



89 Main Street, Montpelier, VT 05620 - 3101
(p) 802-828-3301 | <http://www.dfr.vermont.gov/>

Instructions for Filing a Complaint

How to file a complaint

You can file a complaint with the Securities Division by completing the attached complaint form to send with your supporting documents to:

Department of Financial Regulation
Vermont Securities Division
Attn: Investor Complaints
89 Main Street, Montpelier, Vermont 05620-3101
or
DFR.SecuritiesComplaint@vermont.gov

Documents that you should send with completed complaint form include copies of:

- Letters
- Emails
- Trade confirmations
- Pamphlets
- Offering circulars
- Prospectuses or written offering memoranda
- Purchase agreements
- Stock certificates
- Advertisements
- Any other materials that you may have that would help support your claim

These items are not required in order to file a complaint. We simply ask you to provide them if you have them.

PLEASE DO NOT SEND YOUR ORIGINAL DOCUMENTS, ONLY PHOTOCOPIES.

What should I say in my complaint?

The more information that you can provide, the more likely we will be able to promptly decide how we can help you. In order to assist you, it is very important that you provide us with the names, addresses, telephone numbers, and other identifying information concerning any person or entity that you mention in your complaint. It is equally important for you to provide us with the details of any transaction or activity you think violates the Vermont Uniform Securities Act. You should present the events in the order in which they occurred and use dates whenever possible.

What will the Securities Division do with my complaint?

Upon receipt of your complaint, we will file the complaint in the Securities Division's records and consider making an inquiry into the matter. You should be aware that the initial evaluation of your complaint might take several weeks. Moreover, it may take many months before the Division can make a final decision as to whether we should bring an enforcement action based upon your complaint.

It is the Division's policy to conduct our inquiries on a confidential basis. This is done to protect the integrity of the investigation and to protect the personal privacy of persons to whom unfounded allegations may be made.

You will usually receive a letter from the Division acknowledging our receipt of your complaint within a few weeks after we have received it. If, after reviewing your complaint, the Division determines that it would not be appropriate or in the public interest for us to pursue your complaint, you will receive follow-up letter to that effect. In some instances, our actions may be resolved informally or through the issuance of an uncontested "Consent Order." Generally, informal actions are considered "non-public." Consent Orders, however, are a matter of public record.

If you have additional questions concerning the complaint process, please telephone the Division at (802) 828-3420.

Is there anything else that I should know about the complaint process?

There are a few very important things that you should know about the complaint process:

- Your complaint and any related investigation information are generally not available for public inspection under the Vermont Public Records Act. While in most instances your complaint shall be treated as a confidential matter, the Securities Division will share a copy of your complaint with the person or firm about whom you have complained to further the Division's investigation and evaluation of your complaint.
- The Securities Division may share information about your complaint with other state and federal regulators and law enforcement agencies for the express purpose of assisting these agencies with the enforcement of state and federal laws. You should be aware, however, that federal agencies may not be able to fully protect all shared information from eventual public disclosure.
- Should the Securities Division begin a formal legal proceeding involving your complaint, your complaint and any related documents may become information available to the public through the Securities Division's legal filings and any hearing or trial that may result.

COMPLAINT FORM

1. Your name: _____
Street address: _____
City, State and Zip: _____
Home Phone: _____ Work Phone: _____
E-mail address: _____

2. Name of firm(s) and/or individual(s) complained against:

Street address: _____

City, State and Zip: _____

Phone: _____

3. Type of investment(s) involved (please select all that apply):

Stock___ Bond___ Viatical Settlement___ Promissory Note___

Mutual Fund___ Variable Annuity___ Other___ (please describe):

4. Transaction date(s): _____

5. Location(s) where the transaction(s) took place: _____

6. Was anyone else present with you at the time of the transaction(s)?
Yes___ No___ If "Yes," please provide his/her name and contact
information: _____

7. Amount of money involved in the transaction(s): _____

8. Did you sign or receive any documents? Yes___ No___ (If "Yes," please attach
copies of the documents)

9. How and when did you first learn about the investment identified in item 3?

10. Have you complained to the firm(s) or individual(s)? Yes___ No___
If "Yes," when and to whom? _____

11. Have you contacted any other governmental or regulatory agency?
Yes___ No___
If "Yes," please provide the name and address of the agency and the name
of the person handling your complaint: _____

12. Please provide the name, telephone number and/or address of any other investor(s) that you are aware of:_____

13. Is an attorney representing you in this matter? Yes ___ No ___

If "Yes," please provide your attorney's name and address:_____

14. What were you told about the investment identified in item 3 and what were your expectations?_____

Do you believe that anything you were told about the investment was false or inaccurate and, if so, why?_____

15. Did you discuss your investment objectives and the amount of risk that was acceptable to you before you made the investment? Yes ____ No ____

If "Yes," please provide the name of the person with whom you spoke and the date that you spoke: _____

What were your investment objectives at the times of this investment? _____

What was your risk tolerance at the time of this investment? _____

16. Please explain the circumstances surrounding your complaint. If you need more space, please attach additional sheets of paper. It is important to include as many details about the transaction(s) as possible, regardless of how insignificant those details may seem to be. Please be as specific as possible. _____

17. If your complaint involves a broker-dealer, broker-dealer agent, investment adviser or investment adviser representative, may the Securities Division send a copy of your complaint to the entity or individual that you have complained against? Yes____ No____

(Please note that a "No" response may limit the Securities Division's ability to investigate your complaint.)

I hereby certify that I have read the information contained in and attached to this complaint and that all information I have given is accurate and complete to the best of my knowledge and belief. I will cooperate with the Securities Division, but I understand that the Securities Division's staff attorneys are not my personal attorneys, and that I am encouraged to seek private legal counsel in order to protect my interests.

Signature: _____

Date: _____

AUTHORIZATION TO OBTAIN DOCUMENTS FROM THIRD PARTIES

For the express purpose of investigating your complaint, the Vermont Securities Division may need to obtain information relating to you from third parties not directly regulated by the Securities Division. By signing below you authorize any person and/or entity to furnish to the Securities Division upon its request, any and all information necessary for the Securities Division to conduct its investigation. A photocopy of this authorization will be considered as effective and valid as the original.

Signature: _____

Date: _____