

BrokerCheck Report

JEANNETTE ANN ADCOCK

CRD# 1432053

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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:

- o 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
- o 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.



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



For additional information about the contents of this report, please refer to the User Guidance or 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)

Thank you for using FINRA BrokerCheck.



JEANNETTE A. ADCOCK

CRD# 1432053

Currently employed by and registered with the following Firm(s):

B THURSTON SPRINGER FINANCIAL
 9000 KEYSTONE CROSSING
 SUITE 700
 INDIANAPOLIS, IN 46240
 CRD# 8478
 Registered with this firm since: 06/17/2020

IA THURSTON SPRINGER FINANCIAL
 9000 KEYSTONE CROSSING
 SUITE 700
 INDIANAPOLIS, IN 46240
 CRD# 8478
 Registered with this firm since: 07/10/2020

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:

- 1 Self-Regulatory Organization
- 9 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):

- IA SANCTUARY ADVISORS, LLC**
 CRD# 226606
 INDIANAPOLIS, IN
 05/2017 - 06/2020
- B SANCTUARY SECURITIES, INC.**
 CRD# 205
 ITASCA, IL
 04/2017 - 06/2020
- IA WAYNE HUMMER INVESTMENTS L.L.C.**
 CRD# 875
 CHICAGO, IL
 08/2006 - 04/2017

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
Regulatory Event	1
Criminal	1
Customer Dispute	10
Termination	3



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 1 SRO and is licensed in 9 U.S. states and territories through his or her employer.

Employment 1 of 1

Firm Name: **THURSTON SPRINGER FINANCIAL**

Main Office Address: **9000 KEYSTONE CROSSING
SUITE 700
INDIANAPOLIS, IN 46240-2142**

Firm CRD#: **8478**

SRO	Category	Status	Date
B FINRA	General Securities Representative	APPROVED	06/17/2020

U.S. State/ Territory	Category	Status	Date
B California	Agent	APPROVED	06/17/2020
B Georgia	Agent	APPROVED	06/17/2020
B Illinois	Agent	APPROVED	07/10/2020
IA Illinois	Investment Adviser Representative	APPROVED	07/10/2020
B Indiana	Agent	APPROVED	06/18/2020
B Maryland	Agent	APPROVED	06/17/2020
B Michigan	Agent	APPROVED	06/17/2020
B New York	Agent	APPROVED	06/17/2020
B Ohio	Agent	APPROVED	07/12/2020
B South Carolina	Agent	APPROVED	06/17/2020

Branch Office Locations

Broker Qualifications



Employment 1 of 1, continued

THURSTON SPRINGER FINANCIAL

9000 KEYSTONE CROSSING
SUITE 700
INDIANAPOLIS, IN 46240

THURSTON SPRINGER FINANCIAL

127 N. Walnut
Suite 100
Itasca, IL 60143



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.

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	01/17/1987

State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination	Series 65	06/28/1996
B Uniform Securities Agent State Law Examination	Series 63	02/12/1987

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/.

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
IA 05/2017 - 06/2020	SANCTUARY ADVISORS, LLC	226606	INDIANAPOLIS, IN
B 04/2017 - 06/2020	SANCTUARY SECURITIES, INC.	205	ITASCA, IL
IA 08/2006 - 04/2017	WAYNE HUMMER INVESTMENTS L.L.C.	875	BLOOMINGDALE, IL
B 09/2004 - 04/2017	WAYNE HUMMER INVESTMENTS L.L.C.	875	BLOOMINGDALE, IL
IA 09/2004 - 12/2006	WAYNE HUMMER ASSET MANAGEMENT COMPANY	110757	CHICAGO, IL
B 07/2003 - 10/2004	WACHOVIA SECURITIES, LLC	19616	ST. LOUIS, MO
IA 07/2003 - 10/2004	WACHOVIA SECURITIES, LLC	19616	CHICAGO, IL
IA 01/1998 - 07/2003	PRUDENTIAL SECURITIES INCORPORATED	7471	CHICAGO, IL
B 02/1997 - 07/2003	PRUDENTIAL SECURITIES INCORPORATED	7471	NEW YORK, NY
B 01/1987 - 02/1997	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	7691	NEW YORK, NY

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
04/2017 - Present	DAVID A. NOYES & COMPANY	WEALTH ADVISOR	Y	CHICAGO, IL, United States
08/2004 - 04/2017	WAYNE HUMMER INVESTMENTS	FINANCIAL ADVISOR	Y	CHICAGO, IL, 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.

Registration and Employment History



Other Business Activities, continued

No information reported.



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
Regulatory Event	0	1	0
Criminal	0	1	0
Customer Dispute	0	10	N/A
Termination	N/A	3	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.

Regulatory - Final

This type of disclosure event may involve (1) a final, formal proceeding initiated by a regulatory authority (e.g., a state securities agency, self-regulatory organization, federal regulatory such as the Securities and Exchange Commission, foreign financial regulatory body) for a violation of investment-related rules or regulations; or (2) a revocation or suspension of a broker's authority to act as an attorney, accountant, or federal contractor.

Disclosure 1 of 1

Reporting Source:	Regulator
Regulatory Action Initiated By:	Illinois
Sanction(s) Sought:	Monetary Penalty other than Fines
Date Initiated:	05/17/2017
Docket/Case Number:	1700289
URL for Regulatory Action:	
Employing firm when activity occurred which led to the regulatory action:	Wayne Hummer Investment,LLC
Product Type:	CD
Allegations:	That the Respondent provided investment advisory services to residents of the State of Illinois at a time when she was not in compliance with the registration requirements of Section 8 of the Illinois Securities Law of 1953
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? No

Resolution Date: 05/25/2017

Sanctions Ordered: Monetary Penalty other than Fines
Other: Respondent made a monetary payment, in the amount of one thousand dollars (\$1000.00) to the Illinois Secretary of State for the deposit in the Securities Audit and Enforcement Fund.

Monetary Sanction 1 of 1

Monetary Related Sanction: Monetary Penalty other than Fines

Total Amount: \$1,000.00

Portion Levied against individual: \$1,000.00

Payment Plan: Paid

Is Payment Plan Current: Yes

Date Paid by individual: 05/25/2017

Was any portion of penalty waived? No

Amount Waived:

Regulator Statement If you have any questions please contact the Department of Illinois Securities 312-793-3384

Reporting Source: Broker

Regulatory Action Initiated By: STATE OF ILLINOIS

Sanction(s) Sought: Monetary Penalty other than Fines

Date Initiated: 05/17/2017

Docket/Case Number: 1700289



Employing firm when activity occurred which led to the regulatory action: WAYNE HUMMER INVESTMENTS LLC

Product Type: CD

Allegations: STIPULATION TO ENTER CONSENT ORDER FILED WITH STATE OF ILLINOIS PURSUANT TO CUSTOMER COMPLAINT

Current Status: Final

Resolution: Stipulation and Consent

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: 05/25/2017

Sanctions Ordered: Monetary Penalty other than Fines
Other: RESPONDENT MADE A \$1000 MONETARY PAYMENT TO THE ILLINOIS SECRETARY OF STATE

Monetary Sanction 1 of 1

Monetary Related Sanction: Monetary Penalty other than Fines

Total Amount: \$1,000.00

Portion Levied against individual: \$1,000.00

Payment Plan: PAID

Is Payment Plan Current: Yes

Date Paid by individual: 05/25/2017

Was any portion of penalty waived? No

Amount Waived:



Criminal - Final Disposition

This type of disclosure event involves a criminal charge against the broker that has resulted in a conviction, acquittal, dismissal, or plea. The criminal matter may pertain to any felony or certain misdemeanor offenses, including bribery, perjury, forgery, counterfeiting, extortion, fraud, and wrongful taking of property.

Disclosure 1 of 1

Reporting Source:	Broker
Court Details:	MADIGANS
Charge Date:	04/06/1975
Charge Details:	ACCESSORY TO A SHOPLIFTER
Felony?	No
Current Status:	Final
Status Date:	05/07/1975
Disposition Details:	MISDEMEANOR-PROBATION
Broker Statement	WENT SHOPPING FOR PROM WITH A GROUP OF GIRLS. ONE OF THE GIRLS STOLE A NECKLACE AND I WAS IMPLICATED AS AN ACCESSORY BY ASSOCIATION.



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 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Clients allege Ms. Adcock misrepresented various structured CD's purchased in their IRA accounts; guaranteeing the CD's would be called in 2 or 3 years. In addition, the clients allege their net worth was overstated on their investment profile resulting in a larger concentration of their assets in these CDs.
Product Type:	CD Other: Structured CD's
Alleged Damages:	\$2,752.32
Alleged Damages Amount Explanation (if amount not exact):	No dollar amount was stated in the complaint, however, a good faith estimate shows the unrealized loss on the JPM CD's to be less than \$5,000.
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:	06/18/2019
Complaint Pending?	No
Status:	Settled
Status Date:	12/04/2019
Settlement Amount:	\$5,742.50
Individual Contribution Amount:	\$0.00

Reporting Source:	Broker
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Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Clients allege Ms. Adcock misrepresented various structured CD's purchased in their IRA accounts; guaranteeing the CD's would be called in 2 or 3 years. In addition, the clients allege their net worth was overstated on their investment profile resulting in a larger concentration of their assets in these CDs.
Product Type:	CD Other: Structured CD's
Alleged Damages:	\$2,752.32
Alleged Damages Amount Explanation (if amount not exact):	No dollar amount was stated in the complaint, however, a good faith estimate shows the unrealized loss on the JPM CD's to be less than \$5,000.
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:	06/18/2019
Complaint Pending?	No
Status:	Settled
Status Date:	12/04/2019
Settlement Amount:	\$5,742.50
Individual Contribution Amount:	\$0.00

Disclosure 2 of 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Clients allege Ms. Adcock misrepresented various structured CD's purchased in



their IRA accounts; guaranteeing the CD's would be called in 2 or 3 years. In addition, the clients allege their net worth was overstated on their investment profile resulting in a larger concentration of their assets in these CDs.

Product Type: CD
Other: Structured CD's

Alleged Damages: \$57,407.54

Alleged Damages Amount Explanation (if amount not exact): Clients did not state a damage amount. Number represents estimated unrealized loss at time of complaint on JPM CD's.

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 10/21/2019

Complaint Pending? No

Status: Settled

Status Date: 12/04/2019

Settlement Amount: \$56,838.12

Individual Contribution Amount: \$0.00

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Clients allege Ms. Adcock misrepresented various structured CD's purchased in their IRA accounts; guaranteeing the CD's would be called in 2 or 3 years. In addition, the clients allege their net worth was overstated on their investment profile resulting in a larger concentration of their assets in these CDs.

Product Type: CD
Other: Structured CD's



Alleged Damages:	\$57,407.54
Alleged Damages Amount Explanation (if amount not exact):	Clients did not state a damage amount. Number represents estimated unrealized loss at time of complaint on JPM CD's.
Is this an oral complaint?	Yes
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	10/21/2019
Complaint Pending?	No
Status:	Settled
Status Date:	12/04/2019
Settlement Amount:	\$56,838.12
Individual Contribution Amount:	\$0.00

Disclosure 3 of 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	[REDACTD], children of recently deceased client [REDACTED], were upset that the death put on structured CD CUSIP 48124J6P8 had been exhausted and as such they could not get par value back on this investment. The clients allege no where in the documentation signed by their mother was this limitation noted. This was a verbal complaint
Product Type:	Other: Structured CD
Alleged Damages:	\$29,668.70
Alleged Damages Amount Explanation (if amount not exact):	Good faith estimate based on principal loss due to selling amounts not covered by death puts.
Is this an oral complaint?	Yes



Is this a written complaint? No

**Is this an arbitration/CFTC
reparation or civil litigation?** No

Customer Complaint Information

Date Complaint Received: 02/01/2018

Complaint Pending? No

Status: Settled

Status Date: 03/14/2018

Settlement Amount: \$22,000.00

**Individual Contribution
Amount:** \$0.00

Reporting Source: Broker

**Employing firm when
activities occurred which led
to the complaint:** Wayne Hummer Investments

Allegations: [REDACTED], children of recently deceased client [REDACTED], were upset that the death put on structured CD [REDACTED] had been exhausted and as such they could not get par value back on this investment. The clients allege no where in the documentation signed by their mother was this limitation noted. This was a verbal complaint.

Product Type: Other: Structured CD

Alleged Damages: \$29,668.78

**Alleged Damages Amount
Explanation (if amount not
exact):** Good faith estimate based on principal loss due to selling amounts not covered by death puts.

Is this an oral complaint? Yes

Is this a written complaint? No

**Is this an arbitration/CFTC
reparation or civil litigation?** No

Customer Complaint Information

Date Complaint Received: 02/01/2018



Complaint Pending?	No
Status:	Settled
Status Date:	03/14/2018
Settlement Amount:	\$22,000.00
Individual Contribution Amount:	\$0.00

Disclosure 4 of 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments

Allegations: Client alleges that he wanted an IRA CD and told Ms. Adcock he could not afford to lose principal. Ms. Adcock allegedly told client she could put him in a CD that pays over 7%, was FDIC insured, and was safe. Client alleges she did not mention anything about risk, that he was lied to and misled as he did not know there were different types of CDs, or that the CD invested in securities. So not to lose any more principal, the client sold the CD for a loss. Client has requested to be reward the amount lost.

Product Type:	Other: Structured CD
Alleged Damages:	\$25,000.00
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:	11/02/2017
Complaint Pending?	No
Status:	Settled
Status Date:	12/19/2017
Settlement Amount:	\$4,154.18



Individual Contribution Amount: \$0.00

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Client alleges that he wanted an IRA CD and told Ms. Adcock he could not afford to lose principal. Ms. Adcock allegedly told client she could put him in a CD that pays over 7%, was FDIC insured, and was safe. Client alleges she did not mention anything about risk, that he was lied to and misled as he did not know there were different types of CDs, or that the CD invested in securities. So not to lose any more principal, the client sold the CD for a loss. Client has requested to be reward the amount lost.

Product Type: Other: STRUCTURED CD

Alleged Damages: \$25,000.00

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: 11/20/2017

Complaint Pending? No

Status: Settled

Status Date: 12/19/2017

Settlement Amount: \$4,154.18

Individual Contribution Amount: \$0.00

Broker Statement product was FDIC insured and should have been held, not sold.



Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Client alleges that she was misled into buying unsuitable investment products that do not meet her risk tolerance, time frame, and income needs.

Product Type: CD
Other: Structured CD's

Alleged Damages: \$24,000.00

Alleged Damages Amount Explanation (if amount not exact): Customer requested repayment of principal on structured cd's purchased. Estimated difference between face value and current value of \$24,000.

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: 01/09/2017

Complaint Pending? No

Status: Settled

Status Date: 04/12/2017

Settlement Amount: \$21,884.73

Individual Contribution Amount: \$2,788.07

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: WAYNE HUMMER INVESTMENTS

Allegations: Client alleges that she was misled into buying unsuitable investment products that do not meet her risk tolerance, time frame, and income needs.

Product Type: CD



Other: Structured CD

Alleged Damages:

\$24,000.00

Alleged Damages Amount Explanation (if amount not exact):

Customer requested repayment of principal on structured cd's purchased. Difference between face value and approximate current value is \$24,000.

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:

01/09/2017

Complaint Pending?

No

Status:

Settled

Status Date:

04/12/2017

Settlement Amount:

\$21,884.73

Individual Contribution Amount:

\$2,788.07

Broker Statement

Ms. Adcock denies the clients allegations.

Complaint received by Financial Advisor on approximately 1/9/17 but not forwarded to compliance or sales management. Compliance and Sales Management were made aware of the complaint when FINRA sent notice of client complaint on 3/9/17.



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 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Client alleges that former representative Jeannette Adcock misled them into buying 3 structured CD's and 1 structured note for which the clients allege they were never advised that they would mature in 20-25 years or that interest could be zero in some years.
Product Type:	Other: Structured CD's and Note
Alleged Damages:	\$11,335.29
Alleged Damages Amount Explanation (if amount not exact):	Good faith estimate of loss at time of customer complaint.
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:	04/09/2019
Complaint Pending?	No
Status:	Denied
Status Date:	04/17/2019
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Broker
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Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Client alleges that former representative Jeannette Adcock misled them into buying 3 structured CD's and 1 structured note for which the clients allege they were never advised that they would mature in 20-25 years or that interest could be zero in some years.
Product Type:	Other: Structured CD's and Note
Alleged Damages:	\$11,335.29
Alleged Damages Amount Explanation (if amount not exact):	Good faith estimate of loss at time of customer complaint.
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:	04/09/2019
Complaint Pending?	No
Status:	Denied
Status Date:	04/17/2019
Settlement Amount:	
Individual Contribution Amount:	

Disclosure 2 of 5

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	Wayne Hummer Investments
Allegations:	Through attorney, customers allege the investments sold were unsuitable for a client of their age. They further allege they were taken advantage of due to their advanced age and trust in Ms. Adcock.



Product Type: Other: Structured CD's
Alleged Damages: \$100,000.00
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: 09/05/2018
Complaint Pending? No
Status: Denied
Status Date: 09/06/2018

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Broker
Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Through attorney, customers allege the investments sold were unsuitable for a client of their age. They further allege they were taken advantage of due to their advanced age and trust in Ms. Adcock.

Product Type: Other: Structured CD's
Alleged Damages: \$100,000.00
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: 09/05/2018
Complaint Pending? No



Status: Denied
Status Date: 09/06/2018
Settlement Amount:
Individual Contribution Amount:

Disclosure 3 of 5

Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments
Allegations: Customers allege they were not given full disclosure with regard to structured CD product and do not believe it fits their objective.
Product Type: CD
 Other: Structured CD
Alleged Damages: \$71,500.00
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: 11/06/2018
Complaint Pending? No
Status: Denied
Status Date: 11/08/2018
Settlement Amount:
Individual Contribution Amount:

Reporting Source: Broker



Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: CUSTOMERS ALLEGE THEY WERE NOT GIVEN FULL DISCLOSURE WITH REGARD TO STRUCTURED CD PRODUCT AND DO NOT BELIEVE IT FITS THEIR OBJECTIVE

Product Type: CD

Alleged Damages: \$71,500.00

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: 11/06/2018

Complaint Pending? No

Status: Denied

Status Date: 11/08/2018

Settlement Amount:

Individual Contribution Amount:

Disclosure 4 of 5

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Client alleges that Ms. Adcock failed to clearly explain the risks associated with the structured CD's purchased by herself and her family members. Client further alleges that proper due diligence was not given and has made demands for return of lost principal.

Product Type: Other: Structured CD's

Alleged Damages: \$388,488.00

Alleged Damages Amount In the letter, client notes losses in 6 CD's across 7 accounts. Loss estimates are



Explanation (if amount not exact): based on current market values.

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: 06/11/2018

Complaint Pending? No

Status: Denied

Status Date: 07/03/2018

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments

Allegations: Client alleges that Ms. Adcock failed to clearly explain the risks associated with the structured CD's purchased by herself and her family members. Client further alleges that proper due diligence was not given and has made demands for return of lost principal.

Product Type: Other: Structured CD's

Alleged Damages: \$388,488.00

Alleged Damages Amount Explanation (if amount not exact): In the letter, client notes losses in 6 CD's across 7 accounts. Loss estimates are based on current market values.

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: 07/11/2018
Complaint Pending? No
Status: Denied
Status Date: 07/03/2018
Settlement Amount:
Individual Contribution Amount:

Disclosure 5 of 5

Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: Wayne Hummer Investments
Allegations: Client called FINRA Senior Help line concerned the Structured CD purchased was 100% of her retirement money. Further, client alleges that although a 15 year CD, Adcock told her that "this particular CD never holds that long and it gets called within 5 years."
Product Type: Other: Structured CD
Alleged Damages: \$28,516.00
Alleged Damages Amount Explanation (if amount not exact): Current Market Value + interest - Original Investment Amount
Is this an oral complaint? Yes
Is this a written complaint? No
Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 08/09/2017
Complaint Pending? No
Status: Closed/No Action
Status Date: 08/17/2017



Settlement Amount: \$0.00

Individual Contribution Amount: \$0.00

Arbitration Information

Civil Litigation Information

Disposition:

Disposition Date: 08/17/2017

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: WAYNE HUMMER INVESTMENTS

Allegations: CLIENT CALLED FINRA SENIOR HELP LINE ABOUT A STRUCTURED CD SHE PURCHASED. THE ISSUE WAS FORWARDED TO WAYNE HUMMER. WAYNE HUMMER REVIEWED THE ISSUE AND CLOSED THE ISSUE WITH NO ACTION.

Product Type: Other: STRUCTURED CD

Alleged Damages: \$28,516.00

Alleged Damages Amount Explanation (if amount not exact): CURRENT MARKET VALUE PLUS INTEREST MINUS ORIGINAL INVESTMENT AMOUNT

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 08/07/2017

Complaint Pending? No

Status: Closed/No Action

Status Date: 08/17/2017

Settlement Amount: \$0.00



**Individual Contribution
Amount:** \$0.00



Employment Separation After Allegations

This type of disclosure event involves a situation where the broker voluntarily resigned, was discharged, or was permitted to resign after being accused of (1) violating investment-related statutes, regulations, rules or industry standards of conduct; (2) fraud or the wrongful taking of property; or (3) failure to supervise in connection with investment-related statutes, regulations, rules, or industry standards of conduct.

Disclosure 1 of 3

Reporting Source: Firm
Employer Name: Sanctuary Securities
Termination Type: Discharged
Termination Date: 06/15/2020
Allegations: Representative placed a trade for a client that resided in a state in which the representative was not registered.
Product Type: Debt-Corporate

Reporting Source: Broker
Employer Name: Sanctuary Securities
Termination Type: Discharged
Termination Date: 06/15/2020
Allegations: Sanctuary Securities alleges "Representative placed a trade for a client that resided in a state in which the representative was not registered."
Product Type: Debt-Corporate

Disclosure 2 of 3

Reporting Source: Firm
Employer Name: Wayne Hummer Investments
Termination Type: Permitted to Resign
Termination Date: 04/19/2017
Allegations: Ms. Adcock failed to forward a written customer complaint to her supervisor or compliance department as required by firm policy.
Product Type: CD
 Other: Structured CD's



Reporting Source: Broker
Employer Name: WAYNE HUMMER
Termination Type: Permitted to Resign
Termination Date: 04/21/2017
Allegations: FAILURE TO FOLLOW FIRM POLICY
Product Type: CD

Disclosure 3 of 3

Reporting Source: Broker
Employer Name: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Termination Type: Discharged
Termination Date: 01/27/1997
Allegations: MS. ADCOCK WAS TERMINATED FOR ENTERING ORDERS FOR A ROLL-OVER INVESTMENT PRIOR TO BECOMING EFFECTIVE AND PRIOR HAVING HAD CONVERSATIONS WITH SOME CUSTOMERS. ALL CUSTOMERS HAVE CONFIRMED THE ORDERS AND NO CUSTOMER COMPLAINTS HAVE ARISEN AS A RESULT OF THIS ACTIVITY.
Product Type: Unit Investment Trust(s)
Other Product Types:

End of Report



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