

BrokerCheck Report

Shane Benjamin Klingenstein

CRD# 3004707

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Broker Qualifications	2 - 5
Registration and Employment History	7 - 8
Disclosure Events	9



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.



Shane B. Klingenstein
CRD# 3004707

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

- IA

EDWARD JONES
18209 SR 410 E STE 302
BONNEY LAKE, WA 98391
CRD# 250
Registered with this firm since: 02/27/2007
- B

EDWARD JONES
18209 SR 410 E STE 302
BONNEY LAKE, WA 98391
CRD# 250
Registered with this firm since: 03/10/1998

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
- 38 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	4



Broker Qualifications

Registrations

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

This individual is currently registered with 4 SROs and is licensed in 38 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	03/10/1998
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	05/04/1998

	U.S. State/ Territory	Category	Status	Date
B	Alabama	Agent	Approved	01/21/2022
B	Alaska	Agent	Approved	11/16/2015
B	Arizona	Agent	Approved	02/24/2005
B	California	Agent	Approved	03/08/2000
B	Colorado	Agent	Approved	12/06/2005
B	Delaware	Agent	Approved	10/18/2023
B	Florida	Agent	Approved	01/21/2005
B	Hawaii	Agent	Approved	10/28/2013
B	Idaho	Agent	Approved	09/20/2006

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Illinois	Agent	Approved	02/09/2010
B	Iowa	Agent	Approved	09/02/2009
B	Kansas	Agent	Approved	06/02/2025
B	Kentucky	Agent	Approved	06/07/2006
B	Maine	Agent	Approved	09/21/2023
B	Maryland	Agent	Approved	06/10/2002
B	Massachusetts	Agent	Approved	09/30/2008
B	Michigan	Agent	Approved	06/07/2023
B	Minnesota	Agent	Approved	08/14/2014
B	Mississippi	Agent	Approved	01/04/2021
B	Missouri	Agent	Approved	09/06/2007
B	Montana	Agent	Approved	02/11/2014
B	Nebraska	Agent	Approved	05/24/2016
B	Nevada	Agent	Approved	03/16/2000
B	New York	Agent	Approved	07/12/2012
B	North Dakota	Agent	Approved	01/31/2014
B	Oregon	Agent	Approved	08/31/1998
B	Pennsylvania	Agent	Approved	03/07/2005
B	Rhode Island	Agent	Approved	08/10/2012
B	South Carolina	Agent	Approved	08/08/2023
B	South Dakota	Agent	Approved	04/09/2025

Broker Qualifications



Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Tennessee	Agent	Approved	08/31/2021
B	Texas	Agent	Approved	05/06/2010
IA	Texas	Investment Adviser Representative	Restricted Approval	01/04/2019
B	Utah	Agent	Approved	03/08/2005
B	Vermont	Agent	Approved	07/11/2016
B	Virginia	Agent	Approved	02/07/2011
B	Washington	Agent	Approved	03/27/1998
IA	Washington	Investment Adviser Representative	Approved	02/27/2007
B	Wisconsin	Agent	Approved	05/10/2018
B	Wyoming	Agent	Approved	06/04/2020

Branch Office Locations

EDWARD JONES
 18209 SR 410 E STE 302
 BONNEY LAKE, WA 98391



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	03/09/1998

State Securities Law Exams

Exam	Category	Date
B IA Uniform Combined State Law Examination	Series 66	02/20/2007
B Uniform Securities Agent State Law Examination	Series 63	03/11/1998

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
01/1998 - Present	EDWARD D. JONES & CO., L.P.	NOT PROVIDED	Y	BONNEY LAKE, WA, 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.

RENTAL PROPERTY

Type of business: SINGLE FAMILY RENTAL

LAKE TAPPS, WA

Start date: 1/1/1995

OWNER

Hours per week: 1

Hours during trading: 0

Maintain property.

SJ2H LLC

TYPE OF BUSINESS: COMMERCIAL REAL ESTATE

LAKE TAPPS, WA

START DATE: 9/1/2003

MANAGING MEMBER

HOURS PER WEEK: 0

HOURS DURING TRADING: 0

BUILT AND KEEP 5K SQ FT BUILDING FOR COMMERCIAL RENTALS.

Registration and Employment History



Other Business Activities, continued

CENTURY MUTUAL INVESTORS
TYPE OF BUSINESS: REAL ESTATE
LAKE TAPPS, WA
START DATE: 5/11/2006
LPT
HOURS PER WEEK: 0
HOURS DURING TRADING: 0
Desc: No responsibilities

RENTAL PROPERTY
Type of business: SINGLE FAMILY RENTAL
LAKE TAPPS, WA
Start date: 1/1/1995
OWNER
Hours per week: 0
Hours during trading: 0
OWNER OF RENTAL HOME.

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	4	N/A



Disclosure Event Details

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

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

Customer Dispute - 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:	Broker
Employing firm when activities occurred which led to the complaint:	EDWARD JONES
Allegations:	12/3/08; CLIENT CLAIMS HE SPOKE WITH FA IN DECEMBER 2008 TO LIQUIDATE ALL OF HIS INVESTMENTS WITH LOSSES BUT THE FA DID NOT LIQUIDATE SHARES OF BAC OR SBUX. AS A RESULT, CLIENT CLAIMS HE LOST \$61,248 IN LOSSES HE COULD HAVE USED IN 2008 AS WELL AS \$28,577 LOSS IN 2009 THAT HE DOES NOT HAVE A HUGE CAP GAIN TO OFFSET. CLAIM EXCEEDS \$5,000
Product Type:	Other: MISCELLANEOUS
Alleged Damages:	\$5,000.00
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:	02/10/2009
Complaint Pending?	No



Status: Denied

Status Date: 05/12/2009

Settlement Amount:

Individual Contribution Amount:

Broker Statement

BASED ON OUR REVIEW, IT APPEARS WE RECEIVED NO INSTRUCTION TO SELL THE TWO INDIVIDUAL STOCK POSITIONS IN THE ACCOUNT DURING THE LATTER PART OF 2008, BANK OF AMERICA OR STARBUCKS. TO CLARIFY, OUR FAS GENERALLY LACK DISCRETION TO PURCHASE OR SELL SECURITIES FOR ACCOUNTS UNLESS SPECIFICALLY INSTRUCTED BY A CLIENT. BASED ON THE FINDINGS OF OUR INVESTIGATION, IT APPEARS THAT WE NEVER RECEIVED AN INSTRUCTION TO SELL THE STARBUCKS OR BANK OF AMERICA POSITIONS. THEREFORE, WE WILL BE UNABLE TO MAKE ANY ADJUSTMENT TO THE ACCOUNT. CLAIM DENIED.

Disclosure 2 of 4

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: JANICE W. BALLMAN

Allegations: CLIENTS STATE THAT THEY ARE DISAPPOINTED WITH THE HANDLING OF THEIR ACCOUNT. CLIENTS STATE THAT WHEN THEY OPENED THE ACCOUNT WITH HALF OF THE PROCEEDS FROM THE SALE OF THEIR HOUSE, THE MONEY SHOULD HAVE BEEN INVESTED IN A SHORT-TERM GUARANTEED RETURN OF SOME KIND. CLAIMED LOSSES OF \$27K. DID NOT REQUEST ACCOUNT ADJUSTMENT

Product Type: Other

Alleged Damages: \$27,000.00

Customer Complaint Information

Date Complaint Received: 02/19/2003

Complaint Pending? No

Status: Denied

Status Date: 06/04/2003

Settlement Amount:



Individual Contribution Amount:

Broker Statement

IR STATED THAT CLIENTS TOLD HIM THEY WERE GOING TO KEEP MOST OF THEIR FUNDS IN CD'S AT THEIR CREDIT UNION AND WHAT WAS TO BE INVESTED WITH JONES SHOULD BE DIVERSIFIED IN THE STOCK MARKET ALONG WITH FUNDS. IT DOES NOT APPEAR AS THOUGH THE INVESTMENTS WERE UNSUITABLE WITH RELATION TO THE INFORMATION PROVIDED TO IR AT THE TIME. DECLINE IN VALUE IS ATTRIBUTED TO MARKET FLUCTUATION.

Disclosure 3 of 4

Reporting Source:

Broker

Employing firm when activities occurred which led to the complaint:

EDWARD JONES

Allegations:

CLIENT STATES THAT SHE IS DISAPPOINTED WITH HOW HER MONEY HAS BEEN MANAGED BY IR. STATES THAT IT WAS IMPORTANT THAT SHE NOT INVEST IN SOMETHING REAL AGGRESSIVE AND IR TOLD HER HER FUNDS WOULD BE DIVERSIFIED AND NOT PUT INTO AGGRESSIVE INVESTMENTS. CLAIMS THAT HER INVESTMENTS WERE IN AGGRESSIVE GROWTH AND WITH THE SUGGESTED JONES PORTFOLIO SHE WOULD HAVE BEEN DOWN 27% COMPARED TO 65%. STATES IR TELLS HER TO HOLD ON AND WHEN THE MARKET COMES BACK HE WILL MOVE HER FUNDS INTO A NONAGGRESSIVE PORTFOLIO. WANTS TO KNOW IF THERE IS ANY WAY TO RECOUP LOSSES. UNREALIZED LOSSES EXCEED \$5,000

Product Type:

Other

Alleged Damages:

\$5,000.00

Customer Complaint Information

Date Complaint Received:

11/29/2002

Complaint Pending?

No

Status:

Denied

Status Date:

04/09/2003

Settlement Amount:

Individual Contribution Amount:

Broker Statement

IR STATED ON HIS CONTACT NOTES THAT WHEN CLIENT CAME IN TO



INVEST MONEY, SHE INDICATED SHE WANTED TO INVEST IN GROWTH AND AGGRESSIVE GROWTH. IR NOTED THAT, SINCE MAY 2002, HE HAD ATTEMPTED TO CONTACT CLIENT INDICATING THAT THEY MAY WANT TO REBALANCE HER PORTFOLIO. IR STATED THAT HIS CALLS WERE NOT RETURNED. EXPLAINED TO CLIENT THAT SHE RECEIVED A PROSPECTUS ON EACH INVESTMENT DETAILING THE FUNDS' OBJECTIVES AND ALSO RECEIVED MONTHLY STATEMENTS SINCE APRIL 2002, ALSO REFLECTING THE OBJECTIVES OF THESE INVESTMENTS. DETERMINED THAT SHE WAS AWARE OF THE FUNDS' OBJECTIVES FROM THE DATE OF PURCHASE AND THE DECLINE IN THE VALUE OF HER PORTFOLIO IS ATTRIBUTED TO MARKET FLUCTUATION, WHICH IS A RISK ASSOCIATED WITH INVESTING. CLAIM DENIED.

Disclosure 4 of 4

Reporting Source: Broker

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

Allegations: THE CLIENTS STATE WHILE THEIR ACCOUNT WAS WITH PIERCE (FORMER IR) , A \$4,000 CHECK WAS ISSUED, CREATING ADDITIONAL MARGIN BALANCE, WITHOUT THEIR AUTHORIZATION. THE CLIENTS ALSO QUESTION THEIR PREVIOUS \$10,000 LOAN BALANCE AND STATE THEY WERE UNDER THE IMPRESSION IT HAD BEEN PAID OFF. THE CLIENTS STATE KLINGENSTEIN, THEIR NEW IR AFTER PIERCE. INFORMED THEM HE WOULD CORRECT THE MISTAKE ON THEIR LOAN BALANCE. THE CLIENTS FURTHER STATE, WHILE WITH KLINGENSTEIN, SECURITIES HAVE BEEN SOLD AND PURCHASED WITHOUT THEIR AUTHORIZATION.

Product Type: Equity Listed (Common & Preferred Stock)

Alleged Damages: \$5,000.00

Customer Complaint Information

Date Complaint Received: 11/02/2000

Complaint Pending? No

Status: Denied

Status Date: 03/08/2001

Settlement Amount:



**Individual Contribution
Amount:**

Broker Statement

THE CLIENTS LETTER STATES HE INITIATED AN OPEN GTC ORDER TO PURCHASE MSFT AND HE SUBSEQUENTLY WITHDREW FUNDS FROM HIS ACCOUNT THAT WOULD HAVE COVERED THE PURCHASE. THE CUSTOMER STATEMENTS REVEALED SEVERAL OCCASSIONS IN WIHCH THE CLIENT WAS NOTIFIED OF THE OPEN ORDER. IT APPEARS THE ORDERS WERE AUTHORIZED BY THE CLIENT. CLAIM DENIED.

End of Report



This page is intentionally left blank.