

## BrokerCheck Report

### Rick Lynn Duncan

CRD# 1288675

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Broker Qualifications	2 - 4
Registration and Employment History	6 - 7
Disclosure Events	8



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.

## About BrokerCheck®



BrokerCheck offers information on all current, and many former, registered securities brokers, and all current and former registered securities firms. FINRA strongly encourages investors to use BrokerCheck to check the background of securities brokers and brokerage firms before deciding to conduct, or continue to conduct, business with them.

- **What is included in a BrokerCheck report?**

BrokerCheck reports for individual brokers include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards. BrokerCheck reports for brokerage firms include information on a firm's profile, history, and operations, as well as many of the same disclosure events mentioned above.

- Please note that the information contained in a BrokerCheck 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 broker or brokerage firm, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

- **Where did this information come from?**

- The information contained in BrokerCheck comes from FINRA's Central Registration Depository, or CRD® and is a combination of:

- information FINRA and/or the Securities and Exchange Commission (SEC) require brokers and brokerage firms to submit as part of the registration and licensing process, and
- information that regulators report regarding disciplinary actions or allegations against firms or brokers.

- **How current is this information?**

- Generally, active brokerage firms and brokers are required to update their professional and disciplinary information in CRD within 30 days. Under most circumstances, information reported by brokerage firms, brokers and regulators is available in BrokerCheck the next business day.

- **What if I want to check the background of an investment adviser firm or investment adviser representative?**

- To check the background of an investment adviser firm or representative, you can search for the firm or individual in BrokerCheck. If your search is successful, click on the link provided to view the available licensing and registration information in the SEC's Investment Adviser Public Disclosure (IAPD) website at <https://www.adviserinfo.sec.gov>. In the alternative, you may search the IAPD website directly or contact your state securities regulator at <http://www.finra.org/Investors/ToolsCalculators/BrokerCheck/P455414>.

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

- FINRA recommends that you learn as much as possible about an investment professional before deciding to work with them. Your state securities regulator can help you research brokers and investment adviser representatives doing business in your state.

**Thank you for using FINRA BrokerCheck.**



Using this site/information means that you accept the FINRA BrokerCheck Terms and Conditions. A complete list of Terms and Conditions can be found at [brokercheck.finra.org](http://brokercheck.finra.org)



For additional information about the contents of this report, please refer to the User Guidance or [www.finra.org/brokercheck](http://www.finra.org/brokercheck). It provides a glossary of terms and a list of frequently asked questions, as well as additional resources. For more information about FINRA, visit [www.finra.org](http://www.finra.org).

**Rick L. Duncan**

CRD# 1288675

**Currently employed by and registered with the following Firm(s):****IA EDWARD JONES**

4558 OSAGE BEACH PKWY STE 101  
OSAGE BEACH, MO 65065  
CRD# 250  
Registered with this firm since: 02/11/1999

**B EDWARD JONES**

4558 OSAGE BEACH PKWY STE 101  
OSAGE BEACH, MO 65065  
CRD# 250  
Registered with this firm since: 07/26/1984

## Report Summary for this Broker



This report summary provides an overview of the broker's professional background and conduct. Additional information can be found in the detailed report.

### Broker Qualifications

**This broker is registered with:**

- 4 Self-Regulatory Organizations
- 21 U.S. states and territories

**This broker has passed:**

- 0 Principal/Supervisory Exams
- 2 General Industry/Product Exams
- 2 State Securities Law Exams

### Registration History

**This broker was previously registered with the following securities firm(s):**

No information reported.

### Disclosure Events

All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.

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

**The following types of disclosures have been reported:**

Type	Count
Customer Dispute	7

## Broker Qualifications



### Registrations

This section provides the self-regulatory organizations (SROs) and U.S. states/territories the broker is currently registered and licensed with, the category of each license, and the date on which it became effective. This section also provides, for every brokerage firm with which the broker is currently employed, the address of each branch where the broker works.

**This individual is currently registered with 4 SROs and is licensed in 21 U.S. states and territories through his or her employer.**

### Employment 1 of 1

Firm Name: **EDWARD JONES**

Main Office Address: **12555 MANCHESTER ROAD  
ST. LOUIS, MO 63131-3710**

Firm CRD#: **250**

SRO	Category	Status	Date
<b>B</b> FINRA	General Securities Representative	Approved	07/26/1984
<b>B</b> NYSE American LLC	General Securities Representative	Approved	09/13/2011
<b>B</b> Nasdaq Stock Market	General Securities Representative	Approved	07/12/2006
<b>B</b> New York Stock Exchange	General Securities Representative	Approved	09/21/1984

U.S. State/ Territory	Category	Status	Date
<b>B</b> Alabama	Agent	Approved	11/29/2021
<b>B</b> Arizona	Agent	Approved	01/09/1991
<b>B</b> Arkansas	Agent	Approved	02/11/2014
<b>B</b> California	Agent	Approved	02/02/1990
<b>B</b> Colorado	Agent	Approved	11/16/1987
<b>B</b> Connecticut	Agent	Approved	03/20/2018
<b>B</b> Florida	Agent	Approved	07/02/1987
<b>B</b> Illinois	Agent	Approved	11/13/1990
<b>B</b> Iowa	Agent	Approved	09/01/2005

## Broker Qualifications



### Employment 1 of 1, continued

U.S. State/ Territory	Category	Status	Date
B Kansas	Agent	Approved	04/05/1988
B Maryland	Agent	Approved	08/28/2008
B Missouri	Agent	Approved	01/14/1985
IA Missouri	Investment Adviser Representative	Approved	02/11/1999
B Nevada	Agent	Approved	06/21/2023
B North Carolina	Agent	Approved	09/11/1995
B Ohio	Agent	Approved	01/29/2008
B Oklahoma	Agent	Approved	12/11/1991
B Oregon	Agent	Approved	11/16/2012
B Pennsylvania	Agent	Approved	05/26/2022
B South Carolina	Agent	Approved	02/26/2020
B Texas	Agent	Approved	01/10/1990
IA Texas	Investment Adviser Representative	Restricted Approval	03/11/2019
B Virginia	Agent	Approved	08/24/2004

### Branch Office Locations

#### EDWARD JONES

4558 OSAGE BEACH PKWY STE 101  
OSAGE BEACH, MO 65065

## Broker Qualifications



### Industry Exams this Broker has Passed

This section includes all securities industry exams that the broker has passed. Under limited circumstances, a broker may attain a registration after receiving an exam waiver based on exams the broker has passed and/or qualifying work experience. Any exam waivers that the broker has received are not included below. A passed exam or exam waiver does not permit a broker to do business without an active SRO or state registration.

**This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 2 state securities law exams.**

### Principal/Supervisory Exams

Exam	Category	Date
No information reported.		

### General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination	SIE	10/01/2018
B General Securities Representative Examination	Series 7	07/21/1984

### State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination	Series 65	10/13/2025
B Uniform Securities Agent State Law Examination	Series 63	08/10/1984

Additional information about the above exams or other exams FINRA administers to brokers and other securities professionals can be found at [www.finra.org/brokerqualifications/registeredrep/](http://www.finra.org/brokerqualifications/registeredrep/).

## Broker Qualifications



### Professional Designations

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

No information reported.

# Registration and Employment History



## Registration History

The broker previously was registered with the following firms:

Registration Dates	Firm Name	CRD#	Branch Location
No information reported.			

## Employment History

This section provides up to 10 years of an individual broker's employment history as reported by the individual broker on the most recently filed Form U4.

**Please note that the broker is required to provide this information only while registered with FINRA or a national securities exchange and the information is not updated via Form U4 after the broker ceases to be registered. Therefore, an employment end date of "Present" may not reflect the broker's current employment status.**

Employment	Employer Name	Position	Investment Related	Employer Location
03/1984 - Present	EDWARD D. JONES & CO., L.P.	OTHER - REG. REP.	Y	OSAGE BEACH, MO, United States

## Other Business Activities

This section includes information, if any, as provided by the broker regarding other business activities the broker 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.

Real Estate Holding/Mgmt  
Tuscmibia, MO  
Start date: 3/26/2009  
Member-LLC Organizer  
Hours per week: 0  
Hours during trading: 0  
Owns and manages a mobile home park and other commercial property.\*\*\*

VIP Assurance  
Type of business: Real Estate Holding Company  
Osage Beach, MO  
Start date: 1/1/2003  
President  
Hours per week: 0  
Hours during trading: 0  
This is a holding company for personal real estate. I have rental property in various locations.

## Registration and Employment History



### Other Business Activities, continued

Glen Donnach LLC

Type of business: Real Estate Holding/Mgmt

Osage Beach, MO

Start date: 3/26/2009

Member-LLC Organizer

Hours per week: 10

Hours during trading: 0

Owes and manages a mobile home park and other commercial property

Glen Donnach LLC

Type of business: Real Estate Holding/Mgmt

Osage Beach, MO

Start date: 3/26/2009

Member-LLC Organizer

Hours per week: 0

Hours during trading: 0

Desc: Owns and manages a mobile home park.

VIP Assurance

Type of business: Real Estate Holding Company

Osage Beach, MO

Start date: 1/1/2003

President

Hours per week: 0

Hours during trading: 0

Previously Disclosed This is a holding company for personal real estate.

---

## Disclosure Events



### What you should know about reported disclosure events:

1. All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.
2. **Certain thresholds must be met before an event is reported to CRD, for example:**
  - o A law enforcement agency must file formal charges before a broker is required to disclose a particular criminal event.
  - o A customer dispute must involve allegations that a broker engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.
  - o
3. **Disclosure events in BrokerCheck reports come from different sources:**
  - o As mentioned at the beginning of this report, information contained in BrokerCheck comes from brokers, brokerage 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 BrokerCheck report. The different versions will be separated by a solid line with the reporting source labeled.
  - o
4. **There are different statuses and dispositions for disclosure events:**
  - o A disclosure event may have a status of *pending*, *on appeal*, or *final*.
    - A "pending" event involves allegations that have not been proven or formally adjudicated.
    - An event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
    - A "final" event has been concluded and its resolution is not subject to change.
  - o A final 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 involves an agreement by the parties to resolve the matter. Please note that brokers and brokerage firms may choose to settle customer disputes or regulatory matters for business or other reasons.
    - A "resolved" matter usually involves no payment to the customer and no finding of wrongdoing on the part of the individual broker. Such matters generally involve customer disputes.

For your convenience, below is a matrix of the number and status of disclosure events involving this broker. Further information regarding these events can be found in the subsequent pages of this report. You also may wish to contact the broker to obtain further information regarding these events.

	Pending	Final	On Appeal
Customer Dispute	0	7	N/A



## Disclosure Event Details

When evaluating this information, please keep in mind that a disclosure event may be pending or involve allegations that are contested and have not been resolved or proven. The matter may, in the end, be withdrawn, dismissed, resolved in favor of the broker, or concluded through a negotiated settlement for certain business reasons (e.g., to maintain customer relationships or to limit the litigation costs associated with disputing the allegations) with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to CRD and therefore some of the specific data fields contained in the report may be blank if the information was not provided to CRD.

### Customer Dispute - Award / Judgment

This type of disclosure event involves a final, consumer-initiated, investment-related arbitration or civil suit containing allegations of sales practice violations against the broker that resulted in an arbitration award or civil judgment for the customer.

#### Disclosure 1 of 1

<b>Reporting Source:</b>	Regulator
<b>Employing firm when activities occurred which led to the complaint:</b>	EDWARD D. JONES & CO.
<b>Allegations:</b>	BREACH OF FIDUCIARY DUTY, SUITABILITY
<b>Product Type:</b>	Other
<b>Other Product Type(s):</b>	STOCKS
<b>Alleged Damages:</b>	\$25,000.00

#### Arbitration Information

<b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b>	<a href="#">NASD - CASE #04-08682</a>
<b>Date Notice/Process Served:</b>	12/28/2004
<b>Arbitration Pending?</b>	No
<b>Disposition:</b>	Award
<b>Disposition Date:</b>	11/02/2005
<b>Disposition Detail:</b>	RESPONDENT IS JOINTLY AND SEVERALLY LIABLE FOR AND SHALL PAY TO CLAIMANT THE SUM OF \$25,830.95 AS COMPENSATORY DAMAGES PLUS INTEREST.



**Reporting Source:** Broker

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

**Allegations:** ATTORNEY CLAIMS CLIENT IS NOT A SOPHISTICATED INVESTOR AND THAT CLIENT DID NOT KNOW THAT WORLDCOM WAS CONSIDERED A VERY AGGRESSIVE, HIGH-RISK STOCK WHEN IT WAS RECOMMENDED BY THE IR. ATTORNEY CLAIMS THE STOCK WAS NEVER SUITABLE FOR CLIENT. ATTORNEY CLAIMS THE CLIENT HAS SUFFERED MONETARY DAMAGES AS A RESULT OF CLIENT'S RELIANCE ON IR'S ADVICE GIVEN IN DISREGARD OF CLIENT'S INVESTMENT OBJECTIVES AND BEST INTERESTS. ATTORNEY IS CLAIMING DAMAGES IN THE AMOUNT OF \$25,830.94. \*\*\*\*\*ARBITRATION: ALLEGATIONS OF BREACH OF FIDUCIARY DUTY, UNSUITABLE INVESTMENTS, FAILURE TO DIVERSIFY AND FAILURE TO SUPERVISE IN ADVISING CLAIMANT TO INVEST THE \$25,000 IN HIS IRA INTO WORLDCOM. (AMOUNT CLAIMED: \$25,000 PLUS INTEREST AND THE COSTS OF ARBITRATION)

**Product Type:** Equity - OTC

**Alleged Damages:** \$25,830.94

### Customer Complaint Information

**Date Complaint Received:** 04/02/2004

**Complaint Pending?** No

**Status:** Arbitration/Reparation  
Denied

**Status Date:** 05/10/2004

**Settlement Amount:**

**Individual Contribution Amount:**

### Arbitration Information

**Arbitration/Reparation Claim filed with and Docket/Case No.:** [NASD CASE NO: 04-08682](#)

**Date Notice/Process Served:** 12/31/2004

**Arbitration Pending?** No

**Disposition:** Award to Customer



<b>Disposition Date:</b>	11/08/2005
<b>Monetary Compensation Amount:</b>	\$25,830.95
<b>Individual Contribution Amount:</b>	\$0.00
<b>Broker Statement</b>	<p>NET WORTH REFLECTED ON CLIENT'S ACCOUNT WAS DETERMINED THROUGH CONVERSATIONS BETWEEN CLIENT AND IR. CLIENT WOULD HAVE BEEN SENT VERIFICATION LETTER FROM HOME OFFICE AT TIME ACCOUNT WAS OPENED IN 2000, SETTING OUT INFORMATION REFLECTED ON THE ACCOUNT, INCLUDING NET WORTH AND ANNUAL INCOME. CLIENT WAS ASKED TO VERIFY INFORMATION AND PROVIDE ANY CHANGES WHICH MAY BE REQUIRED, AND IT DOES NOT APPEAR ANY CHANGES WERE REQUESTED BY CLIENT. IR STATED CLIENT OWNED OTHER INDIVIDUAL STOCKS AND CDS. AT TIME OF ROLLOVER, CD RATES WERE NOT ATTRACTIVE AND CLIENT INDICATED HE WANTED TO INVEST FOR GROWTH PURPOSES. AT THE TIME OF PURCHASE IN JANUARY 2000, WORLD.COM WAS CONSIDERED A GROWTH STOCK AND EDJ MAINTAINED A STRONG BUY OPINION. ACCORDING TO IR, HE PROVIDED CLIENT WITH RESEARCH INFORMATION ON COMPANY AND CLIENT AUTHORIZED PURCHASE. CLIENT WOULD HAVE RECEIVED A TRADE CONFIRMATION AS WELL AS ACCOUNT STATEMENTS. THE STATEMENTS REFLECT HOLDINGS IN THE ACCOUNT, ASSET CATEGORY AND ESTIMATED VALUE. IR STATED HE REVIEWED THE STOCK WITH CLIENT WHILE THE STOCK WAS IN \$20.00 RANGE AND CLIENT CONTINUED TO HOLD THE STOCK. IR STATED HE ALSO REVIEWED THE STOCK WITH CLIENT WHEN PRICE WAS IN LOW SINGLE DIGITS, INDICATING THAT THE CLIENT WAS AWARE OF THE SITUATION SURROUNDING WORLD.COM AND THAT THE CLIENT CONTINUED TO HOLD THE STOCK. THE STOCK PURCHASE DID NOT APPEAR TO BE OUTSIDE THE SCOPE OF THE INVESTMENT OBJECTIVES FOR THE ACCOUNT, NOR DID IT REPRESENT A SUBSTANTIAL PORTION OF CLIENT'S NET WORTH. WHILE WE UNDERSTAND CLIENT'S DISSATISFACTION WITH THE PERFORMANCE OF THE STOCK, THE UNUSUAL EVENTS INVOLVING WORLD.COM COULD NOT HAVE BEEN FORESEEN. WHILE CLIENT COULD HAVE LIQUIDATED STOCK AT ANY TIME, IT DOES NOT APPEAR ORDER INSTRUCTIONS WERE PROVIDED TO IR. NO ADJUSTMENT WILL BE MADE. CLAIM DENIED.</p>



## Customer Dispute - Settled

This type of disclosure event involves a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit containing allegations of sale practice violations against the broker that resulted in a monetary settlement to the customer.

### Disclosure 1 of 2

**Reporting Source:** Broker  
**Employing firm when activities occurred which led to the complaint:** EDWARD JONES  
**Allegations:** CLAIMANTS ALLEGE THAT THE BROKERAGE ACCOUNTS AT ISSUE WERE BOTH LIQUIDATED WITHOUT AUTHORIZATION RESULTING IN AN OVERALL LOSS OF \$25000.00.  
**Product Type:** Annuity-Variable  
**Alleged Damages:** \$25,614.00

### Arbitration Information

**Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):** FINRA  
**Docket/Case #:** 13-02140  
**Date Notice/Process Served:** 07/29/2013  
**Arbitration Pending?** No  
**Disposition:** Settled  
**Disposition Date:** 05/16/2014  
**Monetary Compensation Amount:** \$18,000.00  
**Individual Contribution Amount:** \$0.00

### Disclosure 2 of 2

**Reporting Source:** Regulator  
**Employing firm when activities occurred which led to the complaint:**  
**Allegations:** SUITABILITY; MISREPRESENTATION; BRCH OF FIDUCIARY DT; ACCOUNT RELATED-BREACH OF CONTRACT

**Product Type:**

**Alleged Damages:** \$93,000.00

**Arbitration Information**

**Arbitration/Reparation Claim filed with and Docket/Case No.:** NASD - CASE #93-02395

**Date Notice/Process Served:** 07/06/1993

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 02/07/1994

**Disposition Detail:** CASE IS CLOSED, SETTLED  
Not Provided

---

**Reporting Source:** Broker

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

**Allegations:** ALLEGATIONS OF MISREPRESENTATION BREACH OF CONTRACT, UNSUITABILITY AND BREACH OF FIDUCIARY DUTY IN THE SALE OF APPROXIMATELY \$355,482 OF STOCKS FROM AUGUST 1988 THROUGH DECEMBER 1989. (AMOUNT CLAIMED: BETWEEN \$80,000 AND \$93,000).

**Product Type:** No Product

**Alleged Damages:** \$93,000.00

**Customer Complaint Information**

**Date Complaint Received:** 12/31/1992

**Complaint Pending?** No

**Status:** Arbitration/Reparation

**Status Date:** 07/06/1993

**Settlement Amount:**

**Individual Contribution Amount:**



## Arbitration Information

<b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b>	NATIONAL ASSOCIATION OF SECURITIES DEALERS, INC.; 93-02395
<b>Date Notice/Process Served:</b>	07/06/1993
<b>Arbitration Pending?</b>	No
<b>Disposition:</b>	Settled
<b>Disposition Date:</b>	02/07/1994
<b>Monetary Compensation Amount:</b>	\$44,000.00
<b>Individual Contribution Amount:</b>	\$0.00
<b>Broker Statement</b>	<p>SETTLED FOR \$44,000.</p> <p>CUSTOMER WAS AN AGGRESSIVE INVESTOR WHO WANTED TO INVEST IN TAKEOVER STOCKS , TURNAROUND STOCKS, AND STOCKS WITH INSIDER BUYING. HE OPENED THE ACCOUNT AT OUR OFFICE BECAUSE I GAVE HIM A DISCOUNT ON THE COMMISSIONS. THIS WAS DUE TO OUR SOCIAL FRIENDSHIP. IT IS NOT OUR CUSTOM TO OFFER DISCOUNTS UNLESS THE CUSTOMER DOES THE RESEARCH ON HIS OWN. CUSTOMER TRADED FREQUENTLY HOLDING A PURCHASE ONLY A FEW MONTHS. HIS ACCOUNT FORM WAS CODED TO REFLECT HIS AGGRESSIVE AND SPECULATIVE OBJECTIVE AT THE TIME OF OPENING THE ACCOUNT. THERE WAS NO CONTRACT OR BREACH OF FIDUCIARY DUTY.</p>



## Customer Dispute - Closed-No Action / Withdrawn / Dismissed / Denied

This type of disclosure event involves (1) a consumer-initiated, investment-related arbitration or civil suit containing allegations of sales practice violations against the individual broker that was dismissed, withdrawn, or denied; or (2) a consumer-initiated, investment-related written complaint containing allegations that the broker engaged in sales practice violations resulting in compensatory damages of at least \$5,000, forgery, theft, or misappropriation, or conversion of funds or securities, which was closed without action, withdrawn, or denied.

### Disclosure 1 of 4

**Reporting Source:** Broker

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

**Allegations:** THE CLIENTS STATE THEY BEGAN INVESTING WITH EDWARD JONES IN 1999. THE CLAIM THAT OVER THE YEARS OF INVESTING WITH THEIR CURRENT IR LOSSES HAVE BEEN INCURRED IN EXCESS OF \$93,000 AND HAVE RECENTLY LEARNED THAT THEY HAD INVESTED IN STOCKS AND FUNDS THAT WERE NOT EDWARD JONES RECOMMENDATIONS. THE CLIENTS STATE THAT THEY FEEL THEIR PORTFOLIO WAS NOT PROPERLY DIVERSIFIED OR HANDLED AND WANT THE MATTER INVESTIGATED. CLAIMED LOSSES IN EXCESS OF \$5,000

**Product Type:** Equity Listed (Common & Preferred Stock)

**Alleged Damages:** \$5,000.00

### Customer Complaint Information

**Date Complaint Received:** 12/04/2006

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 03/01/2007

**Settlement Amount:**

**Individual Contribution Amount:**

**Broker Statement** ALTHOUGH THERE HAVE BEEN REALIZED AND UNREALIZED LOSSES EXPERIENCED IN THE ACCOUNT OVER THE YEARS, IT APPEARS AS THOUGH THERE HAVE BEEN SUBSTANTIAL WITHDRAWALS MADE WHICH MAY NOT HAVE BEEN TAKEN INTO CONSIDERATION AS THE CLIENT STATED THEIR LOSSES. IN ADDITION, THE FINANCIAL ADVISOR INDICATED THAT, OVER TIME, LOSSES WERE TAKEN TO OFFSET INCOME OR CAPITAL GAINS IN OTHER AREAS FOR TAX PURPOSES. IT WAS EXPLAINED TO THE CLIENT THAT ANY DECLINE IN THE VALUE OF THE INVESTMENTS IS



ATTRIBUTED TO MARKET FLUCTUATION. IT DOES APPEAR AS THOUGH THE PORTFOLIO WAS PROPERLY DIVERSIFIED AND IN LINE WITH THE CLIENT'S STATED OBJECTIVES. THE FINANCIAL ADVISOR ALSO STATED THAT ANNUAL REVIEWS AND CONVERSATIONS WERE HAD THROUGHOUT THE YEARS TO DISCUSS THE PERFORMANCE OF THE PORTFOLIO, PROVIDING THE CLIENT THE OPPORTUNITY TO EXPRESS CONCERN. IT APPEARS AS THOUGH THE ACCOUNTS WERE NOT HANDLED IMPROPERLY.

#### Disclosure 2 of 4

**Reporting Source:** Broker  
**Employing firm when activities occurred which led to the complaint:** EDWARD JONES  
**Allegations:** CLIENTS CLAIM THEY WERE NOT REGULARLY CONTACTED BY THE IR, RICK DUNCAN AND BELIEVE THEIR ACCOUNT WAS NOT PROPERLY DIVERSIFIED (100% INVESTED IN STOCKS) FOR THEIR AGE AND INCOME NEEDS. AS A RESULT, CLIENTS CLAIM THEY HAVE INCURRED SUBSTANTIAL LOSSES. CLAIM EXCEEDS \$5,000

**Product Type:** Other  
**Alleged Damages:** \$5,000.00

#### Customer Complaint Information

**Date Complaint Received:** 07/31/2002

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 10/02/2002

**Settlement Amount:**

**Individual Contribution Amount:**

**Broker Statement** THE IR STATED THE CLIENTS WANTED TO BE IN THE STOCK MARKET BECAUSE OF THE POOR PERFORMANCE OF THEIR INCOME PORTFOLIO AT SCHWAB. THE IR STATED HE DISCLOSED THE RISKS TO PRINCIPAL OF TAKING ANNUAL DISTRIBUTIONS FROM THEIR IRAS IN THE EVENT OF A MARKET DOWNTURN. THE IR STATED HE RECOMMENDED A DIVERSIFIED PORTFOLIO OF AMERICAN FUNDS AND JONES RECOMMENDED STOCKS. THE IR STATED HE HAD SEVERAL COMMUNICATIONS WITH THE CLIENTS



OVER THE PHONE AND IN PERSON. IT APPEARS THE IR ACTED PROPERLY.  
CLAIM DENIED

### Disclosure 3 of 4

**Reporting Source:** Broker  
**Employing firm when activities occurred which led to the complaint:** EDWARD JONES  
**Allegations:** CLIENT CLAIMS THEY PURCHASED APSIQ ON 5/29/97 BASED ON IR EMPLOYED BY EDWARD JONES RECOMMENDATION. THEY CLAIM THEY ALSO HELD THE STOCK BASED ON HIS RECOMMENDATION AND CURRENTLY ASPIZ HAS NO MARKET VALUE AS THE COMPANY HAS GONE BANKRUPT. THEY ALSO PURCHASED MAWS IN 1994 AND HELD IT FOR A LONG PERIOD BASED ON HIS RECOMMENDATION. IT CURRENTLY HAS NO MARKET VALUE. CLIENTS CLAIM THEY HAVE LOST \$42,465.99 AND ASK WHAT EDJ'S FINDUCIARY RESPONSIBILITY IS SINCE THEY WERE SOLICITED TRADES.

**Product Type:** Equity - OTC

**Alleged Damages:** \$42,465.99

### Customer Complaint Information

**Date Complaint Received:** 06/28/1999

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 07/12/1999

**Settlement Amount:**

**Individual Contribution Amount:**

**Broker Statement**

THE IR STATES THE CLIENT OPENED THE ACCOUNT FOR THE PURPOSE OF INVESTING IN MORE AGGRESSIVE STOCKS AND THE ACCOUNT WAS CODED ACCORDINGLY. THE IR STATES THE CLIENT CONTACTED THE BRANCH OFFICE SEVERAL TIMES A WEEK TO INQUIRE ABOUT THEIR STOCKS. THE IR ALWAYS GAVE HIM UPDATES ON THE STOCK AND ALWAYS PROVIDED THE SOURCE OF HIS INFORMATION. WE FEEL THE CLIENTS WERE PROPERLY INFORMED OF THE STOCK AND ITS PERFORMANCE AND IT WAS ULTIMATELY THE CLIENTS DECISION TO MAINTAIN THE TWO



## STOCKS IN QUESTION. CLAIM DENIED

**Disclosure 4 of 4****Reporting Source:** Broker**Employing firm when activities occurred which led to the complaint:****Allegations:**

CUSTOMERS COMPLAINED ABOUT THE PERFORMANCE OF THEIR STOCK PORTFOLIO. ALSO ALLEGED THAT THE IR ENTERED STOCK PURCHASE ORDERS IN THEIR ACCOUNTS WITHOUT THEIR AUTHORIZATION.  
CLAIMS IR HAD BEEN AUTHORIZED TO PURCHASE 1000 SHARES OF STOCK  
BUT LATER ENTERED ADDITIONAL ORDERS WITHOUT AUTHORIZATION.

**Product Type:****Alleged Damages:****Customer Complaint Information****Date Complaint Received:** 10/02/1997**Complaint Pending?** No**Status:** Denied**Status Date:****Settlement Amount:****Individual Contribution Amount:****Broker Statement**

IR CLAIMS CUSTOMERS APPROVED ALL ORDERS ENTERED IN THEIR ACCOUNTS. THE TRADES THE CUSTOMER CLAIMS WERE UNAUTHORIZED WERE ENTERED THREE YEARS AGO. CUSTOMERS HAD RECEIVED CONFIRMATIONS AT THE TIME AND RECEIVED STATEMENTS SHOWING THE POSITIONS BUT DID NOT COMPLAIN UNTIL THREE YEARS LATER. CUSTOMERS' PORTFOLIO HAD MIXED RESULTS. CLAIM DENIED.

Not Provided

## End of Report



**This page is intentionally left blank.**