

BrokerCheck Report

Norman Tallal Turfe

CRD# 2218884

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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



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.

Norman T. Turfe

CRD# 2218884

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

IA EDWARD JONES
 23461 MICHIGAN AVENUE
 DEARBORN, MI 48124
 CRD# 250
 Registered with this firm since: 09/24/2010

B EDWARD JONES
 23461 MICHIGAN AVENUE
 DEARBORN, MI 48124
 CRD# 250
 Registered with this firm since: 04/03/1992

Report Summary for this Broker

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

Broker Qualifications**This broker is registered with:**

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

This broker has passed:

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

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

No information reported.

Disclosure Events

All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.

Are there events disclosed about this broker? **Yes**

The following types of disclosures have been reported:

Type	Count
Customer Dispute	3



Broker Qualifications

Registrations

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

This individual is currently registered with 4 SROs and is licensed in 24 U.S. states and territories through his or her employer.

Employment 1 of 1

Firm Name: **EDWARD JONES**

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

Firm CRD#: **250**

	SRO	Category	Status	Date
B	FINRA	General Securities Representative	Approved	04/03/1992
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	04/29/1992

	U.S. State/ Territory	Category	Status	Date
B	Alabama	Agent	Approved	12/17/2014
B	Arizona	Agent	Approved	02/05/2019
B	California	Agent	Approved	08/02/1994
B	Connecticut	Agent	Approved	03/16/2017
B	Florida	Agent	Approved	07/09/1992
B	Georgia	Agent	Approved	07/16/2014
B	Illinois	Agent	Approved	01/06/2011
B	Kentucky	Agent	Approved	05/05/2021
B	Michigan	Agent	Approved	04/29/1992



Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
IA	Michigan	Investment Adviser Representative	Approved	09/24/2010
B	Minnesota	Agent	Approved	07/27/2011
B	Missouri	Agent	Approved	05/22/2025
B	Nevada	Agent	Approved	01/12/2022
B	New Jersey	Agent	Approved	04/27/2016
B	New York	Agent	Approved	05/20/2014
B	North Carolina	Agent	Approved	09/24/2008
B	Ohio	Agent	Approved	11/29/2010
B	Puerto Rico	Agent	Approved	01/11/2016
B	South Carolina	Agent	Approved	12/02/2013
B	South Dakota	Agent	Approved	02/22/2017
B	Tennessee	Agent	Approved	01/03/2013
B	Texas	Agent	Approved	10/05/2010
IA	Texas	Investment Adviser Representative	Restricted Approval	01/11/2019
B	Virginia	Agent	Approved	05/11/2011
B	Washington	Agent	Approved	10/26/2010
B	Wisconsin	Agent	Approved	07/31/2018

Branch Office Locations

EDWARD JONES
 23461 MICHIGAN AVENUE
 DEARBORN, MI 48124



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 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
No information reported.		

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination	SIE	10/01/2018
B General Securities Representative Examination	Series 7	04/01/1992

State Securities Law Exams

Exam	Category	Date
B IA Uniform Combined State Law Examination	Series 66	07/08/2010
B Uniform Securities Agent State Law Examination	Series 63	04/10/1992

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

Broker Qualifications



Professional Designations

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

No information reported.



Registration and Employment History

Registration History

The broker previously was registered with the following firms:

Registration Dates	Firm Name	CRD#	Branch Location
No information reported.			

Employment History

This section provides up to 10 years of an individual broker's employment history as reported by the individual broker on the most recently filed Form U4.

Please note that the broker is required to provide this information only while registered with FINRA or a national securities exchange and the information is not updated via Form U4 after the broker ceases to be registered. Therefore, an employment end date of "Present" may not reflect the broker's current employment status.

Employment	Employer Name	Position	Investment Related	Employer Location
12/1991 - Present	EDWARD D. JONES & CO., L.P.	NOT PROVIDED	Y	DEARBORN, MI, 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.

No information reported.

Disclosure Events



What you should know about reported disclosure events:

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

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

	Pending	Final	On Appeal
Customer Dispute	0	3	N/A



Disclosure Event Details

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

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

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: 1/31/08-11/10/09; CLIENT CLAIMS HE WAS TOLD WHEN HE PURCHASED THIS PRODUCT HE WAS ASSURED BY THE FA THE PRODUCT WOULD CONSTITUTE AN EXCELLENT INVESTMENT THAT WOULD BUILD CASH VALUE RELATIVELY QUICKLY. CLIENT CLAIMS HE WAS ALSO ASSURED THE POLICY WOULD PROTECT HIS FAMILY AGAINST LOSSES. CLIENT STATES HE STARTED THE POLICY WITH \$21,000 HE TRANSFERRED IN. THE CLIENT STATES THE INVESTMENT HAS LOST VALUE AND FALLEN DRAMATICALLY CAUSING HIM TO LOSE THOUSANDS OF DOLLARS. CLIENT CLAIMS THE FA FAILED TO INFORM HIM OF THE COSTS AND RISKS ASSOCIATED WITH THIS INSURANCE PRODUCT. CLIENT STATES HAD HE BEEN INFORMED OF THE RISKS HE WOULD NOT HAVE PURCHASED THE PRODUCT. CLIENT WANTS A CHECK FOR THE AMOUNT HE INVESTED.

Product Type: Insurance

Alleged Damages: \$21,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

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



Customer Complaint Information

Date Complaint Received: 11/20/2009

Complaint Pending? No

Status: Withdrawn

Status Date: 11/23/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement

SPOKE WITH FA ON PHONE. FA CLAIMS HE SPOKE WITH THE CLIENT ON NOVEMBER 19TH OR 20TH, 2009. FA STATES THE CLIENT EXPLAINED HE FEELS TERRIBLE ABOUT THE COMPLAINT AND WISHES TO WITHDRAW IT. FA STATES THE CLIENT SPEAKS VERY BROKEN ENGLISH. FA SPEAKS ARABIC, WHICH IS CLIENT'S LANGUAGE. FA STATES THE CLIENT EXPLAINED HE DID NOT WRITE THE COMPLAINT LETTER AND DID NOT UNDERSTAND WHAT HE WAS SIGNING. SENT LETTER TO CLIENT ADVISING HIM WE UNDERSTOOD HE WISHED TO WITHDRAW THE COMPLAINT AND TO CONTACT US IF HE HAD FURTHER CONCERNS.

Disclosure 2 of 3

Reporting Source: Broker

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

Allegations: THE CLIENT ALLEGED THAT HE HAD NO KNOWLEDGE OF AND DID NOT AUTHORIZE THE PURCHASE OF 2400 SHARES OF FORD MOTOR COMPANY STOCK IN HIS ACCOUNT 6/16/04. THE PURCHASE PRICE PER SHARE WAS \$15.66 PER SHARE FOR A TOTAL PURCHASE AMOUNT OF \$38,237.04. THE ACCOUNT TRANSFERRED AWAY FROM EDWARD JONES ON 7/20/05 AND FORD IS PRESENTLY SELLING AT \$8.92 PER SHARE.

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$16,176.00

Customer Complaint Information

Date Complaint Received: 10/11/2005

Complaint Pending? No



Status: Denied

Status Date: 10/20/2005

Settlement Amount:

Individual Contribution Amount:

Broker Statement

THE IR ADVISED THAT THE CLIENT MUST HAVE BEEN MISTAKEN. THE CLIENT SOLD SHARES OF EXXON MOBIL, STARBUCKS AND PEPSICO ON 6/14/2004. THE PROCEEDS FROM THESE TRADES WERE USED TO PURCHASE 2400 SHARES OF FORD MOTOR CORP. THERE WAS NOT ENOUGH MONEY IN THE CLIENT'S ACCOUNT TO PURCHASE THE FORD SHARES, UNLESS THE THREE STOCKS WERE SOLD. ALL TRADE CONFIRMATIONS WERE MARKED UNSOLICITED. THE CLIENT WAS SENT THE TRADE CONFIRMATION DISCLOSING THESE TRANSACTIONS AND THE TRADES WERE ALSO DISCLOSED ON THE CUSTOMER'S STATEMENTS. THE CLIENT WAS ALSO SENT A CONSOLIDATED 1099 IN JANUARY 2005 DISCLOSING THE SALE OF THE THREE STOCKS. THE CLIENT'S REQUEST FOR REIMBURSEMENT WAS DENIED.

Disclosure 3 of 3

Reporting Source: Broker

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

Allegations: CLIENT STATES HIS \$60,000 PLUS INVESTMENT HAS SHRUNK TO \$35,000. CLIENT INDICATES HE DID NOT REALIZE THE INVESTMENT WAS A JUNK BOND FUND.

Product Type: Money Market Fund(s)

Alleged Damages: \$25,000.00

Customer Complaint Information

Date Complaint Received: 10/17/2002

Complaint Pending? No

Status: Denied

Status Date: 01/23/2003

Settlement Amount:



**Individual Contribution
Amount:**

Broker Statement

ACCORDING TO IR, HE MET WITH THE CLIENT AND THE CLIENT'S BROTHER-IN-LAW TO DISCUSS INVESTMENT OPTIONS. IR INDICATED HE BELIEVED THE CLIENT WAS A KNOWLEDGABLE INVESTOR AND ALSO INDICATED THE CLIENT HAD OWNED OTHER INVESTMENTS IN THE PAST, INCLUDING MUTUAL FUNDS. IR STATED THE FEDERATED HIGH INCOME BOND FUND WAS DISCUSSED AND THE CLIENT INDICATED HE WAS INTERESTED IN THE HIGH INCOME BOND FUND VS A GROWTH AND INCOME MUTUAL FUND. IR ALSO STATED A PROSPECTUS FOR THE MUTUAL FUND WAS PROVIDED TO THE CLIENT WHICH LISTS ALL DETAILS OF THE FUND. IN ADDITION, THE ASSET CATEGORY OF AGGRESSIVE INCOME WAS REFLECTED ON THE CLIENT'S CUSTOMER STATEMENTS. WHILE THE FRUSTRATION THE CLIENT HAS EXPERIENCED AS A RESULT OF THE DECREASE IN HIS PORTFOLIO VALUE IS UNDERSTANDABLE, THE DECLINE APPEARS TO BE ATTRIBUTED TO MARKET FLUCTUATION WHICH IS A RISK ASSOCIATED WITH INVESTING. HOWEVER, I CONTACTED FEDERATED AND WAS INFORMED THE CLIENT HAS RECEIVED APPROXIMATELY \$18,500 IN DIVIDENDS FROM THIS MUTUAL FUND. BASED ON THIS REVIEW, WE BELIEVE THE IR PROVIDED THE DETAILS OF THE FUND AND THEREFORE WE WILL NOT BE MAKING AN ADJUSTMENT TO THE CLIENT'S ACCOUNT.

End of Report



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