BrokerCheck Report

ROBERT JOSEPH KEYES JR

CRD# 2894844

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.

ROBERT J. KEYES JR

CRD# 2894844

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

IA **AMERIPRISE FINANCIAL SERVICES, LLC**
10845 Griffith Peak Dr Ste 690
Las Vegas, NV 89135
CRD# 6363
Registered with this firm since: 11/18/2015

B **AMERIPRISE FINANCIAL SERVICES, LLC**
10845 Griffith Peak Dr Ste 690
Las Vegas, NV 89135
CRD# 6363
Registered with this firm since: 11/18/2015

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
- 32 U.S. states and territories

This broker has passed:

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

Registration History

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

IA **TRICOR ADVISORY SERVICES, LLC**
CRD# 141775
LAS VEGAS, NV
06/2009 - 11/2015

B **TRICOR FINANCIAL, LLC**
CRD# 142518
LAS VEGAS, NV
06/2009 - 11/2015

IA **ROYAL ALLIANCE ASSOCIATES, INC.**
CRD# 23131
SCOTTSDALE, AZ
05/2009 - 06/2009

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	7

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 32 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 Principal	Approved	11/18/2015
B	FINRA	General Securities Representative	Approved	11/18/2015
B	FINRA	Invest. Co and Variable Contracts	Approved	11/18/2015

	U.S. State/ Territory	Category	Status	Date
B	Alaska	Agent	Approved	10/27/2025
IA	Alaska	Investment Adviser Representative	Approved	10/27/2025
B	Arizona	Agent	Approved	01/12/2016
B	Arkansas	Agent	Approved	07/29/2020
B	California	Agent	Approved	11/18/2015
IA	California	Investment Adviser Representative	Approved	11/18/2015
B	Colorado	Agent	Approved	01/21/2016
B	Florida	Agent	Approved	11/18/2015
B	Georgia	Agent	Approved	01/12/2016
B	Idaho	Agent	Approved	07/29/2024

Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Illinois	Agent	Approved	02/17/2016
IA	Illinois	Investment Adviser Representative	Approved	10/22/2025
B	Indiana	Agent	Approved	10/05/2018
B	Kansas	Agent	Approved	10/21/2025
IA	Kansas	Investment Adviser Representative	Approved	10/21/2025
B	Kentucky	Agent	Approved	03/26/2020
B	Michigan	Agent	Approved	11/18/2015
IA	Michigan	Investment Adviser Representative	Approved	10/23/2025
B	Minnesota	Agent	Approved	11/18/2015
B	Missouri	Agent	Approved	10/18/2024
B	Montana	Agent	Approved	05/20/2020
B	Nevada	Agent	Approved	01/08/2016
IA	Nevada	Investment Adviser Representative	Approved	01/08/2016
B	New Mexico	Agent	Approved	11/18/2015
B	New York	Agent	Approved	09/10/2018
B	North Carolina	Agent	Approved	11/19/2015
B	Ohio	Agent	Approved	06/17/2025
B	Oklahoma	Agent	Approved	01/12/2016
B	Oregon	Agent	Approved	12/17/2015
B	Pennsylvania	Agent	Approved	12/28/2015
B	South Carolina	Agent	Approved	10/28/2025

Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
IA	South Carolina	Investment Adviser Representative	Approved	10/28/2025
B	Texas	Agent	Approved	11/18/2015
IA	Texas	Investment Adviser Representative	Restricted Approval	11/18/2015
B	Utah	Agent	Approved	01/11/2016
IA	Utah	Investment Adviser Representative	Approved	01/14/2016
B	Virginia	Agent	Approved	11/18/2015
B	Washington	Agent	Approved	01/13/2016
B	West Virginia	Agent	Approved	04/13/2023
B	Wisconsin	Agent	Approved	01/11/2016
B	Wyoming	Agent	Approved	10/24/2025
IA	Wyoming	Investment Adviser Representative	Approved	10/24/2025

Branch Office Locations

AMERIPRISE FINANCIAL SERVICES, LLC
10845 Griffith Peak Dr Ste 690
Las Vegas, NV 89135

AMERIPRISE FINANCIAL SERVICES, LLC
Las Vegas, NV

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 1 principal/supervisory exam, 3 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

	Exam	Category	Date
B	General Securities Principal Examination	Series 24	03/28/2008

General Industry/Product Exams

	Exam	Category	Date
B	Securities Industry Essentials Examination	SIE	10/01/2018
B	General Securities Representative Examination	Series 7	01/03/2003
B	Investment Company Products/Variable Contracts Representative Examination	Series 6	10/07/1997

State Securities Law Exams

	Exam	Category	Date
B IA	Uniform Combined State Law Examination	Series 66	05/08/2007
B	Uniform Securities Agent State Law Examination	Series 63	06/11/1997

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
IA	06/2009 - 11/2015	TRICOR ADVISORY SERVICES, LLC	141775	LAS VEGAS, NV
B	06/2009 - 11/2015	TRICOR FINANCIAL, LLC	142518	LAS VEGAS, NV
IA	05/2009 - 06/2009	ROYAL ALLIANCE ASSOCIATES, INC.	23131	LAS VEGAS, NV
B	01/2000 - 06/2009	ROYAL ALLIANCE ASSOCIATES, INC.	23131	LAS VEGAS, NV
B	01/1999 - 01/2000	SECURITIES AMERICA, INC.	10205	LAVISTA, NE
B	10/1997 - 01/1999	DELTA EQUITY SERVICES CORPORATION	15650	BOLTON, MA

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	Las Vegas, NV, United States
11/2015 - 03/2020	Ameriprise Financial Services, Inc.	Registered Rep	Y	Henderson, NV, 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.

Independent Insurance Brokering; Penn Mutual; 12/30/2015; . Business Ownership; RJK Asset Management, Inc.; owner; entity established prior to Ameriprise Financial - not currently using this DBA but have kept active; 10501 W. Gowan #260 Las Vegas, NV 89129, ,; Not Investment-Related; 10/10/1996; 1 to 9 hours per month; 1 to 9 during trading hours.

Disclosure Events

What you should know about reported disclosure events:

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

2. **Certain thresholds must be met before an event is reported to CRD, for example:**
   - 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	7	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 - 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 3

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC.; TRICOR FINANCIAL, LLC
Allegations:	THE CUSTOMER ALLEGES THAT CERTAIN REIT RECOMMENDATIONS MADE IN 2005 AND 2006 WERE NOT SUITABLE FOR THEM.
Product Type:	Real Estate Security
Alleged Damages:	$250,000.00
Alleged Damages Amount Explanation (if amount not exact):	CLAIMANTS SEEK "LOST CAPITAL...IN EXCESS OF $250,000.00"
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA, LAS VEGAS. NV
Docket/Case #:	12-04212
Filing date of arbitration/CFTC reparation or civil litigation:	12/11/2012

Customer Complaint Information

Date Complaint Received:	12/26/2012
Complaint Pending?	No
Status:	Evolved into Arbitration/CFTC reparation (the individual is a named party)
Status Date:	12/26/2012
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	FINRA, LAS VEGAS, NV
Docket/Case #:	12-04212
Date Notice/Process Served:	12/26/2012
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	12/19/2013
Monetary Compensation Amount:	$40,000.00
Individual Contribution Amount:	$5,000.00
Firm Statement	THIS MATTER WAS SETTLED BY ROYAL ALLIANCE FOR A FRACTION OF THE AMOUNT CLAIMED SOLELY TO AVOID THE COST AND UNCERTAINTY OF ARBITRATION.

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES
Allegations:	CLAIMANTS ALLEGE THAT CERTAIN REIT RECOMMENDATIONS MADE IN 2005 AND 2006 WERE NOT SUITABLE FOR THEM.
Product Type:	Annuity-Variable

	Real Estate Security
Alleged Damages:	$250,000.00
Alleged Damages Amount Explanation (if amount not exact):	CLAIMANTS SEEK "LOST CAPITAL...IN EXCESS OF $250,000.00"
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	LAS VEGAS, NV
Docket/Case #:	12-04212
Filing date of arbitration/CFTC reparation or civil litigation:	12/11/2012

Customer Complaint Information

Date Complaint Received:	12/20/2012
Complaint Pending?	No
Status:	Evolved into Arbitration/CFTC reparation (the individual is a named party)
Status Date:	12/26/2012
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.):	FINRA
Docket/Case #:	12-04212
Date Notice/Process Served:	12/26/2012
Arbitration Pending?	No
Disposition:	Settled

Disposition Date:	12/19/2013
Monetary Compensation Amount:	$40,000.00
Individual Contribution Amount:	$5,000.00
Broker Statement	CLAIMANT INITIATED A CLAIM AGAINST ME ASSERTING THAT THEY EXPERIENCED DAMAGES IN EXCESS OF $250,000. THEY SPOKE OF UNSUITABLE RECOMMENDATIONS AND THEY REFERENCED THEIR AGE AS RETIREES TO SEEMINGLY INFER THAT THEY WERE BEING TAKEN ADVANTAGE OF-AGAIN ALL OF THIS WAS LAID OUT IN THE COMPLAINT THAT THEY ATTESTED TO. CERTAIN ELEMENTS OF THIS CASE MUST BE POINTED OUT. ROYAL ALLIANCE, ALSO NAMED IN THIS CLAIM, INITIATED A 3RD PARTY PORTFOLIO REVIEW AND DISCOVERED AS I STATED THAT THESE CLIENTS EXPERIENCED A POSITIVE TOTAL RETURN-CONTRARY TO THE CLAIM. AT THIS POINT IN TIME CLAIMANT THEN INSISTED ON REMOVING THOSE HOLDINGS THAT PERFORMED TO THE POSITIVE AND ONLY FOCUS ON THE HOLDINGS THAT WERE NOT POSITIVE-A THEORY THAT WOULD GUARANTEE PERFORMANCE AND ACCORDINGLY TO PRIOR CASE STUDY-UNACCEPTABLE. OTHER ELEMENTS THAT ARE IMPORTANT IS THAT FACT THAT THIS CLAIM HAD EXCEEDED THE 6 YEAR ELIGIBILITY RULE SET FORTH BY FINRA-THIS ELEMENT CLAIMANTS OWN COUNSEL POINTS OUT ON HIS WEBSITE AS A QUALIFYING ISSUE. MOST IMPORTANTLY, IT MUST BE SAID THAT I WAS ABLE TO SETTLE THIS ISSUE IN WHOLE BY PROVIDING A $5,000 PAYMENT TO AVOID AN ARBITRATION COSTS THAT CERTAINLY WOULD HAVE EXCEEDED $50,000 ACCORDING TO MY COUNSEL. THIS $5,000 PAYMENT REPRESENTED A VALUE FAR LESS THAN THE $250,000 CLAIM AT INCEPTION.

Disclosure 2 of 3

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE
Allegations:	CLAIMANTS ALLEGE UNSUITABLE RECOMMENDATION TO PURCHASE REITS.
Product Type:	Real Estate Security
Alleged Damages:	$170,000.00
Is this an oral complaint?	No
Is this a written complaint?	No

Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	12-02998
Filing date of arbitration/CFTC reparation or civil litigation:	08/13/2012

Customer Complaint Information

Date Complaint Received:	08/31/2012
Complaint Pending?	No
Status:	Settled
Status Date:	07/09/2013
Settlement Amount:	$25,000.00
Individual Contribution Amount:	$0.00

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE
Allegations:	CLAIMANTS ALLEGE UNSUITABLE RECOMMENDATION TO PURCHASE REITS.
Product Type:	Real Estate Security
Alleged Damages:	$170,000.00
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA

Docket/Case #:	12-02998
Filing date of arbitration/CFTC reparation or civil litigation:	08/13/2012

Customer Complaint Information

Date Complaint Received:	08/31/2012
Complaint Pending?	No
Status:	Settled
Status Date:	07/09/2013
Settlement Amount:	$25,000.00
Individual Contribution Amount:	$0.00
Broker Statement	I WAS NEVER NOTIFIED BY FINRA OR MY FORMER BROKER/DEALER ROYAL ALLIANCE THAT ANY COMPLAINT IN ANY FORMAT EXISTED REGARDING [CUSTOMERS]. I WAS NEVER AFFORDED THAT ABILITY TO DOCUMENT FACTS RELATING TO THIS CLIENT IN A MANNER THAT WOULD HAVE BROUGHT APPROPRIATE PERSPECTIVE TO THIS ISSUE. SEVERAL THOUGHTS MUST BE NOTED: CLIENTS HOLDINGS WERE WITHIN REASONABLE STANDARDS RELATING TO RISK TOLERANCE, NET WORTH, TIME HORIZON AND PRODUCT ALLOCATION. I HAVE CLIENT SIGNED DOCUMENTATION TO FULLY SUPPORT THIS ALONG WITH SIGNED DOCUMENTATION ATTESTING TO THE FACT THAT THE CLIENT UNDERSTOOD ALL LIQUIDITY AND MARKET RISKS THAT WAS ASSOCIATED. THE CLIENTS "ALLEGED DAMAGE CLAIM" EXCEEDS THE TOTAL INVESTED INTO SAID PRODUCTS THUS THEY WOULD HAVE NEEDED TO EXPERIENCE MORE THAN TOTAL MARKET LOSS TO MEET THOSE FIGURES-WHICH CLEARLY IS NOT THE CASE. IN ADDITION, THIS CLAIM DOES NOT INCLUDE THE REST OF THE CLIENT'S PORTFOLIO. LAST, I WAS NOT THE SOLICITING REPRESENTATIVE ON THE PRODUCTS ISOLATED IN THIS CLAIM AND IT MUST BE POINTED OUT THAT THE SOLICITATION OF THE TWO PROGRAMS OCCURRED IN 2004 WHICH PLACES THIS CLAIM BEYOND FINRA'S 6 YEAR LIMITATION RULE. I INTEND TO PURSUE ANY/ALL ACTIONS AVAILABLE TO ME AGAINST THIS CLIENT AND I COMPLETELY DISAGREE WITH ANY SETTLEMENT THAT ROYAL ALLIANCE HAS SAW FIT TO ENTER INTO.

Disclosure 3 of 3

Reporting Source:	Broker

Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC.
Allegations:	UNSUITABLE VARIABLE ANNUITIES FROM 2000.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$90,000.00

Customer Complaint Information

Date Complaint Received:	09/29/2003
Complaint Pending?	No
Status:	Arbitration/Reparation
Status Date:	01/04/2005
Settlement Amount:	
Individual Contribution Amount:	

Arbitration Information

Arbitration/Reparation Claim filed with and Docket/Case No.:	NASD 03-06481
Date Notice/Process Served:	09/29/2003
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	01/03/2005
Monetary Compensation Amount:	$26,500.00
Individual Contribution Amount:	$0.00

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 4

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC.
Allegations:	CUSTOMER COMPLAINED THAT HER INVESTMENT WAS UNSUITABLE BASED ON HER INVESTMENT OBJECTIVES AND SOPHISTICATION.
Product Type:	Real Estate Security
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	CUSTOMER DID NOT ALLEGE A SPECIFIC DAMAGE AMOUNT. THE TOTAL INVESTMENT WAS $72,000.
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:	03/23/2011
Complaint Pending?	No
Status:	Denied
Status Date:	03/29/2011
Settlement Amount:	
Individual Contribution Amount:	

Reporting Source:	Broker

Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC.
Allegations:	CUSTOMER COMPLAINED THAT HER INVESTMENT WAS UNSUITABLE BASED ON HER INVESTMENT OBJECTIVES AND SOPHISTICATION.
Product Type:	Real Estate Security
Alleged Damages:	$0.00
Alleged Damages Amount Explanation (if amount not exact):	CUSTOMER DID NOT ALLEGE A SPECIFIC DAMAGE AMOUNT. THE TOTAL INVESTMENT WAS $72,000.
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:	03/23/2011
Complaint Pending?	No
Status:	Denied
Status Date:	03/29/2011
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	[CUSTOMER], IN HER LETTER, IMPLIED THAT HER INVESTMENT WAS UNSUITABLE EFFECTIVELY DUE TO ILLIQUIDITY. SHE FAILED TO MENTION THAT THIS HOLDING EQUALS LESS THAN 2% OF HER LIQUID ESTATE AND THE FACT THAT 98% WAS READILY AVAILABLE. FURTHER, SHE SIGNED MULTIPLE DOCUMENTS AFFIRMING THAT LIQUIDITY MIGHT NOT BE AVAILABLE. ROYAL ALLIANCE ASSOCIATES, INC DENIED CLAIM.

Disclosure 2 of 4

Reporting Source:	Broker

Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC.
Allegations:	CUSTOMER ALLEGES IT WAS UNSUITABLE FOR MR. KEYES TO RECOMMEND HE INVEST IN A VARIABLE ANNUITY.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$19,023.94

Customer Complaint Information

Date Complaint Received:	07/16/2008
Complaint Pending?	No
Status:	Denied
Status Date:	12/11/2008
Settlement Amount:	
Individual Contribution Amount:	
Broker Statement	THE STATE OF NEVADA DEPARTMENT OF BUSINESS AND INDUSTRY REVIEWED THE COMPLAINT AND COULD "FIND NO REASON WHY MR. KEYES SHOULD BE HELD ACCOUNTABLE FOR DECISIONS" THE CLIENT MADE. THE STATE ALSO NOTIFIED THE CUSTOMER THAT MR. KEYES HAD NOT "VIOLATED ANY INSURANCE LAWS OR REGULATIONS WITH THIS TRANSACTION."

Disclosure 3 of 4

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	SECURITIES AMERICA
Allegations:	MR. RUDE ALLEGES THE VARIABLE ANNUITY HE PURCHASED WAS MISREPRESENTED TO HIM AND WAS NOT CONSISTENT WITH HIS INVESTMENT RISK. CLIENT CLAIMS HE WAS INFORMED THE NEVADA LIFE AND HEALTH INS. GUARANTY ASSOCIATION ACT WOULD PROTECT HIS PRINCIPAL INVESTMENT.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$47,000.00

Customer Complaint Information

Date Complaint Received: 08/06/2003

Complaint Pending? No

Status: Denied

Status Date: 06/16/2004

Settlement Amount:

Individual Contribution Amount:

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: SECURITIES AMERICA

Allegations: MR. RUDE, ACCORDING TO A LETTER DRATED ON 8/6/2003, ALLEGES THAT A VARIABLE ANNUITY HE PURCHASED WAS MISREPRESENTED TO HIM AND THAT THE INVESTMENT WAS NOT CONSISTANT WITH HIS INVESTMENT RISK. CLIENT ALSO CLAIMS THAT HE WAS INFORMED THE NEVADA LIFE AND HEALTH INS. GUARANTY ASSN. WOULD PROTECT HIS PRINCIPAL INVESTMENT.

Product Type: Annuity(ies) - Variable

Alleged Damages: $47,000.00

Customer Complaint Information

Date Complaint Received: 08/06/2003

Complaint Pending? No

Status: Denied

Status Date: 06/16/2004

Settlement Amount:

Individual Contribution Amount:

Broker Statement MR RUDE WAS A CLIENT OF THE FIRM THAT I FORMERLY WORKED FOR. THE WRITING AGENT, PATRICK WILDE, WAS THE SERVICING AGENT. MY ROLE WAS THAT OF A TEAM, AND I SAT IN ON THE CALL WHEN THE PROGRAM WAS EXPLAINED TO MR. RUDE. THE PROGRAM THAT MR. RUDE

IS SPEAKING OF DOES FEATURE 100% PRINCIPAL PROTECTION FOR THE PARTICIPANT, BOTH WHILE LIVING AND AT DEATH. FURTHER, FROM MEMORY, THE INITIAL PORTFOLIO THAT MR. RUDE AGREED ON HAS HELD UP EXTREMELY WELL DURING THIS MARKET DECLINE. PLEASE NOTE THAT BOTH AIG AND SAI HAVE FOUND NO MERIT TOWARDS THIS CLAIM. THE STATE OF NEVADA, I BELIVE, ALSO HAS DISCOVERED NO WRONG DOING.

Disclosure 4 of 4

Reporting Source:	Firm
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE
Allegations:	ALLEGE UNSUITABLE INVESTMENTS IN SUB-ACCOUNTS OF A VARIABLE ANNUITY
Product Type:	Annuity-Variable
Alleged Damages:	$30,000.00
Alleged Damages Amount Explanation (if amount not exact):	NO STATEMENT OF ALLEGED DAMAGES; INVESTMENT AMOUNT SHOWN
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:	04/23/2003
Complaint Pending?	No
Status:	Denied
Status Date:	08/21/2003
Settlement Amount:	
Individual Contribution Amount:	
Firm Statement	THE COMPLAINT WAS FOUND TO BE WITHOUT MERIT.

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	ROYAL ALLIANCE ASSOCIATES, INC
Allegations:	ALLEGE UNSUITABLE INVESTMENTS INSUB ACCOUNTS OF VARIABLE ANNUITY.
Product Type:	Annuity(ies) - Variable
Alleged Damages:	$30,000.00

Customer Complaint Information

Date Complaint Received:	04/23/2003
Complaint Pending?	Yes
Settlement Amount:	
Individual Contribution Amount:	

End of Report

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