BrokerCheck Report

KELLY LEE DIESTLER

CRD# 2096901

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.
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Thank you for using FINRA BrokerCheck.

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.

KELLY L. DIESTLER

CRD# 2096901

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

IA **AMERIPRISE FINANCIAL SERVICES, LLC**
2631 S PACKERLAND DR
STE 105
GREEN BAY, WI 54313
CRD# 6363
Registered with this firm since: 11/07/1990

B **AMERIPRISE FINANCIAL SERVICES, LLC**
2631 S PACKERLAND DR
STE 105
GREEN BAY, WI 54313
CRD# 6363
Registered with this firm since: 11/01/1990

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
- 25 U.S. states and territories

This broker has passed:

- 0 Principal/Supervisory Exams
- 2 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
11/1990 - 07/2006

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	12

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 25 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	11/01/1990

	U.S. State/ Territory	Category	Status	Date
B	Alabama	Agent	Approved	06/04/2001
B	Arizona	Agent	Approved	11/23/1999
B	Arkansas	Agent	Approved	03/30/2016
B	Colorado	Agent	Approved	01/13/2025
B	Connecticut	Agent	Approved	06/07/2001
B	Florida	Agent	Approved	07/27/1999
B	Georgia	Agent	Approved	08/14/2015
B	Illinois	Agent	Approved	08/12/2015
B	Iowa	Agent	Approved	08/13/2015
B	Louisiana	Agent	Approved	03/19/2020
B	Maine	Agent	Approved	10/28/2025
B	Maryland	Agent	Approved	12/05/2022

Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Michigan	Agent	Approved	09/10/1999
IA	Michigan	Investment Adviser Representative	Approved	10/08/2010
B	Minnesota	Agent	Approved	12/09/2016
B	Mississippi	Agent	Approved	02/06/2003
B	North Carolina	Agent	Approved	04/23/2001
B	North Dakota	Agent	Approved	05/31/2022
B	Ohio	Agent	Approved	08/13/2015
B	Pennsylvania	Agent	Approved	11/08/1999
B	South Carolina	Agent	Approved	03/07/1995
B	Tennessee	Agent	Approved	04/03/2001
B	Texas	Agent	Approved	01/25/2018
IA	Texas	Investment Adviser Representative	Restricted Approval	01/25/2018
B	Virginia	Agent	Approved	02/10/2017
B	Washington	Agent	Approved	08/18/2015
B	Wisconsin	Agent	Approved	11/07/1990
IA	Wisconsin	Investment Adviser Representative	Approved	11/07/1990

Branch Office Locations

AMERIPRISE FINANCIAL SERVICES, LLC
2631 S PACKERLAND DR
STE 105
GREEN BAY, WI 54313

AMERIPRISE FINANCIAL SERVICES, LLC

Broker Qualifications

Employment 1 of 1, continued

Green Bay, WI

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 1 state securities law exam.

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	10/30/1990

State Securities Law Exams

	Exam	Category	Date
B	Uniform Securities Agent State Law Examination	Series 63	11/05/1990

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 **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 11/1990 - 07/2006	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
03/2020 - Present	Ameriprise Financial Services, LLC	Registered Rep	Y	Green Bay, WI, United States
09/2005 - 03/2020	Ameriprise Financial Services, Inc.	Registered Rep	Y	Green Bay, WI, 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; Single Family; 456 E. Harold DriveSan Tan Valley, AZ 85140, ,; ; 10/04/2010 / Multi-Family; 990 Morris Avenue, , Green Bay, WI, 54304; Not Investment-Related; 08/20/2021. Business Ownership; KC Capital Ventures, LLC; Owner; executive suites/LLC; 2631 S. Packerland Drive, , Green Bay, WI, 54313; Not Investment-Related; 05/01/2007; 1 to 9 hours per month; 1 to 9 during trading hours / Dietz Investments, LLC; ; property leasing/LLC; 2631 S. Packerland Drive, Suite 105Green Bay, WI 54313, ,; ; ; 1 to 9 hours per month; .

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.
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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	12	N/A

Disclosure Event Details

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

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

Customer Dispute - Award / Judgment

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

Disclosure 1 of 3

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	IN THIS AAACLAIM, CLIENT ALLEGES CLAIMS OF SUITABILITY, FRAUD, MISREPRESENTATION AND BREACH OF FIDUCIARY DUTY REGARDING INVESTMENT RECOMMENDED TO HER IN JUNE 2000
Product Type:	Mutual Fund(s)
Other Product Type(s):	FACE AMOUNT CERTIFICATE, BROKERAGE ACCOUNTS
Alleged Damages:	$150,000.00

Customer Complaint Information

Date Complaint Received:	02/13/2004
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	02/09/2004
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/Reparation Claim	AMERICAN ARBITRATION ASSOCIATION

filed with and Docket/Case No.:	THERE IS NO DOCKET/CASE NUMBER.
Date Notice/Process Served:	02/13/2004
Arbitration Pending?	No
Disposition:	Award to Customer
Disposition Date:	04/01/2005
Monetary Compensation Amount:	$105,721.35
Individual Contribution Amount:	$0.00
Broker Statement	THE ARBITRATION PANEL AWARDED CUSTOMER $105,721.35 IN THIS MATTER.

Disclosure 2 of 3

Reporting Source:	Regulator
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	OMISSIONS, CHURNING, SUITABILITY, NEGLIGENCE, FRAUD, BREACH OF CONTRACT, CONVERSION, BREACH OF FIDUCIARY DUTY
Product Type:	Mutual Fund(s)
Other Product Type(s):	OPTIONS, STOCK
Alleged Damages:	$3,000,000.00

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD - CASE #03-07231
Date Notice/Process Served:	10/06/2003
Arbitration Pending?	No
Disposition:	Award
Disposition Date:	07/25/2005
Disposition Detail:	RESPONDENTS ARE JOINTLY AND SEVERALLY LIABLE FOR AND SHALL PAY TO CLAIMANTS THE SUM OF $145,000.00 IN COMPENSATORY DAMAGES.

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	CLAIMANT ALLEGES THAT IN 2000, AEFA AND I SOLD THEM RISKY AND UNSUITABLE "B" SHARE STOCK MUTUAL FUNDS WHEN THEY KNEW THEIR RISK TOLERANCE WAS CONSERVATIVE. CLAIMANT SEEKS UNSPECIFIED DAMAGES FOR MARKET LOSSES; PLUS UNSPECIFIED PUNITIVE DAMAGES.
Product Type:	Mutual Fund(s)
Alleged Damages:	$0.00

Customer Complaint Information

Date Complaint Received:	10/20/2003
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	10/20/2003
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD 03-07231
Date Notice/Process Served:	10/20/2003
Arbitration Pending?	No
Disposition:	Award to Customer
Disposition Date:	07/27/2005
Monetary Compensation Amount:	$145,000.00
Individual Contribution Amount:	$0.00
Broker Statement	ON 7/7/05, NASD AWARDED IN FAVOR OF THE CUSTOMERS IN THE AMOUNT

OF $145,000.00 IN COMPENSATORY DAMAGES. ALL OTHER RELIEF REQUESTED WAS DENIED.

Disclosure 3 of 3

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	CLAIMANT ALLEGES THAT IN NOVEMBER 1999 CLAIMANT'S ADVISOR FAILED TO SELL HIS PROCTOR AND GAMBLE SHARES AS REQUESTED, MADE UNAUTHORIZED TRADES, CHURNED HIS ACCOUNTS, AND MADE MISREPRESENTATIONS AND THAT AEFA BREACHED ITS CONTRACT AND FIDUCIARY DUTY. CLAIMANT ALSO ALLEGES CLAIMS OF FRAUD AND SUITABILITY AND REQUESTS DAMAGES OF $2 MILLION.
Product Type:	Mutual Fund(s)
Other Product Type(s):	BROKERAGE ACCOUNT, FACE AMOUNT CERTIFICATES
Alleged Damages:	$2,000,000.00

Customer Complaint Information

Date Complaint Received:	04/25/2003
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	02/24/2003
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD-DR CASE NO.:03-02664
Date Notice/Process Served:	04/22/2003
Arbitration Pending?	No
Disposition:	Award to Customer
Disposition Date:	04/12/2005

Monetary Compensation Amount:	$175,000.00
Individual Contribution Amount:	$0.00
Broker Statement	THE ARBITRATION PANEL AWARDED THE [CUSTOMERS] $175,000.00 IN THIS MATTER.

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:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	CLAIMANTS ALLEGE THAT THEY WERE GIVEN UNSUITABLE INVESTMENT ADVICE BY AEFA AND I. THEY ALSO CLAIM THAT WE WRONGFULLY RECOMMENDED RISKY AND AGGRESSIVE INVESTMENTS AND TRADED EXCESSIVELY. AS A RESULT, THEY ALLEGEDLY INCURRED $325456.00 IN MARKET LOSSES. CLAIMANTS DEMAND $325456.00 PLUS INTEREST AND ATTORNEYS FEES. AEFA AND I ADAMENATLY DENY CLAIMANTS CLAIMS AND INTEND TO VIGOROUSLY DEFEND THIS MATTER.
Product Type:	Mutual Fund(s)
Other Product Type(s):	BONDS
Alleged Damages:	$325,456.00

Customer Complaint Information

Date Complaint Received:	06/17/2002
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	06/17/2002
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD ARBITRATION NO.:02-03343
Date Notice/Process Served:	06/17/2002
Arbitration Pending?	No
Disposition:	Settled

Disposition Date:	05/05/2003
Monetary Compensation Amount:	$180,000.00
Individual Contribution Amount:	$0.00
Broker Statement	IN ORDER TO AVOID THE COSTS OF ARBITRATION, AEFA SETTLED THIS MATTER FOR $180000.00. I WAS DISMISSED FROM THE CASE AND I DID NOT CONTRIBUTE TOWARD 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 8

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERIPRISE FINANCIAL SERVICES INC.
Allegations:	THE CLIENT ALLEGED I MISLED HIM REGARDING THE PREMIUM PAYMENT REQUIREMENTS DURING THE 1991 SALE OF THE VARIABLE UNIVERSAL LIFE POLICY.
Product Type:	Other
Other Product Type(s):	VARIABLE UNIVERSAL LIFE
Alleged Damages:	$5,000.00

Customer Complaint Information

Date Complaint Received:	01/24/2006
Complaint Pending?	No
Status:	Denied
Status Date:	05/30/2006
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE FIRM WAS UNABLE TO SUBSTANTIATE ON THE ALLEGATIONS MADE BY THE COMPLAINANT. FURTHER, THE ALLEGATIONS MADE WERE COVERED UNDER THE TERMS OF THE CLASS ACTION LAWSUIT.

Disclosure 2 of 8

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS

Allegations:	THE CLIENT ALLEGED THAT SHE DID NOT REALIZE THAT THE VARIABLE POLICY SHE PURCHASED IN 1996 WAS NOT A PAID-UP POLICY AND THAT SHE WAS REQUIRED TO PAY PREMIUMS. ADDITIONALLY, THE CLIENT ALLEGED SHE WAS NOT AWARE THAT SHE COULD LOSE MONEY IN THE POLICY.
Product Type:	Other
Other Product Type(s):	VARIABLE UNIVERSAL LIFE INSURANCE
Alleged Damages:	$40,027.54

Customer Complaint Information

Date Complaint Received:	07/14/2003
Complaint Pending?	No
Status:	Denied
Status Date:	07/25/2003
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE CLIENT'S COMPLAINT FELL UNDER THE TERMS OF A CLASS ACTION SETTLEMENT AND THE CLIENT ELECTED GENERAL RELIEF. THE COMPANY REVIEW FOUND THE CLIENT RECEIVED THE APPROPRIATE DISCLOSURES REGARDING THE COST OF INSURANCE. THE CLIENT ALSO RECEIVED THE APPROPIRATE DISCLSOURES REGARDING THE VARIABLE NATURE OF THE SUBACCOUNTS.

Disclosure 3 of 8

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	AMERICAN EXPRESS FINANCIAL ADVISORS
Allegations:	THE CLIENT ALLEGES THAT HIS LIFE INSURANCE POLICY PURCHASED IN 1992 WAS NOT EXPLAINED TO HIM.
Product Type:	Insurance
Alleged Damages:	$16,997.49

Customer Complaint Information

Date Complaint Received: 07/14/2003

Complaint Pending? No

Status: Denied

Status Date: 08/06/2003

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE COMPLAINT WAS AGED AND DEEMED TO HAVE NO MERIT. THE PRODUCT WAS SUITABLE AT THE TIME OF SALE.

Disclosure 4 of 8

Reporting Source: Broker

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

Allegations: CLIENTS ALLEGED WHEN THEY EACH PURCHASED LIFE INSURANCE POLICIES IN MARCH 1996, THEY BELIEVED THEY HAD PURCHASED PAID-UP WHOLE LIFE INSURANCE POLICIES. THEY CLAIMED TO ONLY RECENTLY HAVE LEARNED THEY HAD PURCHASED VARIABLE LIFE INSURANCE POLICIES. DUE TO POOR MARKET PERFORMANCE, THEY LEARNED ADDITIONAL PREMIUMS WOULD BE REQUIRED OR THEIR POLICIES WOULD LAPSE.

Product Type: Insurance

Alleged Damages: $32,705.00

Customer Complaint Information

Date Complaint Received: 06/23/2003

Complaint Pending? No

Status: Denied

Status Date: 07/16/2003

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE FIRM FOUND I PROVIDED THE CLIENTS FULL AND FAIR DISCLOSURE

OF THEIR LIFE INSURANCE POLICIES AS EVIDENCED BY THEIR SIGNATURES ON THE APPLICATIONS AND POLICY RECEIPTS. IN ADDITION, WE REVIEWED THE PERFORMANCE OF THEIR POLICIES AT FOLLOW-UP MEETINGS. THE CLIENTS' ALLEGATIONS WERE COVERED BY A CLASS ACTION LAWSUIT INVOLVING IDS LIFE INSURANCE COMPANY.

Disclosure 5 of 8

Reporting Source: Broker

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

Allegations: THE CLIENT ALLEGED THAT HIS LIFE INSURANCE POLICY PURCHSED IN 1995 WAS NOT EXPLAINED TO HIM.

Product Type: Insurance

Alleged Damages: $34,189.84

Customer Complaint Information

Date Complaint Received: 07/03/2003

Complaint Pending? No

Status: Denied

Status Date: 07/18/2003

Settlement Amount:

Individual Contribution Amount:

Broker Statement THE COMPLAINT WAS DETERMINED TO BE WITHOUT MERIT. THE CLIENT UNDERSTOOD THAT HE WAS PURCHASING INSURANCE AT THE TIME OF SALE AND THE POLICY WAS UNSUITABLE.

Disclosure 6 of 8

Reporting Source: Broker

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

Allegations: THE CLIENT ALLEGED THAT FOR SEVERAL YEARS SHE REQUESTED THE ADVISOR TO PUT HER IN FIXED INVESTMENTS TO AVOID LOSING MORE

MONEY. SHE CLAIMED THE ADVISOR TOLD HER NOT TO WORRY- THAT HER PORTFOLIO WOULD COME BACK IN VALUE.

Product Type: Mutual Fund(s)

Other Product Type(s): AXP CASH RESERVE CERTIFICATE
IDS LIFE INDEX 500 ANNUITY

Alleged Damages: $104,000.00

Customer Complaint Information

Date Complaint Received: 08/28/2002

Complaint Pending? No

Status: Denied

Status Date: 10/18/2002

Settlement Amount:

Individual Contribution Amount:

Broker Statement OUR REVIEW FOUND THE CLIENT'S PORTFOLIO DECREASED IN VALUE MAINLY DUE TO LARGE WITHDRAWALS FROM HER ACCOUNTS. THE CLIENT WITHDREW APPROXIMATELY TWO THIRDS OF HER INITIAL INVESTMENT WITHIN THE FIRST FIVE YEARS. THE CLIENT ALSO THOUGHT HER INITIAL INVESTMENT TOTALED $139000.00, BUT SHE ACTUALLY INVESTED ONLY $106000.00. WE FOUND THE ADVISOR MET WITH THE CLIENT REGULARLY TO REVIEW HER ACCOUNTS. AFTER EACH REVIEW, THE CLIENT AGREED TO RETAIN THE CURRENT ALLOCATION. THE MAJORITY OF HER PORTFOLIO WAS IN BOND FUNDS AND FIXED INVESTMENTS.

Disclosure 7 of 8

Reporting Source: Broker

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

Allegations: THE CLIENTS ALLEGED THAT THEIR INVESTMENTS WERE UNSUITABLE BASED ON THIER 3-YEAR TIMEFRAME AND RISK TOLERANCE. THE CLIENTS ALSO STATED THEY DID NOT RECEIVE FULL DISCLOSURE OF THE CDCS CHARGES ON THEIR MUTUAL FUNDS. THE CLIENTS INFERRED I RECOMMENDED UNSUITABLE TRANSACTIONS TO GENERATE COMMISSIONS. THE CLIENTS ESTIMATED THEIR MARKET LOSS AT

$91885.00

Product Type: Mutual Fund(s)

Other Product Type(s): BROKERAGE ACCOUNT
OPTION CONTRACTS

Alleged Damages: $91,885.00

Customer Complaint Information

Date Complaint Received: 03/08/2002

Complaint Pending? No

Status: Denied

Status Date: 07/18/2002

Settlement Amount: $0.00

Individual Contribution Amount: $0.00

Broker Statement THE COMPANY REVIEW FOUND THAT BASED ON THEI CLIENT'S GOALS AND OBJECTIVES AT THE TIME OF SALE, THE PRODUCTS I RECOMMENDED WERE SUITABLE. ADDITIONALLY, THE REVIEW FOUND THAT THE CHARGES AND FEES ASSOCIATED WITH THE INVESTMENTS WERE DISCLOSED AT THE TIME OF SALE.

Disclosure 8 of 8

Reporting Source: Broker

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

Allegations: THE CLIENT HAS ALLEGED THAT DUE TO ADVICE GIVEN BY ME AND ACTIONS TAKEN BY ME HE HAS LOST A SIGNIGICANT AMOUNT OF HIS INVESTMENT PORTFOLIO.

Product Type: Investment Contract(s)

Other Product Type(s): INVESTMENT MANAGEMENT ACCOUNT

Alleged Damages: $512,076.98

Customer Complaint Information

Date Complaint Received: 05/25/2001

Complaint Pending?	No
Status:	Denied
Status Date:	02/11/2002
Settlement Amount:	$0.00
Individual Contribution Amount:	$0.00
Broker Statement	MY COMPLIANCE DEPARTMENT REVIEWED THE MATTER AND FOUND THAT ALL INVESTMENT RECOMMENDATIONS WERE MADE WITH THE CLIENTS BEST INTEREST IN MIND AND WERE CONSISTENT WITH HIS RISK TOLERANCE, GOALS AND OBJECTIVES. MY COMPLIANCE DEPARTMENT WAS UNABLE TO DETERMINE THAT THE CLIENT WAS GIVEN FULL DISCLOSURE REGARDING THE SURRENDER CHARGES ON HIS MUTUAL FUNDS. THEREFORE, MY COMPLIANCE DEPARTMENT OFFERED TO REIMBURSE THE CLIENT FOR THE REMAINING SURRENDER CHARGES ON HIS MUTUAL FUNDS. THE CLIENT DID NOT RESPOND TO OR ACCEPT THEIR OFFER.

End of Report

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