

## BrokerCheck Report

**STEPHEN THOMAS HESTER**

CRD# 1789547

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When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

Please contact FINRA with any concerns.

## 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.

**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).

**STEPHEN T. HESTER**

CRD# 1789547

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

**IA AMERIPRISE FINANCIAL SERVICES, LLC**  
 5210 E Williams Cir Ste 130  
 Tucson, AZ 85711  
 CRD# 6363  
 Registered with this firm since: 10/08/2003

**B AMERIPRISE FINANCIAL SERVICES, LLC**  
 5000 E MEDITERRANEAN DR  
 STE A  
 SIERRA VISTA, AZ 85635-2433  
 CRD# 6363  
 Registered with this firm since: 03/26/1990

**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
- 28 U.S. states and territories

**This broker has passed:**

- 0 Principal/Supervisory Exams
- 3 General Industry/Product Exams
- 1 State Securities Law Exam

**Registration History**

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

- B IDS LIFE INSURANCE COMPANY**  
 CRD# 6321  
 MINNEAPOLIS, MN  
 03/1990 - 07/2006
- B PRUDENTIAL-BACHE SECURITIES INC.**  
 CRD# 7471  
 NEW YORK, NY  
 02/1988 - 04/1990

**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     |
| Customer Dispute | 66    |



## 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 28 U.S. states and territories through his or her employer.**

### Employment 1 of 1

Firm Name: **AMERIPRISE FINANCIAL SERVICES, LLC**

Main Office Address: **9013RD AVENUE SOUTH  
MINNEAPOLIS, MN 55402**

Firm CRD#: **6363**

|   | SRO   | Category                          | Status   | Date       |
|---|-------|-----------------------------------|----------|------------|
| B | FINRA | General Securities Representative | Approved | 03/26/1990 |

|    | U.S. State/ Territory | Category                          | Status   | Date       |
|----|-----------------------|-----------------------------------|----------|------------|
| B  | Alabama               | Agent                             | Approved | 10/24/2001 |
| B  | Arizona               | Agent                             | Approved | 07/13/2012 |
| B  | Arkansas              | Agent                             | Approved | 12/18/2012 |
| B  | California            | Agent                             | Approved | 10/06/2000 |
| B  | Florida               | Agent                             | Approved | 10/01/2009 |
| B  | Georgia               | Agent                             | Approved | 07/20/2012 |
| B  | Hawaii                | Agent                             | Approved | 02/27/2013 |
| B  | Idaho                 | Agent                             | Approved | 12/13/2013 |
| B  | Illinois              | Agent                             | Approved | 07/19/2010 |
| B  | Indiana               | Agent                             | Approved | 03/26/1990 |
| IA | Indiana               | Investment Adviser Representative | Approved | 12/16/2020 |
| B  | Kansas                | Agent                             | Approved | 11/17/2016 |

## Broker Qualifications



### Employment 1 of 1, continued

|    | U.S. State/ Territory | Category                          | Status              | Date       |
|----|-----------------------|-----------------------------------|---------------------|------------|
| B  | Kentucky              | Agent                             | Approved            | 03/26/1990 |
| IA | Kentucky              | Investment Adviser Representative | Approved            | 10/08/2003 |
| B  | Louisiana             | Agent                             | Approved            | 05/18/2001 |
| B  | Maryland              | Agent                             | Approved            | 01/07/2013 |
| B  | Minnesota             | Agent                             | Approved            | 01/18/2019 |
| B  | Missouri              | Agent                             | Approved            | 12/21/2012 |
| B  | New Mexico            | Agent                             | Approved            | 12/07/2012 |
| B  | North Carolina        | Agent                             | Approved            | 01/11/2013 |
| B  | Ohio                  | Agent                             | Approved            | 02/19/1998 |
| IA | Ohio                  | Investment Adviser Representative | Approved            | 01/26/2009 |
| B  | Oregon                | Agent                             | Approved            | 12/07/2012 |
| B  | Pennsylvania          | Agent                             | Approved            | 12/11/2012 |
| B  | South Carolina        | Agent                             | Approved            | 12/19/2012 |
| B  | Tennessee             | Agent                             | Approved            | 06/24/2011 |
| B  | Texas                 | Agent                             | Approved            | 02/13/2013 |
| IA | Texas                 | Investment Adviser Representative | Restricted Approval | 12/10/2012 |
| B  | Utah                  | Agent                             | Approved            | 01/22/2019 |
| B  | Virginia              | Agent                             | Approved            | 09/03/1997 |
| B  | Washington            | Agent                             | Approved            | 12/20/2012 |
| B  | Wyoming               | Agent                             | Approved            | 12/12/2013 |

## Broker Qualifications



### Employment 1 of 1, continued

#### Branch Office Locations

**AMERIPRISE FINANCIAL SERVICES, LLC**  
5000 E MEDITERRANEAN DR  
STE A  
SIERRA VISTA, AZ 85635-2433

**AMERIPRISE FINANCIAL SERVICES, LLC**  
7887 Washington Village Dr  
Suite 200  
Dayton, OH 45459

**AMERIPRISE FINANCIAL SERVICES, LLC**  
5210 E Williams Cir Ste 130  
Tucson, AZ 85711

**AMERIPRISE FINANCIAL SERVICES, LLC**  
Tucson, AZ

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## 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, 3 general industry/product exams, and 1 state securities law exam.**

### Principal/Supervisory Exams

| Exam                     | Category | Date |
|--------------------------|----------|------|
| No information reported. |          |      |

### General Industry/Product Exams

| Exam                                                   | Category | Date       |
|--------------------------------------------------------|----------|------------|
| <b>B</b> Securities Industry Essentials Examination    | SIE      | 10/01/2018 |
| <b>B</b> National Commodity Futures Examination        | Series 3 | 04/04/1988 |
| <b>B</b> General Securities Representative Examination | Series 7 | 02/20/1988 |

### State Securities Law Exams

| Exam                                                    | Category  | Date       |
|---------------------------------------------------------|-----------|------------|
| <b>B</b> Uniform Securities Agent State Law Examination | Series 63 | 02/29/1988 |

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 **1** professional designation(s).

### Certified Financial Planner

This representative holds or did hold **1** professional designation(s) that may have been used to qualify as an Investment Advisor representative. Please check with the appropriate designation authority for verification that the designation is still in effect. The contact information for these professional designation authorities can be found on the website for the North American Securities Administrators Association at <http://www.nasaa.org>



## Registration and Employment History

### Registration History

The broker previously was registered with the following firms:

| Registration Dates         | Firm Name                        | CRD# | Branch Location |
|----------------------------|----------------------------------|------|-----------------|
| <b>B</b> 03/1990 - 07/2006 | IDS LIFE INSURANCE COMPANY       | 6321 | MINNEAPOLIS, MN |
| <b>B</b> 02/1988 - 04/1990 | PRUDENTIAL-BACHE SECURITIES INC. | 7471 | 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               |
|-------------------|-------------------------------------|----------------|--------------------|---------------------------------|
| 03/2020 - Present | Ameriprise Financial Services, LLC  | Registered Rep | Y                  | Sierra Vista, AZ, United States |
| 09/2005 - 03/2020 | Ameriprise Financial Services, Inc. | Registered Rep | Y                  | Sierra Vista, AZ, 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 Ownership; Commercial; 408 Blankenbaker Pkwy. Lou, KY 40243, ; Not Investment-Related; 01/01/2000. Independent Insurance Brokering; Guardian; 04/10/2014; . Business Ownership; Stephen Thomas Hester, Inc.; Practice Management and Administration; ; 4972 N Ventana Ridge Pl, Tucson, AZ 85750, ; Not Investment-Related; 04/11/2018; 60 hours per month; 60 during trading hours / Heick Hester Smith Properties, LLC; ; Real Estate - leases to Cardinal Pointe Financial Group, a private wealth advisory practice of Ameriprise Financial Services, Inc.; 408 Blankenbaker Pkwy, Lou, KY for HHSMS & HHP, ; Not Investment-Related; 01/01/2000; 1 to 9 hours per month; 1 to 9 during trading hours / Heick Hester Smith and Associates, LLC; assist in management of the firm; for the management of the practice; 408 Blankenbaker Parkway, Ste 100 Louisville, KY 40243, ; Not Investment-Related; 02/05/2015; 40 to 59 hours per month; 40 to 59 during trading hours. Outside Employment; Stephen Thomas Hester, Inc.; President and Secretary - Practice management and administration; ; 4972 N Ventana Ridge Pl, , Tucson, AZ, 85750; Investment-Related; 04/11/2018; 1 to 9 hours per month; 1 to 9 during trading hours.

## 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         |
| Customer Dispute | 0       | 66    | 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

|                                                                                  |                                                     |
|----------------------------------------------------------------------------------|-----------------------------------------------------|
| <b>Reporting Source:</b>                                                         | Broker                                              |
| <b>Regulatory Action Initiated By:</b>                                           | STATE OF OHIO                                       |
| <b>Sanction(s) Sought:</b>                                                       | Suspension                                          |
| <b>Other Sanction(s) Sought:</b>                                                 | SUSPENSION OF OH SECURITIES SALESPERSON LICENSE     |
| <b>Date Initiated:</b>                                                           | 07/27/2007                                          |
| <b>Docket/Case Number:</b>                                                       | 07-281                                              |
| <b>Employing firm when activity occurred which led to the regulatory action:</b> | AMERIPRISE FINANCIAL SERVICES, INC.                 |
| <b>Product Type:</b>                                                             | Mutual Fund(s)                                      |
| <b>Other Product Type(s):</b>                                                    | SECURITIES                                          |
| <b>Allegations:</b>                                                              | HE IS CONSIDERED NOT TO BE OF GOOD BUSINESS REPUTE. |
| <b>Current Status:</b>                                                           | Final                                               |
| <b>Resolution:</b>                                                               | Order                                               |
| <b>Resolution Date:</b>                                                          | 11/09/2007                                          |
| <b>Sanctions Ordered:</b>                                                        | Suspension                                          |



**Other Sanctions Ordered:**

**Sanction Details:** TERMINATION OF ORDER - SUSPENSION RESCINDED



## 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 61

|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERIPRISE FINANCIAL SERVICES INC                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Allegations:</b>                                                        | CLAIMANT ALLEGES ADVISORS RECOMMENDED A FINANCIAL PLAN THAT INCLUDED USE OF "NET UNREALIZED APPRECIATION" WITH RESPECT TO HER COMPANY STOCK FROM EMPLOYER. CLAIMANT ALLEGES ADVISORS DID NOT EFFECTUATE THE NUA STRATEGY AND AS A RESULT SHE WILL EXPERIENCE LOSSES. SHE ALSO CLAIMS FRAUD, BREACH OF FIDUCIARY DUTY, FAILURE TO SUPERVISE, BREACH OF CONTRACT, NEGLIGENCE, GROSS NEGLIGENCE AND VIOLATIONS OF UNFAIR TRADE. |
| <b>Product Type:</b>                                                       | Other                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Other Product Type(s):</b>                                              | STOCK                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Alleged Damages:</b>                                                    | \$50,000.00                                                                                                                                                                                                                                                                                                                                                                                                                  |

### Customer Complaint Information

|                                        |                        |
|----------------------------------------|------------------------|
| <b>Date Complaint Received:</b>        |                        |
| <b>Complaint Pending?</b>              |                        |
| <b>Status:</b>                         | Arbitration/Reparation |
| <b>Status Date:</b>                    | 04/07/2008             |
| <b>Settlement Amount:</b>              |                        |
| <b>Individual Contribution Amount:</b> |                        |

### Arbitration Information

|                                                                     |                                          |
|---------------------------------------------------------------------|------------------------------------------|
| <b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b> | FINRA CASE NO. 08-00076 INDIANAPOLIS, IN |
| <b>Date Notice/Process Served:</b>                                  | 04/07/2008                               |
| <b>Arbitration Pending?</b>                                         | No                                       |
| <b>Disposition:</b>                                                 | Settled                                  |



|                                        |                                                                                                                                                                                                                                           |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Disposition Date:</b>               | 11/03/2008                                                                                                                                                                                                                                |
| <b>Monetary Compensation Amount:</b>   | \$11,680.00                                                                                                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                                                                                                    |
| <b>Broker Statement</b>                | I DID NOT CONTRIBUTE ANYTHING TO THE SETTLEMENT BECAUSE IT IS MY POSITION THAT THE CAUSE OF THE LOSS WAS A DIRECT RESULT OF ERRONEOUS INFORMATION FROM THE CORPORATE OFFICE ON EXECUTION OF A NET UNREALIZED APPRECIATION (NUA) STRATEGY. |

#### Disclosure 2 of 61

|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERIPRISE FINANCIAL SERVICES                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Allegations:</b>                                                        | CLAIMANTS ALLEGE THAT IN 2000,THEY WERE RECOMMENDED UNSUITABLE B SHARES AGGRESSIVE STOCK FUNDS. THEIR COUNTS OF ACTION INCLUDE FAILURE TO SUPERVISE,Violations OF THE KENTUCKY SECURITIES ACT,FRAUD AND NEGLIGENCE. THEY REQUEST UNSPECIFIED ACTUAL,RECISSIONARY AND BARGIN DAMAGES, LOST OPPORTUNITY COSTS,MODEL PORTFOLIO DAMAGES, NON-ECONOMIC DAMAGES,INTEREST,ATTORNEY FEES,AND UNSPECIFIED PUNITIVE DAMAGES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Alleged Damages:</b>                                                    | \$392,831.00                                                                                                                                                                                                                                                                                                                                                                                                       |

#### Customer Complaint Information

|                                        |                        |
|----------------------------------------|------------------------|
| <b>Date Complaint Received:</b>        |                        |
| <b>Complaint Pending?</b>              |                        |
| <b>Status:</b>                         | Arbitration/Reparation |
| <b>Status Date:</b>                    |                        |
| <b>Settlement Amount:</b>              |                        |
| <b>Individual Contribution Amount:</b> |                        |

#### Arbitration Information



|                                                                     |                                   |
|---------------------------------------------------------------------|-----------------------------------|
| <b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b> | NASD ABITRATION CASE NO. 05-06698 |
| <b>Date Notice/Process Served:</b>                                  | 01/26/2006                        |
| <b>Arbitration Pending?</b>                                         | No                                |
| <b>Disposition:</b>                                                 | Settled                           |
| <b>Disposition Date:</b>                                            | 01/12/2007                        |
| <b>Monetary Compensation Amount:</b>                                | \$114,000.00                      |
| <b>Individual Contribution Amount:</b>                              | \$0.00                            |

#### Disclosure 3 of 61

|                                                                            |                               |
|----------------------------------------------------------------------------|-------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                        |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERIPRISE FINANCIAL SERVICES |

|                     |                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Allegations:</b> | CLAIMANTS ALLEGE THAT IN 2000,THEY WERE RECOMMENDED UNSUITABLE B SHARES AGGRESSIVE STOCK FUNDS. THEIR COUNDS OF ACTION INCLUDE FAILURE TO SUPERVISE,Violations OF THE KENTUCKY SECURITIES ACT,FRAUD AND NEGLIGENCE. THEY REQUEST UNSPECIFIED ACTUAL DAMAGES, LOST OPPORTUNITY COSTS,MODEL PORTFOLIO DAMAGES,Non-economic DAMAGES, INTEREST,ATTORNEY FEES, AND UNSPECIFIED PUNITIVE DAMAGES. |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                         |                |
|-------------------------|----------------|
| <b>Product Type:</b>    | Mutual Fund(s) |
| <b>Alleged Damages:</b> | \$43,500.12    |

#### Customer Complaint Information

|                                        |                        |
|----------------------------------------|------------------------|
| <b>Date Complaint Received:</b>        |                        |
| <b>Complaint Pending?</b>              |                        |
| <b>Status:</b>                         | Arbitration/Reparation |
| <b>Status Date:</b>                    |                        |
| <b>Settlement Amount:</b>              |                        |
| <b>Individual Contribution Amount:</b> |                        |



## Arbitration Information

|                                                                     |                                                                                                                                                                                                                    |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b> | NASD ARBITRATION CASE NO. 05-06702                                                                                                                                                                                 |
| <b>Date Notice/Process Served:</b>                                  | 01/25/2006                                                                                                                                                                                                         |
| <b>Arbitration Pending?</b>                                         | No                                                                                                                                                                                                                 |
| <b>Disposition:</b>                                                 | Settled                                                                                                                                                                                                            |
| <b>Disposition Date:</b>                                            | 01/12/2007                                                                                                                                                                                                         |
| <b>Monetary Compensation Amount:</b>                                | \$29,000.00                                                                                                                                                                                                        |
| <b>Individual Contribution Amount:</b>                              | \$0.00                                                                                                                                                                                                             |
| <b>Broker Statement</b>                                             | AMERIPRISE SETTLED THIS MATTER FOR \$29,000.00 IN ORDER IN AVOID THE COSTS ASSOCIATED WITH ARBITRATION. I WAS DISMISSED FROM THE CASE AS PART OF THE SETTLEMENT AD I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

## Disclosure 4 of 61

|                                                                            |                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERIPRISE FINANCIAL SERVICES INC                                                                                                                                                                                                                                                                                               |
| <b>Allegations:</b>                                                        | PLAINTIFF ALLEGES THAT BETWEN FEBRUARY 1996 AND DECEMBER 31, 2004 ADVISOR RECOMMENDED UNSUITABLE INVESTMENTS AND THAT THOSE INVESTMENTS ALLOWED FOR MAXIMUM SALES CHARGES AND FEES FOR THE ADVISORS. PLAINTIFF ALLEGES THAT BASED ON THOSE INAPPROPRIATE INVESTMENTS HER ACCOUNTS DECLINED IN VALUD BY APPROXIMATELY \$125,000. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                                                                                  |
| <b>Alleged Damages:</b>                                                    | \$125,000.00                                                                                                                                                                                                                                                                                                                    |

## Customer Complaint Information

|                                 |                        |
|---------------------------------|------------------------|
| <b>Date Complaint Received:</b> |                        |
| <b>Complaint Pending?</b>       |                        |
| <b>Status:</b>                  | Arbitration/Reparation |



**Status Date:** 10/05/2005

**Settlement Amount:**

**Individual Contribution Amount:**

### Arbitration Information

**Arbitration/Reparation Claim filed with and Docket/Case No.:** NASD - DR CASE NO. 05-05067

**Date Notice/Process Served:** 10/05/2005

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 10/17/2006

**Monetary Compensation Amount:** \$9,999.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AMERIPRISE SETTLED THIS MATTER FOR \$9,999.00 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH ARBITRATION. I WAS DISMISSED FROM THE CASE AS PART OF THE SETTLEMENT AND I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 5 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS INC

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998 - 2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information



**Date Complaint Received:** 10/08/2002  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 04/11/2005  
**Settlement Amount:** \$35,000.00  
**Individual Contribution Amount:** \$0.00  
**Broker Statement** AEFA SETTLED THIS MATTER FOR \$35,000 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 6 of 61

**Reporting Source:** Broker  
**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS  
**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.  
**Product Type:** Mutual Fund(s)  
**Alleged Damages:**

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 01/14/2005  
**Settlement Amount:** \$45,080.00  
**Individual Contribution Amount:** \$0.00  
**Broker Statement** AEFA SETTLED THIS MATTER FOR \$45,080.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED



NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 7 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

#### Alleged Damages:

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$86,966.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$86,966.00 IN ORDER TO AVOID THE COST OF POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 8 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD



MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$10,646.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$10, 246.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 9 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled



|                                        |                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                               |
| <b>Settlement Amount:</b>              | \$27,513.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                   |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$27,513.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT |

#### Disclosure 10 of 61

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                  |
| <b>Alleged Damages:</b>                                                    |                                                                                                                                                                                                                                                                 |

#### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$53,229.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$53,229.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 11 of 61



**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** No Product

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$51,486.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$51,486.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 12 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:****Customer Complaint Information**

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$90,996.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$90,996.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

**Disclosure 13 of 61**

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                  |

**Alleged Damages:****Customer Complaint Information**

|                                 |             |
|---------------------------------|-------------|
| <b>Date Complaint Received:</b> | 10/08/2002  |
| <b>Complaint Pending?</b>       | No          |
| <b>Status:</b>                  | Settled     |
| <b>Status Date:</b>             | 01/14/2005  |
| <b>Settlement Amount:</b>       | \$23,457.00 |



**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$23,457.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

#### Disclosure 14 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$46,862.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$46,862.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 15 of 61

**Reporting Source:** Broker



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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$139,103.00

**Individual Contribution Amount:** \$0.00

**Broker Statement**

AEFA SETTLED THIS MATTER FOR \$139,103.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 16 of 61

**Reporting Source:** Broker

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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**



## Customer Complaint Information

|                                        |                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                               |
| <b>Complaint Pending?</b>              | No                                                                                                                                                       |
| <b>Status:</b>                         | Settled                                                                                                                                                  |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                               |
| <b>Settlement Amount:</b>              | \$42,501.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                   |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$42,501.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT |

## Disclosure 17 of 61

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                  |
| <b>Alleged Damages:</b>                                                    |                                                                                                                                                                                                                                                                 |

## Customer Complaint Information

|                                        |             |
|----------------------------------------|-------------|
| <b>Date Complaint Received:</b>        | 10/08/2002  |
| <b>Complaint Pending?</b>              | No          |
| <b>Status:</b>                         | Settled     |
| <b>Status Date:</b>                    | 01/14/2005  |
| <b>Settlement Amount:</b>              | \$61,249.00 |
| <b>Individual Contribution Amount:</b> | \$0.00      |



**Broker Statement** AEFA SETTLED THIS MATTER FOR \$61,249.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 18 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$37,178.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$37,178.00 IN ORDER TO AVOID THE COST OF POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 19 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS



SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$23,940.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$23,940.00 IN ORDER TO AVOID COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 20 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No



|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$31,806.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$31,806.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 21 of 61

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                  |

#### Alleged Damages:

#### Customer Complaint Information

|                                        |                                                                                                                                              |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                   |
| <b>Complaint Pending?</b>              | No                                                                                                                                           |
| <b>Status:</b>                         | Settled                                                                                                                                      |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                   |
| <b>Settlement Amount:</b>              | \$19,956.00                                                                                                                                  |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                       |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$19,956.00 IN ORDER TO AVOID THE COST OF POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |



### Disclosure 22 of 61

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                  |
| <b>Alleged Damages:</b>                                                    |                                                                                                                                                                                                                                                                 |

### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$24,263.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$24,263.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

### Disclosure 23 of 61

|                                                                            |                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |



**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$36,296.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 24 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$83,013.00



**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$83,013.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 25 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$123,885.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$123,885.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 26 of 61

**Reporting Source:** Broker



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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$19,362.00

**Individual Contribution Amount:** \$0.00

**Broker Statement**

AEFA SETTLED THIS MATTER FOR \$19,362.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 27 of 61

**Reporting Source:** Broker

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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**



## Customer Complaint Information

|                                        |                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                               |
| <b>Complaint Pending?</b>              | No                                                                                                                                                       |
| <b>Status:</b>                         | Settled                                                                                                                                                  |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                               |
| <b>Settlement Amount:</b>              | \$31,861.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                   |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$31,861.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT |

## Disclosure 28 of 61

|                                                                            |                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                           |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                              |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.M |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                   |

## Alleged Damages:

## Customer Complaint Information

|                                        |             |
|----------------------------------------|-------------|
| <b>Date Complaint Received:</b>        | 10/08/2002  |
| <b>Complaint Pending?</b>              | No          |
| <b>Status:</b>                         | Settled     |
| <b>Status Date:</b>                    | 01/14/2005  |
| <b>Settlement Amount:</b>              | \$57,633.00 |
| <b>Individual Contribution Amount:</b> | \$0.00      |



**Broker Statement** AEFA SETTLED THIS MATTER FOR \$57,633.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 29 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.M

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$14,885.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$14,885.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING FOR THE SETTLEMENT AMOUNT.

#### Disclosure 30 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS



SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUNDS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$12,307.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$12,307.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 31 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO RESPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:**

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No



|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$12,338.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$12,338.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 32 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS OBJECTIVES, ASSETS AND RISK TOLERANCES. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |

#### Alleged Damages:

#### Customer Complaint Information

|                                        |                                                                                                                                                        |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                             |
| <b>Complaint Pending?</b>              | No                                                                                                                                                     |
| <b>Status:</b>                         | Settled                                                                                                                                                |
| <b>Status Date:</b>                    | 01/14/2005                                                                                                                                             |
| <b>Settlement Amount:</b>              | \$11,984.00                                                                                                                                            |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                 |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$11,984.00 IN ORDER TO AVOID COSTS ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |



## Disclosure 33 of 61

|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS INC.                                                                                                                                                                                                                                                                                                                                                       |
| <b>Allegations:</b>                                                        | CLAIMANTS ALLEGE THAT FROM FEBRUARY 1999 TO JUNE 2000, AEFA AND I RECOMMENDED \$623,000 IN UNSUITABLE INVESTMENTS. CLAIMANTS REQUEST THE PROMISED 10% ANNUAL RETURN FROM FEBRUARY 1999 TO PRESENT, LOSS WAGES FOR RECOMMENDING THAT THEY SHOULD TAKE EARLY RETIREMENT, AND PUNITIVE DAMAGES. CLAIMANTS SPECIFICALLY REQUEST ACTUAL DAMAGES OF \$1,475,000 AND PUNITIVE DAMAGES OF \$8,275,000. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Alleged Damages:</b>                                                    | \$1,745,000.00                                                                                                                                                                                                                                                                                                                                                                                 |

## Customer Complaint Information

|                                        |                        |
|----------------------------------------|------------------------|
| <b>Date Complaint Received:</b>        |                        |
| <b>Complaint Pending?</b>              |                        |
| <b>Status:</b>                         | Arbitration/Reparation |
| <b>Status Date:</b>                    |                        |
| <b>Settlement Amount:</b>              |                        |
| <b>Individual Contribution Amount:</b> |                        |

## Arbitration Information

|                                                                     |               |
|---------------------------------------------------------------------|---------------|
| <b>Arbitration/Reparation Claim filed with and Docket/Case No.:</b> | NASD 04-07756 |
| <b>Date Notice/Process Served:</b>                                  | 11/29/2004    |
| <b>Arbitration Pending?</b>                                         | No            |
| <b>Disposition:</b>                                                 | Dismissed     |
| <b>Disposition Date:</b>                                            | 06/06/2007    |
| <b>Monetary Compensation Amount:</b>                                | \$200,000.00  |
| <b>Individual Contribution Amount:</b>                              | \$0.00        |

**Broker Statement**

AMERIPRISE SETTLED THIS MATTER FOR \$200,000 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH ARBITRATION. I WAS DISMISSED FROM THE CASE AS PART OF THE SETTLEMENT AND I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

**Disclosure 34 of 61****Reporting Source:**

Broker

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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**

\$0.00

**Customer Complaint Information****Date Complaint Received:**

10/08/2002

**Complaint Pending?**

No

**Status:**

Settled

**Status Date:**

05/24/2004

**Settlement Amount:**

\$28,000.00

**Individual Contribution Amount:**

\$0.00

**Broker Statement**

AEFA SETTLED THIS MATTER FOR \$28,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

**Disclosure 35 of 61****Reporting Source:**

Broker

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

AMERICAN EXPRESS FINANCIAL ADVISORS



**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 05/24/2004

**Settlement Amount:** \$49,561.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$49,561.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 36 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002



|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 05/24/2004                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$47,000.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$47,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 37 of 61

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|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 05/24/2004                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$63,636.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$63,636.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |



#### Disclosure 38 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 05/24/2004                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$54,000.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$54,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 39 of 61

|                                                                            |                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                              |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                 |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S |



OBJECTIVES, ASSETS AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 05/24/2004

**Settlement Amount:** \$64,724.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$64,724.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 40 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 05/24/2004



|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Settlement Amount:</b>              | \$46,500.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$46,500.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 41 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 05/24/2004                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$44,309.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$44,309.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 42 of 61

|                          |        |
|--------------------------|--------|
| <b>Reporting Source:</b> | Broker |
|--------------------------|--------|



|                                                                            |                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                       |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCE |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                            |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                    |
| <b>Customer Complaint Information</b>                                      |                                                                                                                                                                                                                                                                           |
| <b>Date Complaint Received:</b>                                            | 10/08/2002                                                                                                                                                                                                                                                                |
| <b>Complaint Pending?</b>                                                  | No                                                                                                                                                                                                                                                                        |
| <b>Status:</b>                                                             | Settled                                                                                                                                                                                                                                                                   |
| <b>Status Date:</b>                                                        | 05/24/2004                                                                                                                                                                                                                                                                |
| <b>Settlement Amount:</b>                                                  | \$60,000.00                                                                                                                                                                                                                                                               |
| <b>Individual Contribution Amount:</b>                                     | \$0.00                                                                                                                                                                                                                                                                    |
| <b>Broker Statement</b>                                                    | AEFA SETTLED THIS MATTER FOR \$60,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.                                                                                                                 |

#### Disclosure 43 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |



## Customer Complaint Information

|                                        |                                                                                                                                                 |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                      |
| <b>Complaint Pending?</b>              | No                                                                                                                                              |
| <b>Status:</b>                         | Settled                                                                                                                                         |
| <b>Status Date:</b>                    | 02/09/2004                                                                                                                                      |
| <b>Settlement Amount:</b>              | \$65,000.00                                                                                                                                     |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                          |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$65000.00 TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

## Disclosure 44 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

## Customer Complaint Information

|                                        |             |
|----------------------------------------|-------------|
| <b>Date Complaint Received:</b>        | 10/08/2002  |
| <b>Complaint Pending?</b>              | No          |
| <b>Status:</b>                         | Settled     |
| <b>Status Date:</b>                    | 02/09/2004  |
| <b>Settlement Amount:</b>              | \$25,964.00 |
| <b>Individual Contribution Amount:</b> | \$0.00      |



**Broker Statement** AEFA SETTLED THIS MATTER FOR \$25,964.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

#### Disclosure 45 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/09/2004

**Settlement Amount:** \$75,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$75,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

#### Disclosure 46 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS



SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/09/2004

**Settlement Amount:** \$30,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$30000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

### Disclosure 47 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No



|                                        |                                                                                                                                                 |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status:</b>                         | Settled                                                                                                                                         |
| <b>Status Date:</b>                    | 02/09/2004                                                                                                                                      |
| <b>Settlement Amount:</b>              | \$95,000.00                                                                                                                                     |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                          |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$95000.00 TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 48 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                               |
| <b>Complaint Pending?</b>              | No                                                                                                                                                       |
| <b>Status:</b>                         | Settled                                                                                                                                                  |
| <b>Status Date:</b>                    | 02/09/2004                                                                                                                                               |
| <b>Settlement Amount:</b>              | \$75,000.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                   |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$75,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT |



#### Disclosure 49 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                                                                        |
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 02/09/2004                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$95,000.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$95,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 50 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |



**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/09/2004

**Settlement Amount:** \$110,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$110,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

### Disclosure 51 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/09/2004

**Settlement Amount:** \$75,000.00



**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$75,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

#### Disclosure 52 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/09/2004

**Settlement Amount:** \$75,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$75,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT

#### Disclosure 53 of 61

**Reporting Source:** Broker



|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |
| <b>Customer Complaint Information</b>                                      |                                                                                                                                                                                                                                                                            |
| <b>Date Complaint Received:</b>                                            | 10/08/2002                                                                                                                                                                                                                                                                 |
| <b>Complaint Pending?</b>                                                  | No                                                                                                                                                                                                                                                                         |
| <b>Status:</b>                                                             | Settled                                                                                                                                                                                                                                                                    |
| <b>Status Date:</b>                                                        | 02/09/2004                                                                                                                                                                                                                                                                 |
| <b>Settlement Amount:</b>                                                  | \$90,000.00                                                                                                                                                                                                                                                                |
| <b>Individual Contribution Amount:</b>                                     | \$0.00                                                                                                                                                                                                                                                                     |
| <b>Broker Statement</b>                                                    | AEFA SETTLED THIS MATTER FOR \$90,000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.                                                                                                                  |

#### Disclosure 54 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENT'S OBJECTIVES, ASSETS AND RISK TOLERANCES |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |



## Customer Complaint Information

|                                        |                                                                                                                                                  |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                       |
| <b>Complaint Pending?</b>              | No                                                                                                                                               |
| <b>Status:</b>                         | Settled                                                                                                                                          |
| <b>Status Date:</b>                    | 02/09/2004                                                                                                                                       |
| <b>Settlement Amount:</b>              | \$100,000.00                                                                                                                                     |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                           |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$100,000.00 TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT |

## Disclosure 55 of 61

|                                                                            |                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                                         |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                                            |
| <b>Allegations:</b>                                                        | CLAIMANT ALLEGES THAT IN SEPTEMBER 2000 HIS RETIREMENT ASSETS WERE NOT SUITABLY INVESTED BY AEFA AND HIS ADVISORS. CLAIMANT FURTHER MAKES CLAIMS OF BREACH OF FIDUCIARY DUTY, MISREPRESENTATION, FRAUD, NEGLIGENCE AND FAILURE TO SUPERVISE. CLAIMANT REQUESTS DAMAGES OF AT LEAST \$315390.00 |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                                                 |
| <b>Other Product Type(s):</b>                                              | BROKERAGE ACCOUNT                                                                                                                                                                                                                                                                              |
| <b>Alleged Damages:</b>                                                    | \$315,390.00                                                                                                                                                                                                                                                                                   |

## Customer Complaint Information

|                                 |                        |
|---------------------------------|------------------------|
| <b>Date Complaint Received:</b> | 11/28/2003             |
| <b>Complaint Pending?</b>       | No                     |
| <b>Status:</b>                  | Arbitration/Reparation |
| <b>Status Date:</b>             | 11/20/2003             |
| <b>Settlement Amount:</b>       |                        |



**Individual Contribution  
Amount:**

### Arbitration Information

**Arbitration/Reparation Claim  
filed with and Docket/Case  
No.:** NASD-DR #03-08115

**Date Notice/Process Served:** 11/20/2003

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 05/12/2004

**Monetary Compensation  
Amount:** \$145,000.00

**Individual Contribution  
Amount:** \$0.00

**Broker Statement** AMERIPRISE SETTLED THIS MATTER FOR \$145,000 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH ARBITRATION. I WAS DISMISSED FROM THE CASE AS PART OF THE SETTLEMENT AND I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 56 of 61

**Reporting Source:** Broker

**Employing firm when  
activities occurred which led  
to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS AND RISK TOLERANCE

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No



|                                        |                                                                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status:</b>                         | Settled                                                                                                                                                   |
| <b>Status Date:</b>                    | 10/23/2003                                                                                                                                                |
| <b>Settlement Amount:</b>              | \$100,000.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                    |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$100000.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 57 of 61

|                                                                            |                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                    |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                       |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS AND RISK TOLERANCE |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                            |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                    |

#### Customer Complaint Information

|                                        |                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                               |
| <b>Complaint Pending?</b>              | No                                                                                                                                                       |
| <b>Status:</b>                         | Settled                                                                                                                                                  |
| <b>Status Date:</b>                    | 10/23/2003                                                                                                                                               |
| <b>Settlement Amount:</b>              | \$17,566.00                                                                                                                                              |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                   |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$17566.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |



#### Disclosure 58 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS AND RISK TOLERANCE. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                                                                             |
| <b>Alleged Damages:</b>                                                    | \$0.00                                                                                                                                                                                                                                                                     |

#### Customer Complaint Information

|                                        |                                                                                                                                                            |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 10/08/2002                                                                                                                                                 |
| <b>Complaint Pending?</b>              | No                                                                                                                                                         |
| <b>Status:</b>                         | Settled                                                                                                                                                    |
| <b>Status Date:</b>                    | 08/14/2003                                                                                                                                                 |
| <b>Settlement Amount:</b>              | \$164,104.00                                                                                                                                               |
| <b>Individual Contribution Amount:</b> | \$0.00                                                                                                                                                     |
| <b>Broker Statement</b>                | AEFA SETTLED THIS MATTER FOR \$164104.00 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT. |

#### Disclosure 59 of 61

|                                                                            |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                                                                                     |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                                                                                        |
| <b>Allegations:</b>                                                        | AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS AND RISK TOLERANCE. |



**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 08/14/2003

**Settlement Amount:** \$71,777.70

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$71777.700 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

### Disclosure 60 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS, AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 08/14/2003

**Settlement Amount:** \$82,000.00



**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$82000.00 IN ORDER TO AVOID THE COSTS ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.

#### Disclosure 61 of 61

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** AN ATTORNEY PURPORTING TO REPRESENT MULTIPLE CLIENTS HAS SENT IN A DEMAND FOR SETTLEMENT ALLEGING GENERALLY THAT FROM APPROXIMATELY 1998-2001, THE ADVISOR RECOMMENDED AND SOLD MUTUAL FUND INVESTMENTS UNSUITABLE FOR THE CLIENTS' OBJECTIVES, ASSETS, AND RISK TOLERANCE.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$0.00

#### Customer Complaint Information

**Date Complaint Received:** 10/08/2002

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 01/14/2005

**Settlement Amount:** \$21,976.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** AEFA SETTLED THIS MATTER FOR \$21,976.00 IN ORDER TO AVOID THE COST ASSOCIATED WITH POTENTIAL LITIGATION. I CONTRIBUTED NOTHING TO THE SETTLEMENT AMOUNT.



## 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

|                                                                            |                                                                                                                                                                                    |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                             |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERIPRISE FINANCIAL SERVICES INC                                                                                                                                                  |
| <b>Allegations:</b>                                                        | THE CLIENTS ALLEGE THEY WERE NEVER DISCLOSED THE FEATURES AND RISKS OF THE REIT THE ADVISOR RECOMMENDED IN 2006. THEY CLAIM THE INVESTMENT IS UNSUITABLE FOR THEIR RISK TOLERANCE. |
| <b>Product Type:</b>                                                       | Real Estate Security                                                                                                                                                               |
| <b>Alleged Damages:</b>                                                    | \$41,430.00                                                                                                                                                                        |
| <b>Is this an oral complaint?</b>                                          | No                                                                                                                                                                                 |
| <b>Is this a written complaint?</b>                                        | Yes                                                                                                                                                                                |
| <b>Is this an arbitration/CFTC reparation or civil litigation?</b>         | No                                                                                                                                                                                 |

### Customer Complaint Information

|                                        |                                                                                                           |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Date Complaint Received:</b>        | 03/16/2010                                                                                                |
| <b>Complaint Pending?</b>              | No                                                                                                        |
| <b>Status:</b>                         | Denied                                                                                                    |
| <b>Status Date:</b>                    | 03/26/2010                                                                                                |
| <b>Settlement Amount:</b>              |                                                                                                           |
| <b>Individual Contribution Amount:</b> |                                                                                                           |
| <b>Broker Statement</b>                | THE FIRM FOUND THE ADVISOR DISCLOSED THE RISKS AND FEATURES OF THE REIT AND IT WAS A SUITABLE INVESTMENT. |

### Disclosure 2 of 5

|                          |        |
|--------------------------|--------|
| <b>Reporting Source:</b> | Broker |
|--------------------------|--------|



|                                                                            |                                                                                                                                                                                   |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                               |
| <b>Allegations:</b>                                                        | THE CLIENT'S ATTORNEY ALLEGED THAT THE INVESTMENTS WERE NOT SUITABLE FOR THE CLIENT'S RISK PROFILE, INAPPROPRIATE USE OF B-SHARES WITHOUT DISCLOSURE, AND NO BREAKPOINT ANALYSIS. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                    |
| <b>Alleged Damages:</b>                                                    | \$264,466.87                                                                                                                                                                      |

### Customer Complaint Information

|                                 |            |
|---------------------------------|------------|
| <b>Date Complaint Received:</b> | 04/11/2002 |
| <b>Complaint Pending?</b>       | No         |
| <b>Status:</b>                  | Denied     |
| <b>Status Date:</b>             | 07/09/2002 |
| <b>Settlement Amount:</b>       |            |

### Individual Contribution Amount:

|                         |                                                                                                                                                                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Broker Statement</b> | OUR REVIEW FOUND THAT FULL DISCLOSURE WAS PROVIDED AND THE INVESTMENTS ALIGNED WITH THE CLIENT'S FINANCIAL GOALS, OBJECTIVES AND RISK TOLERANCE. THE CLIENT CHOSE B SHARES BECAUSE SHE WAS FRONT END LOAD ADVERSE, HER CDSC WAS WAIVED ON HER SEPP,M AND THEY ALIGNED WITH HER LONG TERM INVESTMENT HORIZON. |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Disclosure 3 of 5

|                                                                            |                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting Source:</b>                                                   | Broker                                                                                                                                                                                                          |
| <b>Employing firm when activities occurred which led to the complaint:</b> | AMERICAN EXPRESS FINANCIAL ADVISORS                                                                                                                                                                             |
| <b>Allegations:</b>                                                        | THE CLIENTS' ATTORNEY ALLEGED UNSUITABILITY, CHURNING AND MISREPRESENTATION OF THE CLIENTS' INVESTMENTS. IN ADDITION, THE ATTORNEY ALLEGES FAILURE TO KNOW THAT CLIENT AND MANIPULATION OF COMMISSION SCHEDULE. |
| <b>Product Type:</b>                                                       | Mutual Fund(s)                                                                                                                                                                                                  |
| <b>Alleged Damages:</b>                                                    | \$212,214.00                                                                                                                                                                                                    |



## Customer Complaint Information

**Date Complaint Received:** 04/10/2002

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 07/25/2002

**Settlement Amount:** \$0.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** OUR REVIEW FOUND THAT THE CLIENTS WERE GIVEN FULL AND FAIR DISCLOSURE REGARDING THEIR INVESTMENTS AND THAT THE INVESTMENTS ALIGNED WITH THE CLIENT'S FINANCIAL GOALS/OBJECTIVES, RISK TOLERANCE, AND INVESTMENT TIME HORIZON. THERE WAS NO CHURNING OR MANIPULATION OF COMMISSIONS SCHEDULES, AND THE ADVISOR HAD BECOME KNOWLEDGEABLE OF THE CLIENTS' SITUATION APPROXIMATELY 2 YEARS PRIOR TO THE CLIENTS' DECISION TO INVEST WITH AEFA.

## Disclosure 4 of 5

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:** THE CLIENT'S ATTORNEY ALLEGED THAT THE INVESTMENTS WERE NOT SUITABLE FOR THE CLIENT'S RISK PROFILE, INAPPROPRIATE USE OF B-SHARES WITHOUT DISCLOSURE, AND NO BREAKPOINT ANALYSIS.

**Product Type:** Mutual Fund(s)

**Alleged Damages:** \$266,382.70

## Customer Complaint Information

**Date Complaint Received:** 04/11/2002

**Complaint Pending?** No

**Status:** Denied

**Status Date:** 07/09/2002

**Settlement Amount:**



**Individual Contribution Amount:**

**Broker Statement**

OUR REVIEW FOUND THAT FULL DISCLOSURE WAS PROVIDED AND THE INVESTMENTS ALIGNED WITH THE CLIENT'S FINANCIAL GOALS, OBJECTIVES AND RISK TOLERANCE. THE CLIENT CHOSE B SHARES BECAUSE SHE WAS FRONT END LOAD ADVERSE, HER CDSC WAS WAIVED ON HER SEPP,M AND THEY ALIGNED WITH HER LONG TERM INVESTMENT HORIZON.

**Disclosure 5 of 5**

**Reporting Source:**

Broker

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

AMERICAN EXPRESS FINANCIAL ADVISORS

**Allegations:**

THE CLIENT'S ATTORNEY ALLEGED THAT THE INVESTMENTS WERE NOT SUITABLE FOR THE CLIENT'S RISK PROFILE, INAPPROPRIATE USE OF B-SHARES WITHOUT DISCLOSURE, AND NO BREAKPOINT ANALYSIS.

**Product Type:**

Mutual Fund(s)

**Alleged Damages:**

\$657,047.40

**Customer Complaint Information**

**Date Complaint Received:**

04/11/2002

**Complaint Pending?**

No

**Status:**

Denied

**Status Date:**

07/09/2002

**Settlement Amount:**

**Individual Contribution Amount:**

**Broker Statement**

OUR REVIEW FOUND THAT FULL DISCLOSURE WAS PROVIDED AND THE INVESTMENTS ALIGNED WITH THE CLIENT'S FINANCIAL GOALS, OBJECTIVES AND RISK TOLERANCE. THE CLIENT CHOSE B SHARES BECAUSE SHE WAS FRONT END LOAD ADVERSE, HER CDSC WAS WAIVED ON HER SEPP,M AND THEY ALIGNED WITH HER LONG TERM INVESTMENT HORIZON.

## End of Report



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