

BrokerCheck Report

MARK FRANCIS KRANZ

CRD# 2676325

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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.

**MARK F. KRANZ**

CRD# 2676325

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

IA RBC CAPITAL MARKETS, LLC
 350 N. MAIN STREET
 SUITE 106
 STILLWATER, MN 55082
 CRD# 31194
 Registered with this firm since: 10/10/2008

B RBC CAPITAL MARKETS, LLC
 350 N. MAIN STREET
 SUITE 106
 STILLWATER, MN 55082-7055
 CRD# 31194
 Registered with this firm since: 10/10/2008

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:

- 22 Self-Regulatory Organizations
- 35 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):

- B UBS FINANCIAL SERVICES INC.**
 CRD# 8174
 STILLWATER, MN
 08/2006 - 10/2008
- B PIPER JAFFRAY & CO.**
 CRD# 665
 STILLWATER, MN
 01/1996 - 08/2006

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	1



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 22 SROs and is licensed in 35 U.S. states and territories through his or her employer.

Employment 1 of 1

Firm Name: **RBC CAPITAL MARKETS, LLC**

Main Office Address: **200 VESEY ST.
NEW YORK, NY 10281**

Firm CRD#: **31194**

	SRO	Category	Status	Date
B	BOX Exchange LLC	General Securities Representative	Approved	05/11/2012
B	Cboe BYX Exchange, Inc.	General Securities Representative	Approved	11/18/2020
B	Cboe BZX Exchange, Inc.	General Securities Representative	Approved	11/18/2020
B	Cboe C2 Exchange, Inc.	General Securities Representative	Approved	11/18/2020
B	Cboe EDGA Exchange, Inc.	General Securities Representative	Approved	11/18/2020
B	Cboe EDGX Exchange, Inc.	General Securities Representative	Approved	11/18/2020
B	Cboe Exchange, Inc.	General Securities Representative	Approved	10/10/2008
B	FINRA	General Securities Representative	Approved	10/10/2008
B	Investors' Exchange LLC	General Securities Representative	Approved	11/18/2020
B	Long-Term Stock Exchange, Inc.	General Securities Representative	Approved	11/01/2020
B	MEMX LLC	General Securities Representative	Approved	11/01/2020
B	MIAX PEARL, LLC	General Securities Representative	Approved	11/02/2020
B	NYSE American LLC	General Securities Representative	Approved	10/10/2008
B	NYSE Arca, Inc.	General Securities Representative	Approved	10/10/2008
B	NYSE National, Inc.	General Securities Representative	Approved	11/18/2020



Broker Qualifications

Employment 1 of 1, continued

SRO	Category	Status	Date
B NYSE Texas, Inc.	General Securities Representative	Approved	11/18/2020
B Nasdaq BX, Inc.	General Securities Representative	Approved	01/13/2009
B Nasdaq GEMX, LLC	General Securities Representative	Approved	11/18/2020
B Nasdaq ISE, LLC	General Securities Representative	Approved	10/10/2008
B Nasdaq PHLX LLC	General Securities Representative	Approved	10/10/2008
B Nasdaq Stock Market	General Securities Representative	Approved	10/10/2008
B New York Stock Exchange	General Securities Representative	Approved	10/10/2008

U.S. State/ Territory	Category	Status	Date
B Alaska	Agent	Approved	02/12/2025
B Arizona	Agent	Approved	01/04/2011
B Arkansas	Agent	Approved	07/24/2025
B California	Agent	Approved	10/10/2008
B Colorado	Agent	Approved	09/26/2024
B Florida	Agent	Approved	10/10/2008
B Georgia	Agent	Approved	01/08/2024
B Hawaii	Agent	Approved	01/08/2024
B Idaho	Agent	Approved	01/08/2024
B Illinois	Agent	Approved	04/24/2012
B Iowa	Agent	Approved	01/08/2024
B Kansas	Agent	Approved	01/08/2024
B Maryland	Agent	Approved	09/29/2022

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Massachusetts	Agent	Approved	01/08/2024
B	Michigan	Agent	Approved	01/08/2024
B	Minnesota	Agent	Approved	10/10/2008
IA	Minnesota	Investment Adviser Representative	Approved	11/19/2013
B	Missouri	Agent	Approved	03/14/2016
B	Montana	Agent	Approved	07/29/2024
B	New Jersey	Agent	Approved	11/06/2024
B	New Mexico	Agent	Approved	01/28/2022
B	New York	Agent	Approved	01/08/2024
B	North Carolina	Agent	Approved	03/23/2021
B	North Dakota	Agent	Approved	01/08/2025
B	Ohio	Agent	Approved	01/09/2024
B	Oklahoma	Agent	Approved	10/10/2008
B	Oregon	Agent	Approved	01/08/2024
B	Pennsylvania	Agent	Approved	05/30/2019
B	South Carolina	Agent	Approved	09/26/2024
B	South Dakota	Agent	Approved	09/14/2020
B	Tennessee	Agent	Approved	09/26/2024
B	Texas	Agent	Approved	10/10/2008
IA	Texas	Investment Adviser Representative	Restricted Approval	03/30/2017
B	Utah	Agent	Approved	02/06/2025

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Virginia	Agent	Approved	04/24/2023
B	Washington	Agent	Approved	05/22/2014
B	Wisconsin	Agent	Approved	10/10/2008

Branch Office Locations

RBC CAPITAL MARKETS, LLC
350 N. MAIN STREET
SUITE 106
STILLWATER, MN 55082-7055

RBC CAPITAL MARKETS, LLC
Lake Elmo, MN



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	01/23/1996

State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination	Series 65	12/30/1999
B Uniform Securities Agent State Law Examination	Series 63	02/13/1996

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 08/2006 - 10/2008	UBS FINANCIAL SERVICES INC.	8174	STILLWATER, MN
B 01/1996 - 08/2006	PIPER JAFFRAY & CO.	665	STILLWATER, 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
09/2016 - Present	CITY NATIONAL BANK	EMPLOYEE OF AN AFFILIATE	Y	STILLWATER, MN, United States
10/2008 - Present	RBC CAPITAL MARKETS, LLC	Registered Representative	Y	STILLWATER, MN, 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.

(1) COURAGE KENNY FOUNDATION; ADDRESS: 3915 GOLDEN VALLEY RD., MINNEAPOLIS, MN 55422; BUSINESS DESCRIPTION: NOT FOR PROFIT; NOT INVESTMENT RELATED; START DATE: 05/15/2018; CAPACITY: BOARD OF DIRECTORS; DUTIES: GENERAL OVERSIGHT; HOURS DEVOTED PER MONTH: 2; HOURS DEVOTED DURING SECURITIES HOURS PER MONTH: NONE

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	1	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:	PIPER JAFFRAY & CO.
Allegations:	CLIENT ALLEGES KRANZ MISREPRESENTED TO HIM THAT HIS PORTFOLIO WAS BEING MANAGED BY GOLDMAN SACHS WHEN IN FACT KRANZ WAS FOLLOWING THE PRIVATE CLIENT LIST CONSISTING OF A MODEL PORTFOLIO.
Product Type:	Other
Other Product Type(s):	MANAGED/WRAP ACCOUNTS
Alleged Damages:	\$14,345.79

Customer Complaint Information

Date Complaint Received:	04/26/2004
Complaint Pending?	No
Status:	Settled
Status Date:	12/20/2004
Settlement Amount:	\$4,000.00
Individual Contribution Amount:	\$0.00
Broker Statement	THE CLIENT'S ASSERTION THAT THE MANNER IN WHICH HIS STOCK



PORTFOLIO WAS MANAGED WAS MISPRESENTED TO HIM IS TOTALLY FALSE. AFTER MEETING WITH THE CLIENT AND ASSESSING THEIR INVESTMENT OBJECTIVES, I EXPLAINED THAT PIPER JAFFRAY HAD A RELATIONSHIP WITH A NATIONAL RESEARCH FIRM, WHICH I DISCLOSED AS GOLDMAN SACHS. GOLDMAN SACHS PROVIDED PIPER JAFFRAY WITH A PRIVATE CLIENT LIST. THE CLIENT WAS FAMILAR WITH MANY OF THE NAMES IN THE RECOMMENDED LIST. THE CLIENT WAS VERY CLEAR THAT HE WANTED TO MAINTAIN CONTROL OF HOW HIS MONEY WAS BEING INVESTED. I TOLD HIM THAT EACH TIME THAT A CHANGE WAS MADE TO THE MODEL PRIVATE CLIENT LIST I WOULD CONTACT HIM AND GIVE HIM THE OPTION TO MAKE THE CHANGE. MORE THAN YEAR INTO THE RELATIONSHIP I MENTIONED TO THE CLIENT THAT GOLDMAN SACHS (THE NATIONAL RESEARCH CORRESPONDENT) WAS GOING TO DISCONTINUE COVERAGE OF THE PRIVATE CLIENT LIST AND THAT PIPER JAFFRAY WOULD BE ASSUMING THE RESPONSIBILITY FOR COVERING THE LIST. THE CLIENT WAS UPSET WITH THE CHANGE BUT DECIDED TO LEAVE THINGS AS THEY WERE. THE CLIENT UNDERSTOOD HOW HIS STOCK PORTFOLIO WAS MANAGED AND WHAT ROLE GOLDMAN SACHS PLAYED IN THAT PROCESS.

End of Report



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