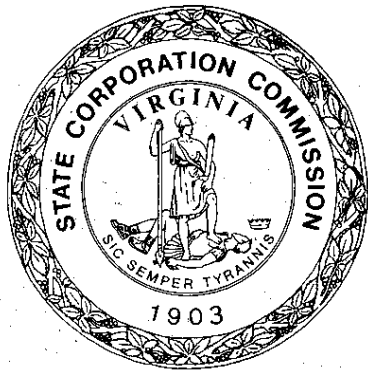


The Division of Securities offers free investor education programs on a number of investment topics. Speakers travel throughout the Commonwealth talking to groups and organizations and answering general questions regarding investments.

For more information, please contact:

*Division of Securities  
and Retail Franchising*  
Investor Education Coordinator  
PO BOX 1197  
Richmond, Virginia 23218  
804-371-9088  
E-mail at  
[investoreducation@scc.virginia.gov](mailto:investoreducation@scc.virginia.gov)



# Securities Complaints



## Virginia State Corporation Commission

*Division of Securities  
and Retail Franchising*

### What do we do for Virginians?

#### Mission Statement

To protect the public by promoting a fair and stable marketplace of investment products and services through education, compliance and enforcement, while enhancing economic growth.

#### A Definition of Securities

Securities are an investment. They include stocks, bonds, debentures, various commodities, mutual funds, certificates of deposit, and numerous other means of entrusting one's money to another with the expectation of earning a profit. Securities and the persons who offer and sell them are subject to registration in Virginia.



The State Corporation Commission's Division of Securities and Retail Franchising responds to thousands of individual consumer inquiries and complaints each year. The Division provides free professional information and complaint services to all residents of Virginia.

The Division hopes that consumers will try to resolve any problem with their company or agent directly, but also encourages consumers to file unresolved complaints with this office.

#### The Division of Securities Will:

- Thoroughly investigate your complaint.
- Help you get a clear response to your questions.
- Cut through red tape.
- Correct misunderstandings.

#### The Division of Securities Cannot:

- Recommend a particular company, agent or product.
- Provide legal services that are sometimes required to settle complicated problems. If we are not able to resolve your problem, we will tell you why. If the securities law and facts are on your side, we will try to see that your rights are protected and that your complaint is resolved in a satisfactory manner.

# Consumer Complaints

## KNOW YOUR RIGHTS

- Full and accurate information.
- A disclosure of risks.
- An explanation of obligations and costs.
- Time to make an informed decision.
- Access to your funds.
- Recourse against fraudulent investments or people.

## Contact Your Agent or Company First

If you have any questions or complaints concerning your investment, many times a mistake has been made and it will be corrected upon inquiry.

A **complaint letter by certified mail is best.** Always keep a photocopy of your letter. If you contact the company by e-mail, keep copies of all communications.



If you decide to file your complaint by telephone, **keep a written record of:**

- The date and time of your call
- The name of the person you talked to at the company
- What was said during the call

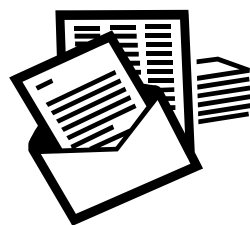


## Briefly Describe Your Complaint

(You may file a complaint electronically on our website or submit the written complaint form via fax or mail.)

- Provide your name and the name of the investor (if different). Provide the name of the investment company involved.
- Provide an explanation of your problem (i.e., what happened, who was involved, when and where the event took place and why you think the company or agent is wrong).
- Explain how you tried to resolve the problem.
- Explain what you think the company or agent should do to resolve your problem.

## We May Request the Following:



- Letters or e-mails you have written to the investment company or agent concerning your complaint and letters or e-mails the company has written you.
- Notes from telephone conversations you may have had with the investment company or agent.
- Any documentation (i.e., account statements) that pertains to the complaint.

## How soon should I expect a response from the Division of Securities?

- Within 10 business days after we receive your written complaint, we will acknowledge receipt of your letter.

## What contact will be made with the Investment Agent/Company?

- The investment agent or company will be contacted by letter or phone for an explanation of its position on the complaint.
- After the company or agent responds, we will determine what further actions, if any, we will take.

## How long will the investigation take?

On average, it takes six to eight months from the time we receive a complaint until we can provide our final response. However, it may take longer if your complaint involves a unique or complex problem, or if the investment company or agent must conduct extensive research before responding.



## Should I call to check on the investigation's progress?

- You will receive an investigation opening letter. You do not need to call. We will keep you informed of any developments.
- If you have additional information, put it in writing. Please send it to the person investigating your complaint.



## Consumer Guides and Other Information

The Division of Securities and Retail Franchising distributes consumer guides and other informational materials designed to help consumers better understand the investment process.

You can receive, free of charge, any of our written materials by simply writing or calling the Division of Securities and Retail Franchising. Many are also available for viewing or downloading from the Division's website.

## State Corporation Commission

*Division of Securities  
and Retail Franchising*

PO BOX 1197

Richmond, Virginia 23218

800-552-7945 (in Virginia)

804-371-9051 (Richmond area)

804-371-9206 (TDD Phone)

[https://www.virginia.gov/pages/  
Consumer-Investments](https://www.virginia.gov/pages/Consumer-Investments)