



Client "Bill of Rights"

## A Raymond James Client's Bill of Rights

1. **A client is entitled to courteous service** from his or her financial advisor and all other associates of our firm.
2. **A client has the right to work with a trustworthy, independent professional financial advisor who is competent in financial planning matters and investing**, someone who will be available at all times to answer questions and encourage you to participate in regular portfolio reviews, as well as communicate with you on a regular basis. As a client you have the right to ask your financial advisor for, and to receive, information from our firm about his or her work history and background, and to contact your state or provincial securities agency to verify the employment and disciplinary history of a financial advisor and our firm.
3. **All financial planning and investment recommendations should be based upon a client's needs and objectives.** Your financial advisor is responsible for assisting you in the diversification of your investments through allocations among asset classes and individual securities. In the event you initiate an investment decision without the benefit of or against the advice of your financial advisor, the order ticket and trade confirmation will be marked "unsolicited," reflecting that the decision is your sole responsibility. For accounts managed by a professional money manager, the order ticket and confirmation will reflect that the decision is the responsibility of the money manager, not the financial advisor.
4. **Each client has the right to expect that recommendations will be made consistent with the objective of enhancing his or her financial well-being.** While the performance of individual investments can fail to achieve reasonable expectations and markets can underperform their historical averages, you have the right to receive recommendations based upon the goal of attaining superior performance in light of the facts and circumstances known at the time of investment selection. Unfortunately, performance cannot be guaranteed because financial advisors do not possess crystal balls.
5. **Reasonable investment alternatives suitable for a client's individual objectives should be presented with full disclosure of both risks and costs, as well as benefits.**
6. **A client has the right to know all costs and commissions associated with an investment, as well as fees the firm charges for its services.** An exception to the above is that the commissions and trading profits are included in the purchase price of a security traded in a principal capacity. (Please see "[Personalized Client Account Services Fees and Charges.](#)")
7. **A financial advisor should project reasonable, achievable results** to prevent the formation of unreasonable expectations on the client's part. But remember that many unforeseen factors can frustrate expectations and result in losses, particularly in the short term.
8. **Transactions should be executed in a timely fashion, at the best available price, with prompt reports to the client.**
9. **Information should be communicated understandably.**

10. **Client account statements should reflect all positions held and cash receipts and disbursements made by a broker/dealer.** With the exception of infrequently traded securities, all positions should be priced as accurately as possible. Fixed income securities prices are often estimated utilizing general formulas.
11. **Errors should be corrected and complaints addressed promptly.** For trade errors, a corrected trade confirmation should be issued promptly and the subsequent correction reflected in the next client account statement should reflect the correction.
12. **If a problem is not resolved to a client's satisfaction, the client has the right to contact the branch manager and/or Raymond James' international headquarters.** (Please see "[Conflict resolution](#).")
13. Information about **a client's financial situation will be kept confidential. Raymond James has the highest regard for your privacy.** We believe in your right to the privacy of your personal information. We do not sell personal information to anyone. When a client provides his or her financial advisor and/or Raymond James with personal information, such as name, e-mail address or telephone number, Raymond James does not provide this information to any external organization unless we are required to by regulation, except as necessary to process a client's orders or provide the services requested, or by operation of law. Unless you request otherwise, all subsidiaries of Raymond James may share client information to provide informed service. (Please see "[Privacy](#).")
14. A client has the right to select his or her financial advisor. **In the event a client is uncomfortable or dissatisfied with a financial advisor, he or she has the right to ask the firm to suggest alternative professionals for consideration.**

The information in this section also appears in the brochure entitled: "Your rights and responsibilities as a Raymond James client."