3

Reporting Source:

Regulator

Regulatory Action Initiated By:

Massachusetts Securities Division

Sanction(s) Sought:

Other: Consent Order

Date Initiated:

12/02/2015

Docket/Case Number:

R-2015-0127

URL for Regulatory Action:

Employing firm when activity occurred which led to the regulatory action:

Signator Investors, Inc. (CRD #468)

Product Type:

No Product

Allegations:

The Massachusetts Securities Division executed a Consent Order allowing the registration of James E. Moniz as an investment adviser representative of Global Investment Advisors, LLC and a broker-dealer agent of Essex Securities LLC in the Commonwealth of Massachusetts. Terms of the Consent Order consist of five years of heightened supervision by both Essex and Global, which include the following: distribution of the Consent Order to current and future clients; limitation of clients to those previously serviced as broker-dealer agent of prior employer for one year from date of Consent Order's entry; daily compliance review of order tickets entered for Massachusetts accounts; pre-clearance of all annuity recommendations for suitability; confirmation that clients to whom annuity switches have been recommended have received comprehensive disclosures; review for suitability of source of funds used to invest in any annuity product by any client; manual review for suitability and overconcentration purposes for each annuity purchase for any client over age 60 at time of annuity purchase; no principal, supervisory or managerial duties; no possession or exercise of discretion; quarterly contacts with Massachusetts clients by compliance to confirm client authorizations of trades and quarterly written recordings of the same; written notification to Division regarding any written or oral customer complaints, regulatory or internal investigations, arbitration proceedings, or securities-related litigation arising during length of Consent Order; quarterly updates to the Division regarding any currently proceeding written or oral customer complaints, regulatory or internal investigations, arbitration proceedings or securities-related litigation until such



pending complaint, investigation, proceeding or litigation is concluded; full compliance with any method of annual examination by the Division; and representative's notification to firm of receipt of any written or oral customer complaint, arbitration proceeding, regulatory investigation or securities-related litigation. Representative shall also be required to submit an affidavit to the Division asserting compliance with the Consent Order after the Consent Order's conclusion.

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: 12/02/2015

Sanctions Ordered: Undertaking

Regulator Statement

The Massachusetts Securities Division executed a Consent Order allowing the registration of James E. Moniz as an investment adviser representative of Global Investment Advisors, LLC and a broker-dealer agent of Essex Securities LLC in the Commonwealth of Massachusetts. Terms of the Consent Order consist of five years of heightened supervision by both Essex and Global, which include the following: distribution of the Consent Order to current and future clients; limitation of clients to those previously serviced as broker-dealer agent of prior employer for one year from date of Consent Order's entry; daily compliance review of order tickets entered for Massachusetts accounts; pre-clearance of all annuity recommendations for suitability; confirmation that clients to whom annuity switches have been recommended have received comprehensive disclosures; review for suitability of source of funds used to invest in any annuity product by any client; manual review for suitability and overconcentration purposes for each annuity purchase for any client over age 60 at time of annuity purchase; no principal, supervisory or managerial duties; no possession or exercise of discretion; quarterly contacts with Massachusetts clients by compliance to confirm client authorizations of trades and quarterly written recordings of the same; written notification to Division regarding any written or oral customer complaints, regulatory or internal investigations, arbitration proceedings, or securities-related litigation arising during length of Consent Order; quarterly updates to the Division regarding any currently proceeding written or oral customer complaints, regulatory or internal investigations, arbitration proceedings or securities-related litigation until such pending complaint, investigation, proceeding or litigation is concluded; full compliance with any method of annual examination by the Division; and representative's notification to firm of receipt of any written or oral customer complaint, arbitration proceeding, regulatory investigation or securities-related litigation. Representative shall also be required to submit an affidavit to the Division asserting compliance with the Consent Order after the Consent Order's conclusion.

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Reporting Source: Individual

Regulatory Action Initiated By: Secretary of State of the Commonwealth of MA, Securities Division

Sanction(s) Sought: Other: Consent Order

Date Initiated: 12/03/2015



Docket/Case Number: R-2015-0127

Employing firm when activity occurred which led to the regulatory action: John Hancock

Product Type: Annuity-Variable
Insurance
Other: Reverse Mortgages

Allegations: CRD disclosures: customer complaints, FINRA investigation and subsequent action, and civil judicial action by MA Attorney General.

Current Status: Final

Action Appealed To:

Date Appeal filed:

Appeal Limitation Details: Heightened Supervision and limited to previous clients for a term of one year.

Resolution: Consent 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: 12/02/2015

Sanctions Ordered: Undertaking

Disclosure 3 of 3

Reporting Source: Regulator

Regulatory Action Initiated By: FINRA

Sanction(s) Sought:

Date Initiated: 06/09/2014

Docket/Case Number: [2013036095001](#)

Employing firm when activity occurred which led to the regulatory action: SIGNATOR INVESTORS, INC.

Product Type: Annuity-Variable
Insurance
Other: REVERSE MORTGAGE

Allegations: WITHOUT ADMITTING OR DENYING THE FINDINGS, MONIZ CONSENTED TO THE SANCTIONS AND TO THE ENTRY OF FINDINGS THAT HE RECOMMENDED THAT A MARRIED COUPLE PURCHASE A VARIABLE UNIVERSAL LIFE INSURANCE POLICY (VUL) ON THE HUSBAND'S LIFE. THE FINDINGS STATED THAT ALMOST IMMEDIATELY AFTER THE VUL POLICY WAS ISSUED, THE COUPLE BECAME CONCERNED ABOUT THE VERY HIGH COST OF THE VUL, WHICH WAS APPROXIMATELY SIX TIMES THE PREMIUM COST OF THE TERM LIFE POLICIES THEY ALSO MAINTAINED. ALTHOUGH THE VUL PROVIDED LIFE INSURANCE COVERAGE FOR A LONGER PERIOD



THAN THE TERM POLICIES, MONIZ'S RECOMMENDATION TO THE COUPLE THAT THEY PURCHASE A VUL AT A COST OF ALMOST \$12,000 PER YEAR IN PREMIUMS WAS NOT APPROPRIATE FOR THEIR NEEDS. THE FINDINGS ALSO STATED THAT VUL'S ISSUER ISSUED A WRITTEN DECISION ON THE VUL APPLICATION QUESTIONING THE NEED FOR THE ADDITIONAL \$310,000 IN COVERAGE AND FURTHER STATING THAT THE AMOUNT OF INSURANCE IN FORCE ON THE HUSBAND'S LIFE THROUGH THE TERM LIFE POLICIES APPEARED SUFFICIENT. WITHOUT FIRST INFORMING THE COUPLE OF HIS ACTIONS, MONIZ CAUSED TO BE RE-SUBMITTED THE SAME APPLICATION TO THE ISSUER WITH CERTAIN INFORMATION EITHER CHANGED OR ADDED IN HANDWRITING. SIGNIFICANTLY, IN THE REVISED APPLICATION THE PENDING INSURANCE SECTION WAS AMENDED WITH A NEGATIVE RESPONSE TO A QUESTION CONCERNING WHETHER THE TERM LIFE POLICIES WOULD REMAIN IN-FORCE. THE FINDINGS ALSO INCLUDED THAT MONIZ RECOMMENDED TO THAT THE COUPLE TAKE OUT A REVERSE MORTGAGE ON THEIR PRIMARY RESIDENCE AND THAT THEY USE THE REVERSE MORTGAGE PROCEEDS TO PURCHASE A \$100,000 VARIABLE ANNUITY (VA) AND TO OPEN A MANAGED INVESTMENT ADVISORY ACCOUNT WITH ANOTHER ENTITY WITH THE REMAINING \$150,000. THE FUNDS THE COUPLE INVESTED IN THE RECOMMENDED VA WERE SUBJECT TO A FIVE YEAR SURRENDER CHARGE AND MONIZ WAS AWARE WHEN HE MADE THESE RECOMMENDATIONS THAT THE COUPLE DID NOT HAVE SUFFICIENT LIQUID ASSETS AVAILABLE TO PURCHASE THE VA AND OPEN THE INVESTMENT ACCOUNT WITHOUT ENCUMBERING THEIR HOME. MONIZ ALSO ACKNOWLEDGED THAT HE DID NOT UNDERSTAND THE COSTS ASSOCIATED WITH THE REVERSE MORTGAGE OBTAINED BY THE COUPLE AT HIS RECOMMENDATION. FINRA FOUND THAT ACCORDING TO MONIZ'S MEMBER FIRM'S PROCEDURES, BOTH THE VA AND THE INVESTMENT ACCOUNT WERE OPENED USING A FIRM CLIENT PROFILE FORM, ALSO KNOWN AS A "FACT FINDER," ALONG WITH APPLICATION FORMS REQUIRED BY THE PRODUCT ISSUER OR SPONSOR. ON THE FACT FINDER FORMS COMPLETED FOR BOTH THE VA AND INVESTMENT ACCOUNT, MONIZ INACCURATELY LISTED THE SOURCE OF FUNDS AS "SAVINGS," DESPITE THE FACT THAT THE FUNDS CAME FROM THE REVERSE MORTGAGE.

Current Status:	Final
Resolution:	Acceptance, Waiver & Consent(AWC)
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:	06/09/2014
Sanctions Ordered:	Civil and Administrative Penalty(ies)/Fine(s) Suspension Other: THE \$25,000 FINE INCLUDES DISGORGEMENT OF COMMISSIONS RECEIVED OF \$12,378.
If the regulator is the SEC, CFTC, or an SRO, did the action result in a finding of a willful violation or failure to supervise?	No



(1) willfully violated any provision of the Securities Act of 1933, the Securities Exchange Act of 1934, the Investment Advisers Act of 1940, the Investment Company Act of 1940, the Commodity Exchange Act, or any rule or regulation under any of such Acts, or any of the rules of the Municipal Securities Rulemaking Board, or to have been unable to comply with any provision of such Act, rule or regulation?

(2) willfully aided, abetted, counseled, commanded, induced, or procured the violation by any person of any provision of the Securities Act of 1933, the Securities Exchange Act of 1934, the Investment Advisers Act of 1940, the Investment Company Act of 1940, the Commodity Exchange Act, or any rule or regulation under any of such Acts, or any of the rules of the Municipal Securities Rulemaking Board? or

(3) failed reasonably to supervise another person subject to your supervision, with a view to preventing the violation by such person of any provision of the Securities Act of 1933, the Securities Exchange Act of 1934, the Investment Advisers Act of 1940, the Investment Company Act of 1940, the Commodity Exchange Act, or any rule or regulation under any such Acts, or any of the rules of the Municipal Securities Rulemaking Board?

Sanction 1 of 1

Sanction Type:	Suspension
Capacities Affected:	ANY CAPACITY
Duration:	SIX MONTHS
Start Date:	06/16/2014



End Date: 12/15/2014

Monetary Sanction 1 of 1

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

Total Amount: \$25,000.00

Portion Levied against individual: \$25,000.00

Payment Plan: DEFERRED

Is Payment Plan Current:

Date Paid by individual: 09/10/2017

Was any portion of penalty waived? No

Amount Waived:

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Reporting Source: Individual

Regulatory Action Initiated By: FINRA

Sanction(s) Sought:

Date Initiated: 06/09/2014

Docket/Case Number: [2013036095001](#)

Employing firm when activity occurred which led to the regulatory action: SIGNATOR INVESTORS, INC.

Product Type: Annuity-Variable
Insurance
Other: REVERSE MORTGAGE

Allegations: WITHOUT ADMITTING OR DENYING THE FINDINGS, MONIZ CONSENTED TO THE SANCTIONS AND TO THE ENTRY OF FINDINGS THAT HE RECOMMENDED THAT A MARRIED COUPLE PURCHASE A VARIABLE UNIVERSAL LIFE INSURANCE POLICY (VUL) ON THE HUSBAND'S LIFE. THE FINDINGS STATED THAT ALMOST IMMEDIATELY AFTER THE VUL POLICY WAS ISSUED, THE COUPLE BECAME CONCERNED ABOUT THE VERY HIGH COST OF THE VUL, WHICH WAS APPROXIMATELY SIX TIMES THE PREMIUM COST OF THE TERM LIFE POLICIES THEY ALSO MAINTAINED. ALTHOUGH THE VUL PROVIDED LIFE INSURANCE COVERAGE FOR A LONGER PERIOD THAN THE TERM POLICIES, MONIZ'S RECOMMENDATION TO THE COUPLE THAT THEY PURCHASE A VUL AT A COST OF ALMOST \$12,000 PER YEAR IN PREMIUMS WAS NOT APPROPRIATE FOR THEIR NEEDS. THE FINDINGS ALSO STATED THAT VUL'S ISSUER ISSUED A WRITTEN DECISION ON THE VUL APPLICATION QUESTIONING THE NEED FOR THE ADDITIONAL \$310,000 IN COVERAGE AND FURTHER STATING THAT THE AMOUNT OF INSURANCE IN FORCE ON THE HUSBAND'S LIFE THROUGH THE TERM LIFE POLICIES APPEARED SUFFICIENT. WITHOUT FIRST INFORMING THE COUPLE OF HIS ACTIONS, MONIZ CAUSED TO BE RE-SUBMITTED THE SAME APPLICATION TO THE ISSUER WITH CERTAIN INFORMATION EITHER CHANGED OR ADDED IN HANDWRITING. SIGNIFICANTLY, IN THE REVISED APPLICATION THE PENDING INSURANCE SECTION WAS AMENDED WITH A NEGATIVE



RESPONSE TO A QUESTION CONCERNING WHETHER THE TERM LIFE POLICIES WOULD REMAIN IN-FORCE. THE FINDINGS ALSO INCLUDED THAT MONIZ RECOMMENDED TO THAT THE COUPLE TAKE OUT A REVERSE MORTGAGE ON THEIR PRIMARY RESIDENCE AND THAT THEY USE THE REVERSE MORTGAGE PROCEEDS TO PURCHASE A \$100,000 VARIABLE ANNUITY (VA) AND TO OPEN A MANAGED INVESTMENT ADVISORY ACCOUNT WITH ANOTHER ENTITY WITH THE REMAINING \$150,000. THE FUNDS THE COUPLE INVESTED IN THE RECOMMENDED VA WERE SUBJECT TO A FIVE YEAR SURRENDER CHARGE AND MONIZ WAS AWARE WHEN HE MADE THESE RECOMMENDATIONS THAT THE COUPLE DID NOT HAVE SUFFICIENT LIQUID ASSETS AVAILABLE TO PURCHASE THE VA AND OPEN THE INVESTMENT ACCOUNT WITHOUT ENCUMBERING THEIR HOME. MONIZ ALSO ACKNOWLEDGED THAT HE DID NOT UNDERSTAND THE COSTS ASSOCIATED WITH THE REVERSE MORTGAGE OBTAINED BY THE COUPLE AT HIS RECOMMENDATION. FINRA FOUND THAT ACCORDING TO MONIZ'S MEMBER FIRM'S PROCEDURES, BOTH THE VA AND THE INVESTMENT ACCOUNT WERE OPENED USING A FIRM CLIENT PROFILE FORM, ALSO KNOWN AS A "FACT FINDER," ALONG WITH APPLICATION FORMS REQUIRED BY THE PRODUCT ISSUER OR SPONSOR. ON THE FACT FINDER FORMS COMPLETED FOR BOTH THE VA AND INVESTMENT ACCOUNT, MONIZ INACCURATELY LISTED THE SOURCE OF FUNDS AS "SAVINGS," DESPITE THE FACT THAT THE FUNDS CAME FROM THE REVERSE MORTGAGE.

Current Status:	Final
Resolution:	Acceptance, Waiver & Consent(AWC)
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:	06/09/2014
Sanctions Ordered:	Civil and Administrative Penalty(ies)/Fine(s) Suspension Other: THE \$25,000 FINE INCLUDES DISGORGEMENT OF COMMISSIONS RECEIVED OF \$12,378.
Sanction 1 of 1	
Sanction Type:	Suspension
Capacities Affected:	ANY CAPACITY
Duration:	SIX MONTHS
Start Date:	06/16/2014
End Date:	12/15/2014
Monetary Sanction 1 of 1	
Monetary Related Sanction:	Civil and Administrative Penalty(ies)/Fine(s)
Total Amount:	\$25,000.00
Portion Levied against individual:	\$25,000.00
Payment Plan:	DEFERRED



Is Payment Plan Current:

Date Paid by individual:

**Was any portion of penalty
waived?** No

Amount Waived:



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 9

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Signator Investors Inc.
Allegations:	Breach of Contract and Fraud
Product Type:	Insurance
Alleged Damages:	\$318,237.00
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:	Trial Court of the Commonwealth - Superior court Dept.
Docket/Case #:	1772CV00097
Filing date of arbitration/CFTC reparation or civil litigation:	05/15/2017

Customer Complaint Information

Date Complaint Received:	05/22/2017
Complaint Pending?	No
Status:	Settled
Status Date:	09/01/2017
Settlement Amount:	\$30,000.00
Individual Contribution Amount:	\$15,000.00

Civil Litigation Information

Type of Court:	Trial Court
Name of Court:	Trial Court of the Commonwealth - Superior Court Dept.
Location of Court:	Commonwealth of Massachusetts - Barnstable County
Docket/Case #:	1772CV00097
Date Notice/Process Served:	05/22/2017
Litigation Pending?	No
Disposition:	Settled



Disposition Date: 09/01/2017

Monetary Compensation Amount: \$30,000.00

Individual Contribution Amount: \$15,000.00

Firm Statement Representative is a named party, however system required answers to 7-11 as well - would not pass completeness check without it.

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: Signator Investors Inc

Allegations: Breach of Contract and Fraud

Product Type: Insurance

Alleged Damages: \$318,237.00

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: Trial Court of the Commonwealth - Superior court Dept.

Docket/Case #: 1772CV00097

Filing date of arbitration/CFTC reparation or civil litigation: 05/15/2017

Customer Complaint Information

Date Complaint Received: 05/22/2017

Complaint Pending? No

Status: Settled

Status Date: 09/01/2017

Settlement Amount: \$30,000.00

Individual Contribution Amount: \$15,000.00

Civil Litigation Information

Type of Court: Trial Court

Name of Court: Trial Court of the Commonwealth - Superior Court Dept

Location of Court: Commonwealth of Massachusetts-Barnstable County

Docket/Case #: 1772CV00097

Date Notice/Process Served: 05/22/2017

Litigation Pending? No

Disposition: Settled



Disposition Date: 09/01/2017

Monetary Compensation Amount: \$30,000.00

Individual Contribution Amount: \$15,000.00

Disclosure 2 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANT ALLEGES THAT THEY WERE UNAWARE THAT THE VARIABLE LIFE POLICY HAD LAPSED AND THAT THE REPRESENTATIVE MISINFORMED THEM THAT THE POLICY WAS PAYING FOR ITSELF THROUGH ACCRUED INTERST. THEY ARE REQUESTING A REFUND OF PREMIUM.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE AT THIS TIME.

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: 01/09/2015

Complaint Pending? No

Status: Denied

Status Date: 03/19/2015

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANT ALLEGES THAT THEY WERE UNAWARE THAT THE VARIABLE LIFE POLICY HAD LAPSED AND THAT THE REPRESENTATIVE MISINFORMED THEM THAT THE POLICY WAS PAYING FOR ITSELF THROUGH ACCRUED INTERST. THEY ARE REQUESTING A REFUND OF PREMIUM.

Product Type: Insurance

Alleged Damages: \$0.00



Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE AT THIS TIME.

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: 01/09/2015

Complaint Pending? No

Status: Denied

Status Date: 03/19/2015

Settlement Amount:

Individual Contribution Amount:

Broker Statement APPROXIMATELY 5 YEARS AGO THE CLIENT DETERMINED THEIR LIFE INSURANCE WAS OBSOLETE. RATHER THAN SURRENDERING THE POLICY I RECOMMENDED ALLOWING THE POLICY PAY FOR ITSELF USING POLICY VALUES. I MET WITH THE CLIENT ANNUALLY TO MAKE SURE THE POLICY WAS PERFORMING. THE CLIENT WAS AWARE THAT EVENTUALLY THE POLICIES WOULD LAPSE WITHOUT ADDITIONAL FUNDING. THIS COMPLAINT WAS FILED AFTER I LEFT JOHN HANCOCK AND SIGNATOR, AND I WAS NOT ASKED FOR A STATEMENT ETC.

Disclosure 3 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANT ALLEGES THAT THE FACTS AND FEATURES OF HER VUL POLICY WERE MISREPRESENTED AT THE TIME OF SALE. ADDITIONALLY, SHE STATES THAT HER FINANCIAL CIRCUMSTANCES HAVE CHANGED AND SHE CAN NO LONGER AFFORD THE POLICY.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE AT THIS TIME.

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: 01/09/2015



Complaint Pending? No
Status: Withdrawn
Status Date: 05/03/2015
Settlement Amount:

Individual Contribution Amount:
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Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANT ALLEGES THAT THE FACTS AND FEATURES OF HER VUL POLICY WERE MISREPRESENTED AT THE TIME OF SALE. ADDITIONALLY, SHE STATES THAT HER FINANCIAL CIRCUMSTANCES HAVE CHANGED AND SHE CAN NO LONGER AFFORD THE POLICY.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE AT THIS TIME.

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: 01/09/2015

Complaint Pending? No

Status: Withdrawn

Status Date: 05/03/2015

Settlement Amount:

Individual Contribution Amount:

Broker Statement [REDACTED] provided an affidavit in which she stated that she did not have any complaint with Mr. Moniz. APPROXIMATELY 5 YEARS AGO THE CLIENT DETERMINED THEIR LIFE INSURANCE WAS NOT AFFORDABLE DUE TO A CHANGE IN THEIR FINANCIAL SITUATION. THE POLICIES WERE DESIGNED TO PROVIDE REPLACEMENT INCOME IF ONE OF THE PARENTS WERE TO DIE. THEY HAVE A SEVERELY DISABLED DAUGHTER. RATHER THAN LOSING THE POLICY I RECOMMENDED PAYING A MINIMUM PREMIUM THAT WOULD KEEP THE POLICY ACTIVE. I MET WITH THE CLIENT ANNUALLY TO MAKE SURE THE POLICY WAS PERFORMING. THIS COMPLAINT WAS FILED AFTER I LEFT JOHN HANCOCK AND SIGNATOR, AND I WAS NOT ASKED FOR A STATEMENT ETC.



Disclosure 4 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANTS ALLEGE THAT THEIR VEP POLICY WAS UNDERFUNDED BECAUSE PLANNED PREMIUM PAYMENTS HAD NOT BEEN MADE. POLICY WILL NOT LAST TO AGE 95 NOW WITHOUT A SIGNIFICANT INCREASE IN PREMIUM PAYMENTS.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): DAMAGES WOULD EXCEED THE REPORTING THRESHOLD. UNSURE OF AMOUNT AT THIS TIME.

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: 12/10/2014

Complaint Pending? No

Status: Denied

Status Date: 01/22/2015

Settlement Amount:

Individual Contribution Amount:

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Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC.

Allegations: COMPLAINANTS ALLEGE THAT THEIR VEP POLICY WAS UNDERFUNDED BECAUSE PLANNED PREMIUM PAYMENTS HAD NOT BEEN MADE. POLICY WILL NOT LAST TO AGE 95 NOW WITHOUT A SIGNIFICANT INCREASE IN PREMIUM PAYMENTS.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): DAMAGES WOULD EXCEED THE REPORTING THRESHOLD. UNSURE OF AMOUNT AT THIS TIME.

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: 12/10/2014

Complaint Pending? No

Status: Denied

Status Date: 01/22/2015

Settlement Amount:

Individual Contribution
Amount:

Broker Statement

The customer has provided an affidavit in which he stated that he had no complaint with Mr. Moniz. I SOLD A SURVIVORSHIP LIFE INSURANCE POLICY APPROXIMATELY 20 YEARS AGO TO FUND A SPECIAL NEEDS TRUST FOR THE CLIENT'S DISABLED CHILDREN. THE POLICY WAS ALSO DESIGNED TO PROVIDE ESTATE LIQUIDITY. A REVIEW OF THE CONTRACT APPROXIMATELY 5 YEARS AGO DETERMINED AN ISSUE WITH THE PREMIUMS PAID. BILLING IS HANDLED BY THE INSURANCE COMPANY.

Disclosure 5 of 9

Reporting Source: Firm

Employing firm when
activities occurred which led
to the complaint: SIGNATOR INVESTORS, INC.

Allegations: COMPLAINT ALLEGES UNSUITABLE VUL POLICIES WERE SOLD TO BOTH HUSBAND AND WIFE. COMPLAINT FURTHER ALLEGES THAT THE FACTS AND FEATURES OF THE HUSBAND'S POLICY WERE MISREPRESENTED AT THE TIME OF SALE.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount
Explanation (if amount not
exact): IT IS BELIEVED THAT THE DAMAGES WOULD EXCEED THE REPORTING THRESHOLD.

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: 10/08/2014

Complaint Pending? No

Status: Closed/No Action

Status Date: 01/04/2016

Settlement Amount:

**Individual Contribution
Amount:**
.....

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS, INC.

Allegations: COMPLAINT ALLEGES UNSUITABLE VUL POLICIES WERE SOLD TO BOTH HUSBAND AND WIFE. COMPLAINT FURTHER ALLEGES THAT THE FACTS AND FEATURES OF THE HUSBAND'S POLICY WERE MISREPRESENTED AT THE TIME OF SALE.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): IT IS BELIEVED THAT THE DAMAGES WOULD EXCEED THE REPORTING THRESHOLD.

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: 10/08/2014

Complaint Pending? No

Status: Closed/No Action

Status Date: 01/04/2016

Settlement Amount:

**Individual Contribution
Amount:**

Broker Statement OVER 15 YEARS WORKING WITH THIS CLIENT, I SOLD THREE LIFE INSURANCE POLICIES. THE FIRST POLICY WAS DESIGNED TO REPLACE THE SURVIVORSHIP PENSION FOR THE SPOUSE. THIS ALLOWED THE HUSBAND TO RETIRE EARLY. SUBSEQUENTLY WE DISCUSSED ADDING TWO NEW LIFE INSURANCE POLICIES OF \$1 MILLION ON EACH. THE IDEA WAS TO USE RETURNS FROM THE PORTFOLIOS TO PAY PREMIUMS. I MET WITH THE CLIENT ANNUALLY TO MAKE SURE THE POLICY WAS PERFORMING. THIS COMPLAINT WAS FILED AFTER I LEFT JOHN HANCOCK AND SIGNATOR, AND I WAS NOT ASKED FOR A STATEMENT ETC.

Disclosure 6 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS

Allegations: COMPLAINANT ALLEGES THAT THE REPRESENTATIVE MISREPRESENTED A POLICY SOLD TO HER PARENTS



Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): IT IS BELIEVED THAT DAMAGES WOULD EXCEED THE REPORTING THRESHOLD.

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: 07/18/2014

Complaint Pending? No

Status: Settled

Status Date: 12/08/2014

Settlement Amount: \$322,652.91

Individual Contribution Amount: \$0.00

.....

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS

Allegations: COMPLAINANT ALLEGES THAT THE REPRESENTATIVE MISREPRESENTED A POLICY SOLD TO HER PARENTS

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): IT IS BELIEVED THAT DAMAGES WOULD EXCEED THE REPORTING THRESHOLD.

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: 07/18/2014

Complaint Pending? No

Status: Settled

Status Date: 12/08/2014

Settlement Amount: \$322,652.91



Individual Contribution Amount: \$0.00

Broker Statement

I SOLD A SURVIVORSHIP LIFE INSURANCE POLICY APPROXIMATELY 20 YEARS AGO THE POLICY WAS DESIGNED TO PROVIDE ESTATE LIQUIDITY. A REVIEW OF THE CONTRACT APPROXIMATELY 8 YEARS AGO DETERMINED AN ISSUE WITH THE PREMIUMS PAID. THE CLIENT WAS PAYING THE PREMIUM AS BILLED. DURING AN ACCOUNT REVIEW WITH THE CLIENT, HIS DAUGHTER AND ATTORNEY WE DETERMINED THE POLICY VALUES WERE NOT GROWING. I REQUESTED PREMIUM HISTORIES AND IN FORCE ILLUSTRATIONS. I CONTACTED THE INSURANCE CARRIER FOR EXPLANATION AS TO WHY THE POLICY HAVE NOT PERFORMED. ON AN ANNUAL BASIS I MET WITH THE CLIENT TO DETERMINE PREMIUMS NEEDED TO KEEP THE POLICY IN FORCE. THIS WAS AN OPERATIONAL ISSUE.

Disclosure 7 of 9

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS, INC

Allegations: CLIENT ALLEGES HE WAS TOLD AT TIME OF SALE THAT HIS LIFE PREMIUMS WOULD BE 6K PER YEAR. DUE TO POOR MARKET PERFORMANCE HE WILL BE REQUIRED TO PAY GREATER PREMIUMS.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE DAMAGES

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: 09/19/2013

Complaint Pending? No

Status: Settled

Status Date: 01/02/2014

Settlement Amount: \$14,892.21

Individual Contribution Amount: \$0.00

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS, INC



Allegations: CLIENT ALLEGES HE WAS TOLD AT TIME OF SALE THAT HIS LIFE PREMIUMS WOULD BE 6K PER YEAR. DUE TO POOR MARKET PERFORMANCE HE WILL BE REQUIRED TO PAY GREATER PREMIUMS.

Product Type: Insurance

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): UNABLE TO DETERMINE DAMAGES

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: 09/19/2013

Complaint Pending? No

Status: Settled

Status Date: 01/02/2015

Settlement Amount: \$14,892.21

Individual Contribution Amount: \$0.00

Broker Statement THE LIFE INSURANCE SOLD TO THIS CLIENT AS DESIGNED TO REPLACE THE SURVIVORSHIP PENSION FOR THE SPOUSE. THIS ALLOWED THE HUSBAND TO RETIRE EARLY. THE CLIENT HAD A SPECIFIC BUDGET FOR THE LIFE INSURANCE. BY COMBINING THE CASH VALUES OF OLD POLICIES WITH THE NEW PREMIUM IT WAS DETERMINED THAT WE COULD FUND THE LIFE INSURANCE WITHIN THE BUDGET REQUESTED. HOWEVER, IT WAS EXPLAINED IN DETAIL THAT THE POLICY NEEDED GOOD RETURN ON INVESTMENT TO PERFORM. IN 2008 AND 2009 THE POLICIES WERE HIT BY A VERY POOR MARKET. WE THEN REALIZE THAT THE PREMIUMS WOULD NOT CARRY THE INSURANCE GOING FORWARD.

Disclosure 8 of 9

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: SIGNATOR INVESTORS INC

Allegations: CLIENT FEELS THE SALE OF HER INSURANCE PRODUCT WAS NOT SUITABLE DUE TO THE COST OF THE ANNUAL PREMIUM

Product Type: Insurance

Alleged Damages: \$0.00

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: 01/11/2010

Complaint Pending? No

Status: Settled

Status Date: 02/25/2010

Settlement Amount: \$7,987.01

Individual Contribution Amount: \$0.00

Broker Statement

I SOLD LIFE INSURANCE TO THIS CLIENT ON HER HUSBAND. HE HAD LIMITED COVERAGE AT WORK. THEY HAD A DISABLED CHILD AND THE IDEA OF THE LIFE INSURANCE WAS TO PROVIDE INCOME AND SUPPORT. THE CLIENT HAD RECEIVED AN INHERITANCE FROM HER MOTHER. WE WERE GOING TO USE SOME OF THE INHERITANCE TO PAY THE PREMIUMS. THE CLIENT SUBSEQUENTLY DECIDED TO USE THE INHERITANCE TO PAY OFF THEIR MORTGAGE. THIS DECISION MADE IT NECESSARY FOR THE CLIENT TO MAKE PREMIUMS. BECAUSE THEIR FINANCIAL SITUATION CHANGED THEY DID NOT WANT TO CONTINUE WITH THE LIFE INSURANCE.

Disclosure 9 of 9

Reporting Source:

Individual

Employing firm when activities occurred which led to the complaint:

SIGNATOR INVESTOR'S, INC.

Allegations:

1.FEES WITHIN HER VARIABLE LIFE POLICY WERE NEVER FULLY EXPLAINED 2.OPTION OF REDUCING POLICY TO \$500K VS \$1MIL OF DEATH BENEFIT WAS NEVER OFFERED TO HER MAY 15, 2000-WE DISCUSSED HER ESTATE AND FINANCES INCLUDING HER WISHES REGARDING AN INHERITANCE FOR HER CHILDREN. SHE INDICATED SHE WOULD LIKE TO FUND A TRUST WITH A LIFE INSURANCE POLICY THAT WOULD GIVE HER AN INVESTMENT COMPONENT. SHE SAID SHE COULD AFFORD \$1,000/MONTH. I SUGGESTED A VL POLICY THAT WOULD ALLOW HER TO INVEST THE CASH VALUES IN THE STOCK AND BOND MARKETS. IN ADDITION THE POLICY WOULD FUND THE TRUST SO EACH OF HER CHILDREN'S TRUST SHARE WOULD RECEIVE \$500K. WE COMPARED HER EXISTING POLICIES, AND DISCUSSED A 1035 EXCHANGE TO THE VL POLICY. THIS TRANSFER WOULD ALLOW THE EXISTING CASH VALUES TO BE ROLLED INTO THE INVESTMENT ACCOUNTS OF THE LIFE POLICY. WE REVIEWED THE PROPOSAL & PROSPECTUS. JUNE 26, 2000-MET TO COMPLETE VL INSURANCE APPLICATION. SEPTEMBER 19TH, 2000-I ACCOMPANIED HER TO THE LAW FIRM OF MARK GREEN AND JOANNE BUTTERALL TO DISCUSS HER OVERALL FINANCIAL PLAN. OCTOBER 24, 2000-POLICY WAS RECEIVED. NOVEMBER 5, 2000-MET WITH HER TO GIVE HER THE POLICY AND AGAIN REVIEWED THE PROPOSALS. LATE 2001 - SHE INDICATED SHE HAD LOST CONFIDENCE IN THE STOCK MARKET AFTER 9/11/2001. I URGED HER TO CONTINUE MAKING DEPOSITS, EXPLAINING THE DOLLAR COST AVERAGING CONCEPT. SHE DECIDED TO ONLY REDUCE HER PAYMENT TO \$500/MONTH. AUGUST 8TH, 2005-[CUSTOMER] SENT ME A LETTER WANTING TO KNOW WHY HER ACCOUNT HAS PERFORMED SO POORLY. WE LOOKED AT REDUCING THE AMOUNT OF DEATH BENEFIT TO \$100K. MANY ATTEMPTS WERE MADE WITH NO SUCCESS AND NO WRITTEN EXPLANATION FROM THE COMPANY AS TO WHY IT COULDN'T BE DONE. AUGUST 2006-I OFFERED [CUSTOMER] A



COMPLAINT FORM. AUGUST 21, 2006-COMPLAINT FROM HER WAS FORWARDED TO CUSTOMER RELATIONS. AUGUST 24TH, 2006-CUSTOMER RELATIONS RESPONDED SAYING THAT THEIR DEPARTMENT DOESN'T SET COMPANY POLICY AND CAN'T OVERRIDE THEIR DECISIONS.

Product Type: Insurance
Alleged Damages: \$43,000.00
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: 09/29/2006
Complaint Pending? No
Status: Denied
Status Date: 12/06/2006
Settlement Amount: \$0.00
Individual Contribution Amount: \$0.00

Broker Statement WE DISCUSSED HER ESTATE AND FINANCES INCLUDING HER WISHES REGARDING AN INHERITANCE FOR HER CHILDREN. SHE INDICATED SHE WOULD LIKE TO FUND A TRUST WITH A LIFE INSURANCE POLICY THAT WOULD GIVE HER AN INVESTMENT COMPONENT. SHE SAID SHE COULD AFFORD \$1,000/MONTH. I SUGGESTED A VARIABLE LIFE POLICY THAT WOULD ALLOW HER TO INVEST THE CASH VALUES IN THE STOCK AND BOND MARKETS. IN ADDITION THE POLICY WOULD FUND THE TRUST SO EACH OF HER CHILDREN'S TRUST SHARE WOULD RECEIVE \$500K. LATE 2001 - SHE INDICATED SHE HAD LOST CONFIDENCE IN THE STOCK MARKET AFTER 9/11/2001. WE WERE UNABLE TO MAKE CHANGES TO THE POLICY.



End of Report

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