

BrokerCheck Report
Franklin Roy Belvin
 CRD# 1816209

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

- **How current is this information?**

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

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

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

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

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

Thank you for using FINRA BrokerCheck.



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



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



Franklin R. Belvin

CRD# 1816209

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

IA EDWARD JONES
7621 G WASHINGTON MEM HWY
SUITE B
YORKTOWN, VA 23692
CRD# 250
Registered with this firm since: 02/20/2007

B EDWARD JONES
7621 G WASHINGTON MEM HWY
SUITE B
YORKTOWN, VA 23692
CRD# 250
Registered with this firm since: 02/07/1991

Report Summary for this Broker

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

Broker Qualifications

This broker is registered with:

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

This broker has passed:

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

Registration History

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

- B AMERICAN EXPRESS FINANCIAL ADVISORS INC.**
CRD# 6363
MINNEAPOLIS, MN
06/1990 - 12/1990
- B IDS LIFE INSURANCE COMPANY**
CRD# 6321
MINNEAPOLIS, MN
06/1990 - 12/1990

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
Customer Dispute	4



Broker Qualifications

Registrations

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

This individual is currently registered with 4 SROs and is licensed in 46 U.S. states and territories through his or her employer.

Employment 1 of 1

Firm Name: **EDWARD JONES**

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

Firm CRD#: **250**

	SRO	Category	Status	Date
B	FINRA	General Securities Representative	Approved	02/07/1991
B	NYSE American LLC	General Securities Representative	Approved	09/13/2011
B	Nasdaq Stock Market	General Securities Representative	Approved	07/12/2006
B	New York Stock Exchange	General Securities Representative	Approved	02/07/1991

	U.S. State/ Territory	Category	Status	Date
B	Alabama	Agent	Approved	10/27/2015
B	Alaska	Agent	Approved	04/17/2008
B	Arizona	Agent	Approved	11/10/2011
B	Arkansas	Agent	Approved	05/05/2008
B	California	Agent	Approved	01/25/2000
B	Colorado	Agent	Approved	12/15/2020
B	Connecticut	Agent	Approved	08/11/2025
B	Delaware	Agent	Approved	11/03/2012
B	District of Columbia	Agent	Approved	03/05/2025

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Florida	Agent	Approved	11/15/1996
B	Georgia	Agent	Approved	01/17/2003
B	Hawaii	Agent	Approved	10/01/2002
B	Idaho	Agent	Approved	03/13/2015
B	Illinois	Agent	Approved	10/11/2011
B	Indiana	Agent	Approved	01/31/1996
B	Kentucky	Agent	Approved	08/30/1999
B	Louisiana	Agent	Approved	08/14/2015
B	Maine	Agent	Approved	11/16/2012
B	Maryland	Agent	Approved	09/11/1997
B	Massachusetts	Agent	Approved	04/29/2011
B	Michigan	Agent	Approved	07/15/1998
B	Missouri	Agent	Approved	01/02/2009
B	Montana	Agent	Approved	07/09/1998
B	Nevada	Agent	Approved	12/03/2007
B	New Jersey	Agent	Approved	04/28/2011
B	New Mexico	Agent	Approved	04/19/2017
B	New York	Agent	Approved	12/04/1995
B	North Carolina	Agent	Approved	10/08/1996
B	North Dakota	Agent	Approved	07/19/2011
B	Ohio	Agent	Approved	07/03/1997



Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Oklahoma	Agent	Approved	07/24/1997
B	Oregon	Agent	Approved	08/30/2013
B	Pennsylvania	Agent	Approved	02/13/1995
B	Puerto Rico	Agent	Approved	07/31/2015
B	Rhode Island	Agent	Approved	08/09/2016
B	South Carolina	Agent	Approved	07/30/1999
B	South Dakota	Agent	Approved	02/17/2022
B	Tennessee	Agent	Approved	01/11/2012
B	Texas	Agent	Approved	03/26/1996
IA	Texas	Investment Adviser Representative	Restricted Approval	08/26/2014
B	Utah	Agent	Approved	07/11/2001
B	Vermont	Agent	Approved	08/24/2009
B	Virginia	Agent	Approved	02/07/1991
IA	Virginia	Investment Adviser Representative	Approved	02/20/2007
B	Washington	Agent	Approved	02/28/2008
B	West Virginia	Agent	Approved	11/24/2000
B	Wisconsin	Agent	Approved	04/17/2003
B	Wyoming	Agent	Approved	07/08/2011

Branch Office Locations

EDWARD JONES
7621 G WASHINGTON MEM HWY

Broker Qualifications



Employment 1 of 1, continued

SUITE B
YORKTOWN, VA 23692



Broker Qualifications

Industry Exams this Broker has Passed

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

This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 3 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
No information reported.		

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination	SIE	10/01/2018
B General Securities Representative Examination	Series 7	06/27/1990

State Securities Law Exams

Exam	Category	Date
B IA Uniform Combined State Law Examination	Series 66	02/17/2007
B Uniform Securities Agent State Law Examination	Series 63	07/13/1990
IA Uniform Investment Adviser Law Examination	Series 65	07/12/1990

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

Broker Qualifications



Professional Designations

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

No information reported.



Registration and Employment History

Registration History

The broker previously was registered with the following firms:

Registration Dates	Firm Name	CRD#	Branch Location
B 06/1990 - 12/1990	AMERICAN EXPRESS FINANCIAL ADVISORS INC.	6363	MINNEAPOLIS, MN
B 06/1990 - 12/1990	IDS LIFE INSURANCE COMPANY	6321	MINNEAPOLIS, MN

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
12/1990 - Present	EDWARD D. JONES & CO., L.P.	NOT PROVIDED	Y	YORKTOWN, VA, 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.

OU8 Production 12 LLC
 Type of business: Storage
 Yorktown, VA
 Start date: 9/19/2024
 owner
 Hours per week: 5
 Hours during trading: 0
 This building is for my own storage only.

Disclosure Events



What you should know about reported disclosure events:

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

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

	Pending	Final	On Appeal
Customer Dispute	0	4	N/A



Disclosure Event Details

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

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

Customer Dispute - Settled

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

Disclosure 1 of 1

Reporting Source: Broker

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

Allegations: ALLEGATIONS OF BREACH OF CONTRACT AND WARRANTIES, PROMISSORY ESTOPPEL, VIOLATION OF THE VIRGINIA STATE SECURITIES ACT, INTENTIONAL AND NEGLIGENT MISREPRESENTATIONS OF MATERIAL FACT, OMISSIONS, BREACH OF FIDUCIARY DUTY AND THE DUTY OF GOOD FAITH AND FAIR DEALING, NEGLIGENT SUPERVISION AND FAILURE TO SUPERVISE IN RECOMMENDING PRIMARILY GROWTH AND AGGRESSIVE MUTUAL FUNDS TO THE CLAIMANTS AS WELL AS VARIABLE ANNUITIES WITH ALLEGEDLY UNSUITABLE FUNDS IN THE SUB-ACCOUNTS. (AMOUNT CLAIMED: BETWEEN \$100,000 AND \$500,000 INCLUDING ALL DIRECT AND/OR CONSEQUENTIAL DAMAGES AND STATUTORY AND/OR PUNITIVE DAMAGES, PLUS INTEREST AND COSTS.)

THIS ARBITRATION WAS FILED BY A LAW FIRM THAT TOOK OUT AN ADVERTISEMENT IN A LOCAL NEWSPAPER SOLICITING CALLS FROM INDIVIDUALS WHO PURCHASED MUTUAL FUNDS FROM EDWARD JONES. MR. BELVIN AND EDWARD JONES DENY THE ALLEGATIONS IN THE STATEMENT OF CLAIM AND ARE VIGOROUSLY DEFENDING THIS MATTER.

Product Type: Mutual Fund(s)

Other Product Type(s): VARIABLE ANNUITIES

Alleged Damages: \$500,000.00



Customer Complaint Information

Date Complaint Received:

Complaint Pending?

Status: Arbitration/Reparation

Status Date:

Settlement Amount:

**Individual Contribution
Amount:**

Arbitration Information

**Arbitration/Reparation Claim
filed with and Docket/Case
No.:** NASD; CASE NO: 05-05782

Date Notice/Process Served: 12/30/2005

Arbitration Pending? No

Disposition: Settled

Disposition Date: 04/05/2007

**Monetary Compensation
Amount:** \$15,000.00

**Individual Contribution
Amount:** \$0.00

Broker Statement SETTLED FOR \$15,000. FA NOT RESPONSIBLE FOR PAYMENT OF ANY PART OF SETTLEMENT.



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 3

Reporting Source: Broker

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

Allegations: ATTORNEY STATES HE REPRESENTS THE WIFE OF THE CLIENT. THE CLIENT BECAME SERIOUSLY ILL AND APPOINTED HIS WIFE TO BE POA ON APRIL 23, 2011. AT HER HUSBAND'S REQUEST THE CLIENT'S WIFE WENT TO THE FA'S OFFICE AND REQUESTED \$340,000 WORTH OF STOCK BE CONVERTED TO CASH AND PAYED OVER TO HER, AND AN ADDITIONAL \$25,000 BE COVERTED TO CASH AND PAYED OVER TO HER. ATTORNEY STATES THE \$340,000 WAS FOR THE PURPOSE OF MAKING GIFTS DUE TO THE BENEFICIARY DESIGNATIONS THE CLIENT HAD ORIGINALLY MADE. THE CLIENT WANTED HIS ESTATE DIVIDED FOUR WAYS RATHER THEN THE JUST THE TWO BENEFICIARIES HE HAD ORIGINALLY NAMED. THE \$25,000 WAS FOR DOCTOR BILLS AND MEDICAL EXPENSES.THE ATTORNEY STATES HIS CLIENT WAS TOLD THE POA DOCUMENT WOULD NEED TO BE REVIEWED BY EDWARD JONES HOME OFFICE. ON APRIL 27, 2011 THE FA REPORTED THE POA DOCUMENTS WAS VALID AND TRANSFERRED \$25,000 TO THE CLIENT'S WIFE; HOWEVER, THE FA REFUSED TO CONVERT THE \$340,000 TO CASH AND GIVE IT TO HER. ATTORNEY STATES THE FA CLAIMED HE WOULD NEED TO SPEAK TO HER HUSBAND, THE ACCOUNT OWNER FIRST. ACCORDING TO THE ATTORNEY THE FA DID NOT SPEAK TO THE ACCOUNT OWNER BETWEEN APRIL 27, 2011 AND MAY 1, 2011, AT WHICH TIME THE HUSBAND PASSED AWAY. ATTORNEY STATES SINCE THE FA FAILED TO FOLLOW THE INSTRUCTIONS OF HIS CLIENT, THE POA HAD TO USE \$140,000 OF HER OWN MONEY TO FULFILL THE REQUEST OF HER HUSBAND. ATTORNEY WANTS THIS ISSUE RESOLVED FOR HIS CLIENT. FILING REQUIRED.

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$140,000.00

Is this an oral complaint? No

Is this a written complaint? Yes



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

Customer Complaint Information

Date Complaint Received: 08/22/2011

Complaint Pending? No

Status: Denied

Status Date: 08/30/2011

Settlement Amount:

**Individual Contribution
Amount:**

Broker Statement

OUR INVESTIGATION REVEALED THE CLIENT'S WIFE APPEARED IN THE OFFICE ON APRIL 26, 2011 WITH A POA DOCUMENT, REQUESTING \$25,000 FROM HER HUSBAND'S ACCOUNT. THE WIFE OF THE CLIENT BECAME VERY IRATE WHEN SHE WAS ASKED TO HAVE HER HUSBAND COMPLETE AND SIGN OUR POA SUMMARY DOCUMENT. AS A RESULT IT WAS AGREED THE POA WOULD BE SENT TO HEADQUARTERS AND REVIEWED. LATER THE SAME DAY IT WAS APPROVED; HOWEVER, THE POA DID NOT ALLOW FOR GIFTING TO THE AGENT. THE \$25,000 REQUEST WAS COMPLETED WITH NO CONCERNS. IT WAS HANDLED ON APRIL 26, 2011, NOT APRIL 27, 2011 AS NOTED BY THE ATTORNEY. THE FA FOLLOWED UP WITH THE CLIENT'S WIFE ON APRIL 29, 2011 TO ENSURE SHE HAD RECEIVED THE FUNDS AT HER BANK. IT IS IMPORTANT TO NOTE THE CLIENT'S WIFE DID NOT MAKE A REQUEST FOR \$340,000 OF ADDITIONAL FUNDS DURING ANY OF THE AFOREMENTIONED DISCUSSIONS. THE FIRST REQUEST FOR THE LIQUIDATION OF THE CLIENT'S SINGLE ACCOUNT, WHICH HELD APPROXIMATELY \$380,000 WAS MADE ON MONDAY, MAY 2, 2011. DURING THE REQUEST THE WIFE WAS ASKED BY THE FA, HOW THE CLIENT WAS DOING, KNOWING HE WAS ILL. AT THIS POINT, ON MAY 2, 2011 THE WIFE ADVISED THE FA THEY HAD BROUGHT HIM HOME. THE FA PROCEEDED WITH THE LIQUIDATION OF THE ACCOUNT; HOWEVER, DUE TO THE LARGE REQUEST, AND CONSIDERING THE POA COULD NOT GIFT TO HERSELF THE FA DECIDED TO CONTACT HIS FIELD SUPERVISOR, WHO IN TURN SPOKE WITH AN ATTORNEY. THE FA WAS ADVISED TO GO VISIT THE CLIENT TO DISCUSS THE ACTIVITY WITH HIM SINCE HE WAS NOW AT HOME. WHEN THE FA WENT TO THE HOUSE HE WAS MET BY A NEIGHBOR WHO ADVISED THE CLIENT HAD PASSED ON SUNDAY, MAY 1, 2011. KNOWING HE HAD PLACED TRADES IN A DECEASED CLIENT'S ACCOUNT HE CONTACTED HIS SUPERVISOR IMMEDIATELY. A CONFERENCE CALL WAS HELD WITH THE CLIENT, FA, AND SUPERVISOR, THE CLIENT ADMITTED THE CLIENT HAD PASSED THE DAY BEFORE HER REQUEST.



REIMBURSEMENT DENIED.

Disclosure 2 of 3

Reporting Source: Broker

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

Allegations: 4/08-8/08; CLIENT ALLEGES SHE HAS BEEN INSTRUCTING THE FA SINCE APRIL 2008 TO MOVE HER PORTFOLIO ALLOCATION INTO "SAVINGS" AND HER INSTRUCTIONS HAVE NOT BEEN FOLLOWED. CLIENT SAID THAT SHE IS ALSO UNHAPPY WITH THE "INAPPROPRIATE PRODUCTS THAT DID NOT REFLECT HER CLIENT PROFILE WITH A LOW RISK TOLERANCE". CLIENT REQUESTS COMPENSATION FOR WHAT SHE BELIEVES WAS LACK OF RESPONSIBILITY IN FOLLOWING HER INSTRUCTIONS, FOR ACTING AGAINST HER WISHES AND NOT SAFEGUARDING HER ASSETS. CLIENT SEEKS FUNDS FOR THE LOSSES INCURRED IN AN ANNUITY FROM APRIL 2008 TO PRESENT AND LOSSES IN HER JOINT REGISTRATION ACCOUNT FROM JULY 2008 TO PRESENT. CLAIM EXCEEDS \$5,000.00.

Product Type: Other

Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 12/08/2008

Complaint Pending? No

Status: Denied

Status Date: 04/13/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement ACCORDING TO THE FA, HE MET WITH THE CLIENT IN 3/98. FA INDICATED AN IRA & JOINT ACCT WERE ESTABLISHED AND THE REGISTRATION WAS REVIEWED. AS A RESULT OF THIS MEETING, VARIOUS MUTUAL FUNDS AND A HARTFORD DIRECTOR ANNUITY WAS PURCHASED. WHILE CLIENT INDICATED HER IRA (AT CITIBANK) CONSISTED OF A ZERO COUPON GOVERNMENT AGENCY BOND THAT WAS SECURE WITH NO RISK, OUR RECORDS REFLECT THE AIM AGGRESSIVE GROWTH FD (WHICH APPEARED TO BE THE CLIENT'S LARGEST INVESTMT HOLDING) ALSO



TRANSFERRED TO OUR FIRM FROM CITIBANK. FA HAS STATED ADDTL MUTUAL FUNDS AND THE HARTFORD PUT CAP MGR ANNUITY WERE PURCHASED IN 2/01. OUR RECORDS ALSO REFLECT VARIOUS COMMUNICATION STKS WERE PURCHASED IN 2000/2001. FA HAS INDICATED NO PURCHASE WAS EVER MADE WITHOUT THEIR AUTHORIZATION. CLIENT APPEARS TO BE AWARE THAT CHANGES COULD BE MADE WITH HER MUTUAL FUNDS AND ANNUITIES, AS EXCHANGES WERE PROCESSED ON 5/5/05. FA DOES RECALL DISCUSSING CLIENT'S ACCTS IN MID 2008 AND MUTUAL FUNDS HELD IN THE IRA WERE MOVED TO THEIR RESPECTIVE MONEY MARKET FDS OR LIQUIDATED. CLIENT INDICATED SHE SPOKE WITH FA AT LEAST ONE ADDTL TIME REGARDING HER INVESTMTS; HOWEVER, FA HAS STATED CLIENT DID NOT INSTRUCT HIM TO MAKE INVESTMT CHANGES. IN REGARD TO THE TELEPHONE CALL CLIENT HAD WITH FA IN 11/08, FA DID AGREE CLIENT'S LOSSES COULD HAVE BEEN MINIMIZED IF THE REMAINING INVESTMTS HELD IN THE ACCOUNTS HAD BEEN LIQUIDATED; HOWEVER, HE STATED NO INSTRUCTIONS WERE GIVEN BY THE CLIENT TO SELL THE INVESTMENTS IN HER ACCOUNTS. WHILE WE CERTAINLY UNDERSTAND CLIENT'S DISAPPOINTMENT IN THE PERFORMANCE OF HER INVESTMENTS, WE HAVE BEEN EXPERIENCING TUMULTUOUS MARKET CONDITIONS AND FLUCTUATION IS A RISK ASSOCIATED WITH OWNING ANY INVESTMENT. BASED ON OUR REVIEW, WE RESPECTFULLY DENY CLIENT'S REQUEST TO MAKE AN ADJUSTMENT TO HER ACCOUNTS RELATING TO THE LOSSES REALIZED OR UNREALIZED.

Disclosure 3 of 3

Reporting Source: Broker

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

Allegations: IN DECEMBER 1999 THE CLIENT PURCHASED TWO VARIABLE ANNUITIES FOR \$77,095 EACH IN HER IRA ACCOUNT. THE ATTORNEY FOR THE CLIENT QUESTIONS THE SUITABILITY OF THE PURCHASES IN A TAX DEFERRED ACCOUNT. THE ATTORNEY ALSO QUESTIONS WHETHER CHRISTIAN RECEIVED THE ANNUITY CONTRACTS, DISCLOSURE OF FEES AND COMMISSIONS OR NOTICE OF SURRENDER CHARGES.

Product Type: Annuity(ies) - Variable

Alleged Damages: \$5,000.00



Customer Complaint Information

Date Complaint Received: 04/27/2001

Complaint Pending? No

Status: Denied

Status Date: 05/04/2001

Settlement Amount:

**Individual Contribution
Amount:**

Broker Statement

BELVIN STATES HE RECOMMENDED THE ANNUITIES BECAUSE THERE WAS NO FRONT-END SALES CHARGE, THEY HAD A DOLLAR COST AVERAGING PROGRAM, THE CLIENT COULD DIVERSIFY AMONG FIVE SUB-ACCOUNTS, THE ABILITY TO TAKE INCOME NEEDS WITHOUT A SURRENDER CHARGE AND THE PROTECTION OF PRINCIPAL. THE CONTRACTS, DISCLOSURES AND PROSPECTUSES WERE PROVIDED TO THE CLIENT. BELVIN STATES THE COMMISSIONS AND MANAGEMENT FEES WERE DISCUSSED WITH THE CLIENT IN BELVINS OFFICE. CLAIM DENIED.

End of Report



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