

BrokerCheck Report

Robert Dwayne Williams

CRD# 1644431

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Broker Qualifications	2 - 5
Registration and Employment History	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



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.

Robert D. Williams

CRD# 1644431

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

IA EDWARD JONES
 515 W SOUTHLAKE BLVD
 SUITE 110
 SOUTHLAKE, TX 76092
 CRD# 250
 Registered with this firm since: 03/02/2007

B EDWARD JONES
 515 W SOUTHLAKE BLVD
 SUITE 110
 SOUTHLAKE, TX 76092
 CRD# 250
 Registered with this firm since: 03/24/1987

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
- 24 U.S. states and territories

This broker has passed:

- 4 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
Criminal	1
Customer Dispute	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 4 SROs and is licensed in 24 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	FINRA	General Securities Representative	Approved	03/24/1987
B	FINRA	General Securities Sales Supervisor	Approved	11/11/1997
B	FINRA	General Securities Principal	Approved	12/22/2011
B	NYSE American LLC	General Securities Representative	Approved	09/13/2011
B	NYSE American LLC	General Securities Principal	Approved	12/22/2011
B	NYSE American LLC	General Securities Sales Supervisor	Approved	10/01/2018
B	Nasdaq Stock Market	General Securities Representative	Approved	07/12/2006
B	Nasdaq Stock Market	General Securities Sales Supervisor	Approved	07/12/2006
B	Nasdaq Stock Market	General Securities Principal	Approved	12/22/2011
B	New York Stock Exchange	General Securities Representative	Approved	03/24/1987
B	New York Stock Exchange	General Securities Principal	Approved	12/22/2011
B	New York Stock Exchange	General Securities Sales Supervisor	Approved	10/01/2018

	U.S. State/ Territory	Category	Status	Date
B	Alabama	Agent	Approved	10/20/2020

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Arizona	Agent	Approved	11/02/2001
B	Arkansas	Agent	Approved	12/08/2006
B	California	Agent	Approved	12/16/1993
B	Colorado	Agent	Approved	01/17/1996
B	Connecticut	Agent	Approved	02/18/1999
B	Florida	Agent	Approved	10/08/2001
B	Georgia	Agent	Approved	07/20/2001
B	Idaho	Agent	Approved	12/11/2006
B	Illinois	Agent	Approved	11/20/2002
B	Indiana	Agent	Approved	01/16/2024
B	Louisiana	Agent	Approved	06/14/2024
B	Missouri	Agent	Approved	11/17/2004
B	New Jersey	Agent	Approved	12/08/2006
B	New Mexico	Agent	Approved	07/17/1996
B	Ohio	Agent	Approved	01/05/2001
B	Oklahoma	Agent	Approved	03/03/1995
B	Tennessee	Agent	Approved	03/13/2018
B	Texas	Agent	Approved	07/08/1987
IA	Texas	Investment Adviser Representative	Approved	03/02/2007
B	Utah	Agent	Approved	10/07/2020
B	Vermont	Agent	Approved	01/28/2019

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Virginia	Agent	Approved	02/01/2002
B	Washington	Agent	Approved	08/29/2022
B	Wisconsin	Agent	Approved	11/17/2004

Branch Office Locations

EDWARD JONES
515 W SOUTHLAKE BLVD
SUITE 110
SOUTHLAKE, TX 76092



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 4 principal/supervisory exams, 2 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
B General Securities Sales Supervisor - General Module Examination	Series 10	01/02/2023
B General Securities Sales Supervisor - Options Module Examination	Series 9	01/02/2023
B General Securities Principal Examination	Series 24	12/21/2011
B General Securities Sales Supervisor Examination (Options Module & General Module)	Series 8	10/28/1997

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination	SIE	10/01/2018
B General Securities Representative Examination	Series 7	03/21/1987

State Securities Law Exams

Exam	Category	Date
B IA Uniform Combined State Law Examination	Series 66	01/24/2007
B Uniform Securities Agent State Law Examination	Series 63	05/07/1987

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
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
11/1986 - Present	EDWARD D. JONES & CO., L.P.	NOT PROVIDED	Y	IRVINE, CA, 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.

PEE WEE FOOTBALL
BOARD MEMBER

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:**
 - A law enforcement agency must file formal charges before a broker is required to disclose a particular criminal event.
 - 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.
 -
3. **Disclosure events in BrokerCheck reports come from different sources:**
 - 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.
 -
4. **There are different statuses and dispositions for disclosure events:**
 - 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.
 - 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
Criminal	0	1	0
Customer Dispute	0	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.

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

Charge Date: 02/24/1985

Charge Details:

Felony?

Current Status: Final

Status Date: 04/25/1986

Broker Statement

ON FEBRUARY 24, 1985, WILLIAMS WAS CHARGED WITH "RECEIVING A TAKEN CREDIT CARD". WHILE IN COLLEGE, A GROUP OF FRIENDS HAD ACCESS TO SOME CREDIT CARDS THEY HAD ACQUIRED FROM ACQUAINTANCES OF THEIRS. THE NEXT EVENING THEY TRIED TO USE THE CARDS. WILLIAMS STATES THAT HE WAS THE ONLY ONE WHO DID NOT PURCHASE ANYTHING. SUBSEQUENTLY, HE WAS CHARGED WITH "RECEIVING" A TAKEN CREDIT CARD. THE CHARGES FOR WILLIAMS' FRIENDS WERE MORE SEVERE. HE WAS NOT CHARGED WITH TAKING THE CARD OR USING THE CARD. ON APRIL 25, 1986, THE CHARGE OF RECEIVING A TAKEN CREDIT CARD THAT WAS FILED ON FEBRUARY 28, 1985 WAS DISMISSED BECAUSE THE "DEFERRED SENTENCE EXPIRED". THE "ORDER DISMISSING CASE AND RECALLING WARRANT" FOR CRF- 85-1065 WAS ISSUED IN THE DISTRICT



COURT IN AND FOR OKLAHOMA COUNTY, STATE OF OKLAHOMA.



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

Reporting Source: Regulator

Employing firm when activities occurred which led to the complaint: Edward Jones

Allegations: breach of contract; breach of fiduciary duty; and gross negligence.

Product Type: Insurance

Alleged Damages: \$174,567.00

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.: [FINRA - CASE #12-02772](#)

Date Notice/Process Served: 07/30/2012

Arbitration Pending? No

Disposition: Award

Disposition Date: 10/10/2013

Disposition Detail: Respondent is jointly and severally liable for and shall pay to Claimant the sum of \$104,975.00 in compensatory damages.

Reporting Source: Broker

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

Allegations: THE CLIENT HAS BEEN WITHDRAWING \$68,000.00 FROM HER SEP PLAN TO FUND A PROTECTIVE LIFE INSURANCE POLICY FOR HER GRANDSON, WHO HAS SPECIAL NEEDS. THE CLIENT MAKES A PREMIUM PAYMENT OF \$50,000.00 AND THE BALANCE OF THE \$18,000.00 IS USED TO PAY THE TAXES ON THIS WITHDRAWAL. THE PAYMENTS ARE REQUIRED FOR A PERIOD OF TEN YEARS. THE CLIENT ALLEGED THAT SHE ENCOUNTERED AN UNNECESSARY TAX LIABILITY IN 2010, BECAUSE HER SEP DISTRIBUTION WAS NOT MADE IN 2009 AS SHE REQUESTED. FROM AUGUST THROUGH DECEMBER 2009, THE CLIENT STATED THAT SHE MADE



REPEATED REQUESTS VERBALLY AND IN WRITING TO HAVE THE SEP WITHDRAWAL TAKEN OUT TO MAKE THE PREMIUM PAYMENT. WHEN THE DISTRIBUTION WAS NOT MADE UNTIL 2010, THE CLIENT INCURRED TWO DISTRIBUTIONS FOR THE 2010 TAX YEAR. THIS CAUSED AN INCREASE IN HER TAX BRACKET FROM 28% TO 33%. ACCORDING TO HER CPA, THE CLIENT INCURRED ADDITIONAL TAXES OF \$8,823.00 FOR 2010

ARBITRATION: CLAIMANT, WHO HOLDS A PHD IN COUNSELING AND ADMITS TO HAVING A THRIVING COUNSELING PRACTICE, CLAIMS THAT SHE TRANSFERRED HER ACCOUNT TO MR. WILLIAMS IN 1998. SHE FURTHER CLAIMS THAT SHE PURCHASED A VARIABLE LIFE POLICY IN 2006 WHICH HAD A SCHEDULED PAYMENT OF POLICY PREMIUM TOTALING \$500,000 OVER 10 YEARS. THE CLAIMED PURPOSE OF THE POLICY WAS TO PROVIDE FOR THE NEEDS OF A DISABLED GRANDCHILD AFTER THE DEATH OF THE CLAIMANT. CLAIMANT SUBSEQUENTLY PAID THE POLICY PREMIUM BY WITHDRAWING FUNDS FROM HER SEP ACCOUNT TO WHICH SHE CLAIMS TO HAVE BEEN CONTRIBUTING \$45,000 PER YEAR. THE CLAIMANT FAILED TO MAKE HER REQUIRED PAYMENT IN 2009 AND IN 2010 MADE A DOUBLE PAYMENT INCURRING TAX PENALTIES OF APPROXIMATELY \$36,000. CLAIMANT CLAIMS THAT THE INVESTMENT WAS UNSUITABLE AND THE ACTIVITIES OF THE BROKER WERE NOT PROPERLY SUPERVISED. CLAIMANT CLAIMS TO HAVE SURRENDERED THE POLICY ON THE ADVICE OF HER NEW BROKER AT A DIFFERENT FIRM RESULTING IN INVESTMENT LOSSES OF \$104,975.

Product Type:	Insurance
Alleged Damages:	\$158,587.00
Alleged Damages Amount Explanation (if amount not exact):	AMOUNT CLAIMED: \$158,587 PLUS PUNITIVE DAMAGES OF \$500,000, INTEREST, COSTS, ATTORNEY FEES, AN AWARD OF ATTORNEY FEES AND COSTS IN ADDITION TO DECLARATORY JUDGMENT.
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:	08/19/2011
Complaint Pending?	No
Status:	Denied
Status Date:	11/04/2011

**Settlement Amount:**

**Individual Contribution
Amount:**

Arbitration Information

**Arbitration/CFTC reparation
claim filed with (FINRA, AAA,
CFTC, etc.):** FINRA

Docket/Case #: [12-02772](#)

Date Notice/Process Served: 09/04/2012

Arbitration Pending? No

Disposition: Award to Customer

Disposition Date: 10/10/2013

**Monetary Compensation
Amount:** \$104,975.00

**Individual Contribution
Amount:** \$0.00

Broker Statement

THE FA AND THE REPRESENTATIVE FROM PROTECTIVE DISCUSSED THIS INSURANCE POLICY WITH THE CLIENT IN 2006. THE ILLUSTRATIONS PROPERLY DISCLOSED THE AMOUNT AND NUMBER OF PAYMENTS THAT WOULD BE MADE ON THE VUL POLICY. THE FA ADVISED THAT THE PREMIUMS COULD BE FUNDED FROM THE CLIENTS SEP IRA , IF THERE WERE NO OTHER FUNDS AVAILABLE. THE CLIENT AGREED WITH THIS STRATEGY AS SEVERAL PAYMENTS WERE DISTRIBUTED FROM HER SEP TO SATISFY THESE PREMIUM PAYMENTS. THIS INSURANCE CONTRACT WAS TO BE FOR THE BENEFIT OF THE CLIENT'S SPECIAL NEEDS GRANDSON, BUT WAS ALSO DESIGNED AS A RETIREMNT VEHICLE. ACCORDING TO THE ILLUSTRATION, THE CLIENT COULD WITHDRAW APPROXIMATELY \$60,000.00 PER YEAR COMMENCING AT AGE 75. THE CLIENT HAS MADE PAYMENTS ON THIS POLICY FOR THE PAST FIVE YEARS AND WAS WELL AWARE OF THE NUMBER OF PAYMENTS THAT HAD TO BE MADE ON THE POLICY. THE FA AND THE PROTECTIVE REPRESENTATIVE PROPERLY DISCLOSED THE COSTS AND WORKINGS OF THIS VUL CONTRACT. THE CLIENT'S CLAIM TO CANCEL THE CONTRACT AND TO RETURN ALL OF THE PREMIUM PAYMENTS WAS DENIED.

ARBITRATION AWARD - \$104,975.00 IN COMPENSATORY DAMAGES AWARDED JOINTLY AND SEVERALLY AGAINST EDWARD JONES AND MR. WILLIAMS; \$50,000.00 IN PUNITIVE DAMAGES, \$95,000.00 IN ATTORNEY'S



FEES AND \$13,972.21 IN COSTS AWARDED AGAINST EDWARD JONES



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 1

Reporting Source:	Regulator
Employing firm when activities occurred which led to the complaint:	EDWARD D. JONES & CO., LP
Allegations:	BREACH OF FIDUCIARY DUTY; NEGLIGENCE; FRAUD; CONSTRUCTIVE FRAUD;
Product Type:	Other
Other Product Type(s):	UNKNOWN TYPE OF SECURITIES
Alleged Damages:	\$46,000.00

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD - CASE #03-01753
Date Notice/Process Served:	03/11/2003
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	08/12/2004
Disposition Detail:	SETTLED

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	EDWARD JONES
Allegations:	CIVIL LITIGATION CASE DESCRIPTION: ALLEGATIONS OF BREACH OF FIDUCIARY DUTY, NEGLIGENCE, FAILURE TO SUPERVISE, FRAUD, AND CONSTRUCTIVE FRAUD IN PURCHASING AGGRESSIVE SECURITIES IN PLAINTIFF'S ACCOUNT, SUCH AS COMPAQ, WORLDCOM, LUCENT, AND AT&T BY USING MARGIN. (AMOUNT CLAIMED: \$46,000 COMPENSATORY PLUS UNSPECIFIED PUNITIVE DAMAGES, COSTS OF SUIT, AND ANY FURTHER RELIEF THE COURT DEEMS JUST AND PROPER). *****THIS



DESCRIPTION ALSO APPLIES TO ARBITRATION FILED 3/4/03.

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$46,000.00

Customer Complaint Information

Date Complaint Received: 10/22/2002

Complaint Pending? No

Status: Arbitration/Reparation
Litigation

Status Date: 10/22/2002

Settlement Amount:

**Individual Contribution
Amount:**

Arbitration Information

**Arbitration/Reparation Claim
filed with and Docket/Case
No.:** NASD, CASE NO: 03-01753

Date Notice/Process Served: 03/04/2003

Arbitration Pending? No

Disposition: Settled

Disposition Date: 05/13/2004

**Monetary Compensation
Amount:** \$25,000.00

**Individual Contribution
Amount:** \$0.00

Civil Litigation Information

Court Details: SUPERIOR COURT OF THE STATE OF CALIFORNIA, COUNTY OF ORANGE,
CENTRAL JUSTICE CENTER CASE NO: 02CC16174

Date Notice/Process Served: 10/22/2002

Litigation Pending? No

Disposition: Dismissed

Disposition Date: 04/17/2003



Broker Statement

CIVIL LITIGATION NOTE: STAYED PENDING ARBITRATION 2/6/03
*****CIVIL LITIGATION DISPOSITION: DISMISSED WITHOUT
PREJUDICE AS TO DEFENDANT ROBERT WILLIAMS ON 4/17/03
*****PENDING ARBITRATION FILED
3/4/03*****ARBITRATION RESOLUTION: IR DISMISSED AS PART OF
SETTLEMENT; EDWARD JONES SETTLED FOR \$25,000.



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 1

Reporting Source: Broker

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

Allegations: CLIENT STATES WHEN THE IR ASKED IF HE WAS INTERESTED IN PURCHASING CUST, HE REPLIED "YES, BUT LET'S TALK FIRST." SEVERAL DAYS LATER ON 9/8/99, THE CLIENT STATES THE IR LEFT A VOICE MAIL MESSAGE SAYING HE PURCHASED 5,000 SHARES OF CUST. CLIENT STATES HE DID NOT GIVE FINAL AUTHORIZATION FOR THE PURCHASE AND WISHES FOR THE TRADE TO BE RESCINDED. CLIENTS POSITION IS DOWN APPROXIMATELY \$19,000.

Product Type: Equity - OTC

Alleged Damages: \$19,000.00

Customer Complaint Information

Date Complaint Received: 09/15/1999

Complaint Pending? No

Status: Denied

Status Date: 09/29/1999

Settlement Amount:

Individual Contribution Amount:

Broker Statement IR STATES CLIENT INITIALLY PLACED AN OPEN LIMIT ORDER TO PUCHASE 5,000 SHARES AT 32 7/8. IR STATES THEY AGREED TO RAISE THE PRICE OF THE OPEN ORDER TO 35 AS THE STOCK PRICE CONTINUED TO RISE. IR STATES HE CONFIRMED THAT THE CLIENT WISHED TO KEEP THE OPEN ORDER AT 35 ON 8/30. THE ORDER FILLED ON 9/8. CLAIM DENIED.

End of Report



This page is intentionally left blank.