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Page 1 of * <input type="text" value="124"/>	SECURITIES AND EXCHANGE COMMISSION WASHINGTON, D.C. 20549 Form 19b-4	File No.* SR - <input type="text" value="2010"/> - * <input type="text" value="052"/> Amendment No. (req. for Amendments *) <input type="text"/>
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Proposed Rule Change by Financial Industry Regulatory Authority
Pursuant to Rule 19b-4 under the Securities Exchange Act of 1934

Initial * <input checked="" type="checkbox"/>	Amendment * <input type="checkbox"/>	Withdrawal <input type="checkbox"/>	Section 19(b)(2) * <input checked="" type="checkbox"/>	Section 19(b)(3)(A) * <input type="checkbox"/>	Section 19(b)(3)(B) * <input type="checkbox"/>
			Rule		
Pilot <input type="checkbox"/>	Extension of Time Period for Commission Action * <input type="checkbox"/>	Date Expires * <input type="text"/>	<input type="checkbox"/> 19b-4(f)(1)	<input type="checkbox"/> 19b-4(f)(4)	
			<input type="checkbox"/> 19b-4(f)(2)	<input type="checkbox"/> 19b-4(f)(5)	
			<input type="checkbox"/> 19b-4(f)(3)	<input type="checkbox"/> 19b-4(f)(6)	

Exhibit 2 Sent As Paper Document <input type="checkbox"/>	Exhibit 3 Sent As Paper Document <input type="checkbox"/>
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Description
Provide a brief description of the proposed rule change (limit 250 characters, required when Initial is checked *).

Contact Information
Provide the name, telephone number and e-mail address of the person on the staff of the self-regulatory organization prepared to respond to questions and comments on the proposed rule change.

First Name * Last Name *

Title *

E-mail *

Telephone * Fax

Signature
Pursuant to the requirements of the Securities Exchange Act of 1934,

has duly caused this filing to be signed on its behalf by the undersigned thereunto duly authorized officer.

Date

By

(Name *) (Title *)

NOTE: Clicking the button at right will digitally sign and lock this form. A digital signature is as legally binding as a physical signature, and once signed, this form cannot be changed.

SECURITIES AND EXCHANGE COMMISSION
WASHINGTON, D.C. 20549

For complete Form 19b-4 instructions please refer to the EFFS website.

Form 19b-4 Information (required)

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The self-regulatory organization must provide all required information, presented in a clear and comprehensible manner, to enable the public to provide meaningful comment on the proposal and for the Commission to determine whether the proposal is consistent with the Act and applicable rules and regulations under the Act.

Exhibit 1 - Notice of Proposed Rule Change (required)

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The Notice section of this Form 19b-4 must comply with the guidelines for publication in the Federal Register as well as any requirements for electronic filing as published by the Commission (if applicable). The Office of the Federal Register (OFR) offers guidance on Federal Register publication requirements in the Federal Register Document Drafting Handbook, October 1998 Revision. For example, all references to the federal securities laws must include the corresponding cite to the United States Code in a footnote. All references to SEC rules must include the corresponding cite to the Code of Federal Regulations in a footnote. All references to Securities Exchange Act Releases must include the release number, release date, Federal Register cite, Federal Register date, and corresponding file number (e.g., SR-[SRO]-xx-xx). A material failure to comply with these guidelines will result in the proposed rule change being deemed not properly filed. See also Rule 0-3 under the Act (17 CFR 240.0-3)

Exhibit 2 - Notices, Written Comments, Transcripts, Other Communications

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Exhibit Sent As Paper Document

Copies of notices, written comments, transcripts, other communications. If such documents cannot be filed electronically in accordance with Instruction F, they shall be filed in accordance with Instruction G.

Exhibit 3 - Form, Report, or Questionnaire

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Exhibit Sent As Paper Document

Copies of any form, report, or questionnaire that the self-regulatory organization proposes to use to help implement or operate the proposed rule change, or that is referred to by the proposed rule change.

Exhibit 4 - Marked Copies

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The full text shall be marked, in any convenient manner, to indicate additions to and deletions from the immediately preceding filing. The purpose of Exhibit 4 is to permit the staff to identify immediately the changes made from the text of the rule with which it has been working.

Exhibit 5 - Proposed Rule Text

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The self-regulatory organization may choose to attach as Exhibit 5 proposed changes to rule text in place of providing it in Item I and which may otherwise be more easily readable if provided separately from Form 19b-4. Exhibit 5 shall be considered part of the proposed rule change.

Partial Amendment

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If the self-regulatory organization is amending only part of the text of a lengthy proposed rule change, it may, with the Commission's permission, file only those portions of the text of the proposed rule change in which changes are being made if the filing (i.e. partial amendment) is clearly understandable on its face. Such partial amendment shall be clearly identified and marked to show deletions and additions.

1. Text of Proposed Rule Change

(a) Pursuant to the provisions of Section 19(b)(1) of the Securities Exchange Act of 1934 (“Act” or “SEA”),¹ Financial Industry Regulatory Authority, Inc. (“FINRA”) (f/k/a National Association of Securities Dealers, Inc. (“NASD”)) is filing with the Securities and Exchange Commission (“SEC” or “Commission”) a proposed rule change to adopt certain paragraphs, as specified below, of NASD Rule 3110 (Books and Records), subject to certain amendments, as FINRA Rules in the consolidated FINRA rulebook and to adopt Incorporated NYSE Rule Interpretations 410/01 (Pre-Time Stamping) and 410/02 (Allocations of Block Orders), subject to certain amendments, as FINRA Rules in the consolidated FINRA rulebook.

The proposed rule change would delete NASD IM-3110 (Customer Account Information) and Incorporated NYSE Rule 410 (Records of Orders). In addition, the proposed rule change would delete Incorporated NYSE Rule 440 (Books and Records), with the exception of Incorporated NYSE Rules 440.10 (Periodic Security Counts, Verifications, Comparisons, etc.) and 440.20 (Identification of Suspense Accounts and Assignment of Responsibility for General Ledger Accounts) and NYSE Rule Interpretation 440.20/01 (Suspense Accounts).

The proposed rule change would renumber NASD Rule 3110(a) (Requirements) as FINRA Rule 4511 (General Requirements), NASD Rule 3110(c) (Customer Account Information) as FINRA Rule 4512 (Customer Account Information), NASD Rules 3110(d) (Record of Written Complaints) and 3110(e) (“Complaint” Defined) as FINRA

¹ 15 U.S.C. 78s(b)(1).

Rule 4513 (Records of Written Customer Complaints), NASD Rule 3110(f) (Requirements When Using Predispute Arbitration Agreements for Customers Accounts) as FINRA Rule 2268 (Requirements When Using Predispute Arbitration Agreements for Customer Accounts), NASD Rule 3110(g) (Negotiable Instruments Drawn From A Customer's Account) as FINRA Rule 4514 (Authorization Records for Negotiable Instruments Drawn From a Customer's Account), NASD Rule 3110(h) (Order Audit Trail System Record Keeping Requirements) as paragraph (a)(4) of FINRA Rule 7440 (Recording of Order Information) and NASD Rule 3110(j) (Changes in Account Name or Designation) as FINRA Rule 4515 (Approval and Documentation of Changes in Account Name or Designation) in the consolidated FINRA rulebook. The proposed rule change also would renumber NYSE Rule Interpretation 410/01 as FINRA Rule 5340 (Pre-Time Stamping) and NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01 (Allocations of Orders Made by Investment Advisers).

The text of the proposed rule change is attached as Exhibit 5 to this rule filing.

(b) Upon Commission approval and implementation by FINRA of the proposed rule change, the corresponding NASD and Incorporated NYSE rules, or sections thereof, will be eliminated from the current FINRA rulebook.

(c) Not applicable.

2. Procedures of the Self-Regulatory Organization

At its meetings on April 17, 2008 and February 11, 2009, the FINRA Board of Governors authorized the filing of the proposed rule change with the SEC. No other action by FINRA is necessary for the filing of the proposed rule change.

FINRA will announce the implementation date of the proposed rule change in a Regulatory Notice to be published no later than 90 days following Commission approval. The implementation date will be no later than 240 days following publication of the Regulatory Notice announcing Commission approval.

3. Self-Regulatory Organization’s Statement of the Purpose of, and Statutory Basis for, the Proposed Rule Change

(a) Purpose

Background

As part of the process of developing a new consolidated rulebook (“Consolidated FINRA Rulebook”),² FINRA is proposing to adopt NASD Rules 3110(a), 3110(c), 3110(d) and (e), 3110(f), 3110(g), 3110(h) and 3110(j) as FINRA Rules 4511, 4512, 4513, 2268, 4514, 7440(a)(4) and 4515, respectively, in the Consolidated FINRA Rulebook, with certain changes as described below.³ FINRA also is proposing to adopt

² The current FINRA rulebook consists of (1) FINRA Rules; (2) NASD Rules; and (3) rules incorporated from NYSE (“Incorporated NYSE Rules”) (together, the NASD Rules and Incorporated NYSE Rules are referred to as the “Transitional Rulebook”). While the NASD Rules generally apply to all FINRA members, the Incorporated NYSE Rules apply only to those members of FINRA that are also members of the NYSE (“Dual Members”). The FINRA Rules apply to all FINRA members, unless such rules have a more limited application by their terms. For more information about the rulebook consolidation process, see Information Notice, March 12, 2008 (Rulebook Consolidation Process).

³ NASD Rule 3110(b) (Marking of Customer Order Tickets) requires that members indicate on the order ticket for each transaction in a non-exchange-listed security the name of each dealer contacted and the quotations received to determine the best inter-dealer market as required by NASD Rule 2320(g) (commonly referred to as the “Three Quote Rule”), unless the member can establish and document its reliance on the exclusions to the Three Quote Rule. FINRA is proposing to replace NASD Rule 3110(b) with a more general documentation requirement in the supplementary material to proposed FINRA Rule 5310. See Regulatory Notice 08-80 (December 2008) (Proposed FINRA Rule Addressing Best

Incorporated NYSE Rule Interpretations 410/01 and 410/02 as FINRA Rules 5340 and 4515.01,⁴ respectively, in the Consolidated FINRA Rulebook.⁵ FINRA is proposing to delete NASD IM-3110 and NYSE Rules 410 and 440, provided, however, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 are being addressed as part of a separate proposal.⁶

Current NASD Rules and NYSE Rules require members to make and preserve certain books and records to evidence compliance with federal securities laws and FINRA and SEC rules, as well as to enable FINRA and SEC staffs to conduct effective examinations. Based in large part on the current rules, the proposed rule change would rewrite the FINRA books and records rules with three goals in view:

- to streamline the rules to make them as clear as possible;
- to group the requirements along similar subject matter lines to make finding them a more intuitive process and to provide members with a better understanding of the regulatory scheme; and

Execution). NASD Rule 3110(i) (Holding of Customer Mail) specifies the circumstances under which members may hold mail for a customer. FINRA is proposing that NASD Rule 3110(i) be rewritten as a standalone rule and relocated to the supervision section of the Consolidated FINRA Rulebook. See Regulatory Notice 08-24 (May 2008) (Proposed Consolidated FINRA Rules Governing Supervision and Supervisory Controls).

⁴ For convenience, the Incorporated NYSE Rules are referred to as the NYSE Rules.

⁵ NYSE Rule Interpretation 410(a)(ii)(5)/01 was deleted as part of a prior rule change. See Securities Exchange Act Release No. 61473 (February 2, 2010), 75 FR 6422 (February 9, 2010) (Order Approving File No. SR-FINRA-2009-087).

⁶ See Regulatory Notice 09-03 (January 2009) (Proposed Consolidated FINRA Rules Governing Financial Responsibility and Operational Requirements).

- to eliminate those requirements contained in the current rules that have become obsolete or otherwise duplicative.

Proposed Amendments

FINRA proposes the following amendments to the books and records rules.

A. General Requirements (Proposed FINRA Rule 4511)

Currently, there are two general recordkeeping rules in effect under NASD Rules and NYSE Rules. NASD Rule 3110(a) addresses the general obligation of members under all applicable laws, rules, regulations, statements of policy, NASD Rules and SEA Rule 17a-3 to make and preserve books and records, including the obligation to preserve such books and records in formats and media and for retention periods that comply with SEA Rule 17a-4. NYSE Rule 440 also sets forth the general obligation of members to make and preserve books and records.⁷

NYSE Rule 410 is a separate NYSE recordkeeping rule for which there is no comparable NASD Rule.⁸ NYSE Rule 410, in main part, requires members to make and preserve specific records for every order received (either orally or in writing) and every

⁷ In addition, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 set forth financial and operational recordkeeping requirements for which there are no equivalent NASD Rules.

⁸ Previously, NYSE Rule 410 applied only to orders transmitted or carried to the NYSE Trading Floor (“Floor”), but was amended in 2004 to apply to all orders sent to any marketplace, not just those carried or transmitted to the Floor. See NYSE Information Memo 04-38 (July 26, 2004) (Amendments to NYSE Rules 342, 401, 408 and 410 Relating to Supervision and Internal Controls).

order entered into the NYSE's Off-Hours Trading Facility.⁹ NYSE Rule 410 also permits the NYSE to waive the rule's recordkeeping requirements under exceptional circumstances upon written request.

FINRA Rule 4511 streamlines, and replaces, the language of NASD Rule 3110(a) to clarify that members are obligated to make and preserve books and records as required under the FINRA rules, the Act and the applicable SEA rules.¹⁰ Additionally, the proposed rule requires members to preserve for a period of at least six years those FINRA books and records for which there is no specified retention period under the FINRA Rules or applicable SEA rules. The proposed rule also clarifies that members are required to preserve the books and records required to be made pursuant to the FINRA Rules in a format and media that complies with SEA Rule 17a-4.

FINRA proposes to delete the general recordkeeping provisions of NYSE Rule 440 because its provisions are substantially similar to FINRA Rule 4511. As noted above, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 are being addressed as part of a separate proposal.

In addition, the proposed rule change would delete NYSE Rules 410(a)(1)-(3) and (b) as the provisions' requirements are largely duplicative of the SEA recordkeeping

⁹ The "Off-Hours Trading Facility" is the NYSE facility that permits members to effect securities transactions on the NYSE pursuant to the NYSE Rule 900 Series. See NYSE Rule 900(e)(v).

¹⁰ As proposed in Regulatory Notice 08-25 (discussed in Item 5 of this filing), FINRA Rule 4511 would have required members to make and preserve books and records as required under FINRA rules, Section 17(a) of the Act and the applicable associated SEA rules; however, FINRA has modified proposed FINRA Rule 4511 to eliminate the specific reference to Section 17(a) of the Act given that certain SEA recordkeeping requirements are located outside of Section 17(a).

requirements that are incorporated by reference into FINRA Rule 4511¹¹ or, in some instances, are directed at orders on an exchange facility. FINRA Rule 7440 (Recording of Order Information) also mandates recordkeeping requirements that are substantially similar to those in SEA Rules 17a-3 and 17a-4 for members that must report order information via FINRA's Order Audit Trail System ("OATS") for OTC and Nasdaq equity securities.¹²

B. Customer Account Information (Proposed FINRA Rule 4512)

NASD Rule 3110(c)(1) requires that members maintain certain information relating to customer accounts, including, among other things, the signature of the registered representative introducing the account and signature of the member, partner, officer or manager who accepts the account. FINRA proposes to simplify this provision by instead requiring members to maintain the name of the associated person, if any,

¹¹ Specifically, SEA Rule 17a-3(a) sets forth detailed recordkeeping requirements for brokerage orders that include, among other required information, the order record information required by NYSE Rule 410. See SEA Rule 17a-3(a)(6)-(a)(8). Information required pursuant to SEA Rule 17a-3(a)(6) that goes beyond the recordkeeping requirements of NYSE Rule 410 includes, among other things, recording the price at which the order was executed, the account for which the order was entered, and the identity of each associated person, if any responsible for the account. Additionally, SEA Rule 17a-4(b)(1) prescribes the same record retention requirements as NYSE Rule 410.

¹² The FINRA Rule 7400 Series (Order Audit Trail System) requires members to capture, record, and report via OATS specific data elements related to the handling or execution of orders in OTC and Nasdaq equity securities, including recording all times of these events in hours, minutes, and seconds, and to synchronize their business clocks. FINRA is proposing to extend the recording and reporting requirements in the OATS rules to include all NMS stocks. See Securities Exchange Act Release No. 62739 (August 18, 2010), 75 FR 52380 (August 25, 2010) (Notice of Filing of SR-FINRA-2010-044).

responsible for the account.¹³ As discussed in more detail below, the proposed rule change would require that where a member designates multiple individuals as being responsible for an account, the member maintain each of their names and a record indicating the scope of their responsibilities with respect to the account. The proposed rule change also would clarify that members maintain the signature of the partner, officer or manager denoting that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts.

NASD Rule 3110(c)(3) requires that for discretionary accounts, in addition to the requirements set forth in NASD Rules 3110(c)(1) and (2), members must: obtain the signature of each person authorized to exercise discretion in the account; record the date such discretion is granted; and, in connection with exempted securities (other than municipals), record the age or approximate age of the customer. FINRA proposes to simplify and clarify NASD Rule 3110(c)(3) in the following ways:

- consistent with the SEA recordkeeping requirements, the rule would be amended to require members to maintain a record of the dated signature of each named, natural person authorized to exercise discretion in the account;

¹³ Members would continue to be subject to any additional requirements imposed by SEA Rule 17a-3. For example, SEA Rule 17a-3(a)(17) requires that for each account with a natural person, the account record must indicate whether it has been signed by the associated person (if any) responsible for the account. However, this requirement only applies to accounts for which the member is, or within the past 36 months has been, required to make a suitability determination under the federal securities laws or the requirements of a self-regulatory organization of which it is a member.

- the proposed rule change would delete the requirement to record the date discretion was granted¹⁴ and the requirement to record the age or approximate age of the customer in connection with exempted securities;¹⁵
- the rule would be amended to provide that its requirements do not apply to investment discretion granted by a customer as to the price at which or the time to execute an order given by the customer for the purchase or sale of a definite dollar amount or quantity of a specified security; and
- the proposed rule change would clarify that nothing in the rule shall be construed as allowing members to maintain discretionary accounts or exercise discretion in such accounts except to the extent permitted under the federal securities laws.¹⁶

¹⁴ Pursuant to NASD Rule 2510 (Discretionary Accounts), members would still be required to obtain the customer's prior written authorization. As part of the proposed changes to NASD Rule 2510, FINRA is proposing to require members to obtain the customer's dated prior written authorization. See Regulatory Notice 09-63 (November 2009) (Proposed Consolidated FINRA Rule Governing Discretionary Accounts and Transactions).

¹⁵ This would be a conforming revision. The requirement that for discretionary accounts generally members must record the age or approximate age of the customer was eliminated effective in 1991. See Notice to Members 90-52 (August 1990) (SEC Approval of Amendments to Article III, Sections 2 and 21 (c) of the Rules of Fair Practice Re: Customer Account Information).

¹⁶ In 2005, the SEC adopted Rule 202(a)(11)-1 under the Investment Advisers Act of 1940 ("Advisers Act"), a principal purpose of which was to deem broker-dealers offering "fee-based brokerage accounts" not subject to the Advisers Act. Rule 202(a)(11)-1 also included several interpretive positions regarding Advisers Act Section 202(a)(11)(C), including a provision that any account over which a broker-dealer exercises investment discretion (other than on a temporary or limited basis) is subject to the Advisers Act. In March 2007, Rule 202(a)(11)-1 was vacated. See Financial Planning Association v. SEC, 482 F.3d 481 (D.C. Cir. 2007). In September 2007, the SEC re-proposed its interpretive positions for

In addition, as discussed in more detail below, the proposed rule change would require that members obtain a “manual” dated signature of each named, natural person authorized to exercise discretion in the account.

NASD Rule 3110(c)(4) sets forth the definition of “institutional account” for purposes of NASD Rule 3110 as well as for NASD Rules 2310 (Recommendations to Customers (Suitability)) and 2510. FINRA proposes to amend this definition of “institutional account” to delete the cross-references to NASD Rules 2310 and 2510 because these rules already include cross-references to this definition.

FINRA also proposes to amend NASD Rule 3110(c) to provide that with respect to accounts opened pursuant to prior NASD Rules (e.g., the January 1991 cut-off specified in NASD Rule 3110(c)), members will be permitted to continue maintaining the information required by those prior NASD Rules until such time as they update the account information in the course of their routine and customary business or as required by other applicable laws or rules.

In addition, the proposed rule change would add supplementary material to:

- clarify that required customer account records are subject to a six-year retention period;
- remind members that they may be subject to additional recordkeeping requirements under the SEA (e.g., SEA Rule 17a-3(a)(17));

comment, including the provision regarding the application of the Advisers Act to discretionary accounts. See Investment Advisers Act Release No. 2652 (September 24, 2007), 72 FR 55126 (September 28, 2007) (Interpretive Rule Under the Advisers Act Affecting Broker-Dealers).

- remind members of their obligation to comply with the requirements of FINRA Rule 2070 (Transactions Involving FINRA Employees);¹⁷ and
- provide general explanations of the terms “maintain” and “preserve” for purposes of Rule 4512 only.

The proposed rule change would renumber NASD Rule 3110(c) as FINRA Rule 4512. The remaining provisions of NASD Rule 3110(c) would be incorporated into FINRA Rule 4512 without material change.

NASD IM-3110 includes cross-references to the requirements of certain other rules that may apply to customer accounts (such as SEA Rules 15g-1 through 15g-9 (the Penny Stock Rules)), and it includes a historical reference relating to accounts opened prior to January 1991. FINRA proposes to delete NASD IM-3110 because certain provisions are redundant and others are outdated.

C. Records of Written Customer Complaints (Proposed FINRA Rule 4513)

NASD Rule 3110(d) addresses a member’s obligation to preserve records of written customer complaints at each office of supervisory jurisdiction (“OSJ”). NASD Rule 3110(e) defines the term “complaint.” Because the definition of “complaint” in NASD Rule 3110(e) relates directly to the requirements of NASD Rule 3110(d), FINRA proposes to merge the two provisions into one rule for simplification. The proposed rule change would renumber NASD Rules 3110(d) and (e) as FINRA Rule 4513.

¹⁷ FINRA Rule 2070 plays a vital role in helping FINRA monitor whether employees are abiding by trading restrictions imposed by the FINRA Code of Conduct.

The proposed rule change also would clarify that the obligation to keep customer complaint records in each OSJ applies only to complaints that relate to that office, including complaints that relate to activities supervised from that office and would provide that members may maintain the required records at the OSJ or make them promptly available at such office upon FINRA's request.

Currently, members are required to preserve customer complaint records for a period of at least three years.¹⁸ To take into account FINRA's four-year routine examination cycle for certain members, the proposed rule change would require that members preserve the customer complaint records for a period of at least four years.

D. Requirements When Using Predispute Arbitration Agreements for Customer Accounts (Proposed FINRA Rule 2268)

To ensure that customers are advised about what they are agreeing to when they sign predispute arbitration agreements, NASD Rule 3110(f) requires, among other things, that such agreements contain certain highlighted disclosures. FINRA proposes to incorporate the requirements of the rule with minor changes into the Consolidated FINRA Rulebook. Specifically, FINRA proposes to update the disclosure language to reflect amendments to FINRA Rule 12904 requiring arbitrators to provide an explained decision to the parties in eligible cases¹⁹ if there is a joint request by all parties at least 20

¹⁸ See SEA Rules 17a-3(a)(18) and 17a-4(b)(4).

¹⁹ Pursuant to FINRA Rule 12904(g)(6), the requirement does not apply to simplified cases decided without a hearing under FINRA Rule 12800 or to default cases conducted under FINRA Rule 12801.

days before the first scheduled hearing date.²⁰

The proposed rule change would renumber NASD Rule 3110(f) as FINRA Rule 2268 and would move it to the disclosure section of the Consolidated FINRA Rulebook as a standalone rule.

E. Authorization Records for Negotiable Instruments Drawn From a Customer's Account (Proposed FINRA Rule 4514)

NASD Rule 3110(g) provides that members shall not obtain from a customer or submit for payment a check, draft or other form of negotiable paper drawn on the customer's checking, savings, share or similar account, without that person's express written authorization, which may include the customer's signature on the negotiable instrument. The rule requires members to maintain the required written authorization (other than a copy of a negotiable instrument signed by the customer) for a period of three years. FINRA proposes to amend this provision to clarify that where the required authorization is separate from the negotiable instrument, members must preserve the authorization for a period of three years following the date it expires. The proposed rule change would renumber NASD Rule 3110(g) as FINRA Rule 4514.

F. OATS Recordkeeping Requirements (Proposed FINRA Rule 7440(a)(4))

NASD Rule 3110(h) sets forth the OATS recordkeeping requirements for members that are "Reporting Members," as defined in the OATS rules, for orders received or executed at their trading departments. FINRA proposes to relocate this recordkeeping provision without material change into the OATS rules. The proposed

²⁰ See Securities Exchange Act Release No. 59358 (February 4, 2009), 74 FR 6928 (February 11, 2009) (Order Approving File No. SR-FINRA-2008-051).

rule change would renumber NASD Rule 3110(h) as paragraph (a)(4) of FINRA Rule 7440.

G. Approval and Documentation of Changes in Account Name or Designation (Proposed FINRA Rule 4515)

NASD Rule 3110(j) requires that, before a customer order is executed, the account name or designation must be placed upon the memorandum for each transaction.²¹ The rule also addresses the approval and documentation procedures for changes in such account name or designation.

As discussed in more detail below, FINRA proposes to amend this provision to clarify that with respect to any change in account name or designation that takes place prior to execution of the trade, the essential facts the principal relied on in approving such change must be documented in writing prior to execution. The proposed rule change would renumber NASD Rule 3110(j) as FINRA Rule 4515. NYSE Rules 410 and 410.10 also include provisions regarding approval and documentation of changes in account name or designation. FINRA proposes to delete the corresponding provisions in NYSE Rules 410 and 410.10 because these provisions are substantially similar to FINRA Rule 4515. As stated earlier, FINRA also proposes to delete the recordkeeping provisions of NYSE Rule 410.

The proposed rule change, however, would transfer NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01, with certain changes as described below. NYSE Rule Interpretation 410/02 outlines an exception to the order entry requirements of NYSE Rule 410 by permitting a member to accept block orders and allowing investment advisers to

²¹ See also SEA Rule 17a-3(a)(6).

make allocations on such orders to customers (i.e., allocations among sub-accounts), provided that the member obtains specific account designations or customer names for the order records by the end of the business day. Although the SEA recordkeeping rules do not specifically provide for this exception, SEC staff has previously indicated that the exception also applies to the SEA recordkeeping rules relating to orders.²² There is no direct NASD equivalent.

The proposed rule change would adopt NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01 with the following changes. FINRA proposes to amend the provision so that the exception applies not only to block orders, but to all orders submitted by an investment adviser on behalf of multiple customers. Additionally, members have indicated that in some cases they are unable to obtain the required information by the end of the business day on which the order is executed. Therefore, as a clerical accommodation to members, FINRA proposes to amend the provision and give members until noon of the next business day following the trading session to obtain the required information. The proposal also clarifies that the exception only applies where there is more than one customer for any particular order. Further, the current exception only applies to investment advisers that are either registered under the Investment Advisers Act or subject to state regulation pursuant to Section 203A of the Investment Advisers Act. To cover all investment advisers, FINRA proposes to expand the category of investment advisers subject to the exception to also include investment advisers that

²² See NYSE Information Memo 00-19, note 2 (July 21, 2000) (Timely Designation and Allocation of Account Information – Records of Orders) (noting that pursuant to discussions with the SEC staff, NYSE Rule Interpretation 410/02 applies to the requirements of SEA Rules 17a-3(a)(6) and 17a-3(a)(7)).

qualify for an exception from the Investment Advisers Act's registration requirements pursuant to Section 203(b) of the Investment Advisers Act. FINRA also proposes to clarify that the exception does not apply to accounts handled by registered representatives who otherwise exercise discretionary authority over accounts pursuant to NASD Rule 2510.

Moreover, FINRA proposes to clarify that nothing in the rule or supplementary material may be construed as allowing a member knowingly to facilitate the allocation of orders from investment advisers in a manner other than in compliance with both (i) the investment adviser's intent at the time of trade execution to allocate shares on a percentage basis to the participating accounts and (ii) the investment adviser's fiduciary duty with respect to allocations for such participating accounts, including but not limited to allocations based on the performance of a transaction between the time of execution and the time of allocation.

H. Pre-Time Stamping (Proposed FINRA Rule 5340)

NYSE Rule Interpretation 410/01 notes that pre-time stamping of order tickets in connection with block positioning is contrary to NYSE Rule 410. The proposed rule change would adopt this NYSE Rule Interpretation as FINRA Rule 5340 without material change, except for replacing the reference to NYSE Rule 410 with FINRA Rule 4511. FINRA believes that retaining this requirement is appropriate as it expressly prohibits violative conduct for which there are no direct NASD rule equivalents. FINRA Rule 5340 would be new to legacy NASD-only members.

As noted in Item 2, FINRA will announce the implementation date of the proposed rule change in a Regulatory Notice to be published no later than 90 days

following Commission approval. The implementation date will be no later than 240 days following publication of the Regulatory Notice announcing Commission approval.

(b) Statutory Basis

FINRA believes that the proposed rule change is consistent with the provisions of Section 15A(b)(6) of the Act,²³ which requires, among other things, that FINRA rules must be designed to prevent fraudulent and manipulative acts and practices, to promote just and equitable principles of trade, and, in general, to protect investors and the public interest. FINRA believes that the proposed rule change will further the purposes of the Act by streamlining the FINRA books and records rules to make them as clear as possible, grouping the requirements along similar subject matter lines to make finding them a more intuitive process and to provide members with a better understanding of the regulatory scheme, and eliminating those requirements contained in the current rules that have become obsolete or otherwise duplicative.

4. Self-Regulatory Organization's Statement on Burden on Competition

FINRA does not believe that the proposed rule change will result in any burden on competition that is not necessary or appropriate in furtherance of the purposes of the Act.

²³ 15 U.S.C. 78q-3(b)(6).

5. Self-Regulatory Organization’s Statement on Comments on the Proposed Rule Change Received from Members, Participants, or Others

In May 2008, FINRA published Regulatory Notice 08-25 soliciting comment on proposals relating to the FINRA books and records rules.²⁴ FINRA received eight comment letters in response to the Notice,²⁵ which are discussed below. A copy of the Notice is attached as Exhibit 2a. A list of the comment letters received in response to the Notice is attached as Exhibit 2b. Copies of the comment letters received in response to the Notice are attached as Exhibit 2c.

A. General Comments

Two commenters believe that the requirements in SEA Rules 17a-3 and 17a-4 are sufficiently inclusive to satisfy investor protection interests.²⁶ One of these commenters

²⁴ Some of the proposed changes discussed in this filing were not part of the proposals set forth in Regulatory Notice 08-25, including the requirement to preserve for six years those FINRA books and records for which there is no specified retention period, revisions to the disclosure language in proposed FINRA Rule 2268 to reflect amendments to FINRA’s Code of Arbitration Procedure for Customer Disputes and Code of Arbitration Procedure for Industry Disputes, the adoption of NYSE Rule Interpretation 410/01 as FINRA Rule 5340, and the adoption of NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01.

²⁵ See Letter from Jerry Hamlin, dated May 18, 2008 (“Hamlin”); letter from MuniVest Financial Group, dated May 29, 2008; letter from Sanderlin Securities, LLC, dated June 11, 2008 (“Sanderlin”); letter from the Securities Industry and Financial Markets Association, dated June 11, 2008 (“SIFMA”); letter from the Financial Services Institute, Inc., dated June 13, 2008 (“FSI”); letter from ING Advisors Network, dated June 13, 2008 (“ING”); letter from the Public Investors Arbitration Bar Association, dated June 13, 2008 (“PIABA”); and letter from Wachovia Securities, LLC, dated June 13, 2008.

²⁶ SIFMA and ING.

requests that FINRA refrain from considering recordkeeping requirements that are in addition to the SEA rules.²⁷

SEA Rules 17a-3 and 17a-4 impose minimum recordkeeping requirements.²⁸

These rules are not intended to be the only recordkeeping requirements applicable to members. As noted above, FINRA requires members to make and preserve certain books and records to evidence compliance with FINRA Rules and to enable FINRA staff to conduct effective examinations. Accordingly, where necessary, FINRA will consider recordkeeping requirements beyond the minimum requirements of the SEA rules. For instance, as described above, to take into account FINRA's four-year routine examination cycle for certain members, FINRA proposes to increase the retention period for customer complaint records to at least four years.

B. Customer Account Information (Proposed FINRA Rule 4512)

In Regulatory Notice 08-25, FINRA specifically requested comment on whether the registered representative signature requirement in NASD Rule 3110(c)(1)(C) should be retained. As noted above, FINRA proposes to instead require members to maintain the name of the associated person, if any, responsible for the account. One commenter expressly supports eliminating the registered representative signature requirement.²⁹

Another commenter argues that the signatures of both the registered representative and

²⁷ ING.

²⁸ See Commission Guidance to Broker-Dealers on the Use of Electronic Storage Media under the Electronic Signatures in Global and National Commerce Act of 2000 with Respect to Rule 17a-4(f), Securities Exchange Act Release No. 44238 (May 1, 2001), 66 FR 22916 (May 7, 2001).

²⁹ SIFMA.

the responsible manager are necessary to assure the authenticity of account documents and information, which may be at issue in arbitration.³⁰ For regulatory purposes, FINRA believes that it is sufficient for a member to maintain the name of the associated person (if any) responsible for the account together with the signature of the partner, officer or manager denoting that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts. In addition, as noted above, members would continue to be subject to the associated person signature requirement of SEA Rule 17a-3(a)(17).³¹

Two commenters suggest that the proposed rule be amended to require members to maintain the name of the registered representative responsible for the account because the individual "responsible" for an account generally has to be a registered representative.³² The proposed language "the associated person, if any, responsible for the account" is intended to provide consistency with the terminology used in SEA Rule 17a-3(a)(17). Nothing contained in the proposed recordkeeping rule would obviate the requirement that where a member designates a person as being responsible for a customer's account, the person charged with such responsibility be a qualified and registered person. One commenter notes that the designation of a single individual as "responsible" for an account is not practical in cases where a group of individuals may be assigned responsibility for an account.³³ In response, FINRA has revised the proposed

³⁰ PIABA.

³¹ See supra note 13.

³² SIFMA and FSI.

³³ SIFMA.

rule to clarify that where a member designates multiple individuals as being responsible for an account, the member is required to maintain each of their names and a record indicating the scope of their responsibilities with respect to the account.

Two commenters request that the requirement to maintain the signature of the partner, officer or manager denoting acceptance of the account be amended to allow members the flexibility to designate an appropriate person other than a “partner, officer or manager.”³⁴ FINRA believes that the appropriate person for this purpose is a partner, officer or manager of the member. Three commenters believe that the term “signature” may be interpreted to require the “manual” signature of a partner, officer or manager.³⁵ These commenters suggest that the phrase “evidence of approval” be used instead, so as to permit the use of an “electronic” signature. The staff previously has issued guidance regarding the permissibility of “electronic” signatures under NASD Rule 3110(c)(1)(C).³⁶ This guidance will remain in effect.

One commenter believes that the requirement to denote that the account has been accepted in accordance with the member’s policies and procedures is unnecessary since members are required to follow their policies and procedures in all instances.³⁷ This

³⁴ SIFMA and ING.

³⁵ SIFMA, FSI and ING.

³⁶ See Letter to Selwyn Notelovitz, Charles Schwab & Co., Inc., from Eric Moss, NASD, dated June 4, 2002 (available at: <http://www.finra.org/Industry/Regulation/Guidance/InterpretiveLetters/P002556>), and Letter to Jeffrey W. Kilduff, O’Melveny & Myers, LLP, from Nancy Libin, NASD, dated July 5, 2001 (available at: <http://www.finra.org/Industry/Regulation/Guidance/InterpretiveLetters/P005336>).

³⁷ SIFMA.

commenter also believes that the proposed rule may be interpreted to require a partner, officer or manager to provide a representation stating that he or she has accepted the account in accordance with the member's policies and procedures. The proposed rule change simply clarifies that the purpose of the signature of the partner, officer or manager is to signify that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts. The proposed rule would not require a partner, officer or manager to provide any representations.

One commenter recommends that the requirement to maintain the names of any persons authorized to transact business on behalf of a customer that is an entity be eliminated.³⁸ The commenter argues that the requirement (which is currently in NASD Rule 3110(c)(1)(D)) has caused significant operational burden on members and may put them at regulatory risk. The commenter also states that some institutional customers use this provision to attempt to shift the burden of enforcing compliance with the customer's internal policies and controls from the customer to the member. FINRA is not proposing any changes to this provision. Moreover, FINRA believes that when a customer is an entity, it is important that the member maintain a record that identifies the person(s) authorized to transact business on behalf of that entity.

One commenter seeks clarification regarding the impact of pending SEC rulemaking proposals relating to discretionary accounts, including whether members would need to develop additional policies and procedures with respect to such accounts.³⁹

³⁸ SIFMA.

³⁹ Sanderlin.

Members have always had an obligation to establish, maintain and enforce written procedures to supervise the types of business in which they engage that are reasonably designed to achieve compliance with applicable securities laws and regulations.⁴⁰ As noted above, the proposed rule change simply clarifies that nothing in the rule shall be construed as allowing members to maintain discretionary accounts or exercise discretion in such accounts except to the extent permitted under the federal securities laws.

One commenter suggests that the requirement to maintain a record of the dated signature of each named, natural person authorized to exercise discretion in an account be amended so as to permit “electronic” signatures.⁴¹ Given the nature of discretionary accounts and FINRA’s concern for potential abuse, members are required to obtain a “manual” dated signature. FINRA has revised the proposed rule to reflect this requirement. However, members may choose to maintain and preserve such records on electronic storage media consistent with the requirements of SEA Rule 17a-4(f).

Two commenters believe that the requirement that members update the account information in compliance with the proposed rule whenever they update the account information in the course of their routine and customary business or as required by other applicable laws or rules is too burdensome.⁴² Alternatively, they argue that the updating requirements in the proposed rule should be based on the account updating requirements under SEA Rule 17a-3. FINRA believes that to promote greater consistency and uniformity of account record information, it is necessary that members update the

⁴⁰ See NASD Rule 3010(b)(1).

⁴¹ FSI.

account information in compliance with the proposed rule whenever they update the information in the course of their routine and customary business or as required by other applicable laws or rules. In addition, FINRA does not believe that limiting the updating requirements in the proposed rule to the account updating requirements under SEA Rule 17a-3 would achieve this purpose.

One commenter argues that it may not be possible to obtain the required signatures, where retained in the proposed rule, when the account record information is updated years after the account has been opened.⁴³ FINRA disagrees. With respect to all existing customer accounts, members currently are required to maintain the signature of the member, partner, officer or manager who accepted the account and, for discretionary accounts, the signature of each person authorized to exercise discretion in the account.

Two commenters request that supplementary materials be used sparingly, or not at all, in the proposed books and records rules and that any supplementary material be incorporated into the main part of the proposed rule wherever possible.⁴⁴ The use of supplementary materials is intended to, among other things, enhance the utility of the Consolidated FINRA Rulebook. The supplementary materials provide clarifications, explanations, interpretations and greater depth. The proposed supplementary materials are placed at the end of the proposed rule for purposes of clarity and readability, but the materials are in fact part of the rule. Further, these commenters seek clarification regarding whether the explanation in the supplementary materials regarding the terms

⁴² ING and FSI.

⁴³ ING.

“maintain” and “preserve” would be applied to other FINRA Rules. As stated in the supplementary materials, the explanation regarding these terms is only for purposes of the proposed rule.

C. Records of Written Customer Complaints (Proposed FINRA Rule 4513)

One commenter suggests that the proposed rule be amended to further clarify that the requirement to keep and preserve complaints that relate to activities supervised from the OSJ is limited to a “customer complaint” as defined in the rule.⁴⁵ This commenter also recommends that the definition of “customer complaint” precede the other provisions in the proposed rule. Another commenter suggests that the proposed rule be amended to clarify that it applies only to “written customer complaints that relate to activities subject to regulation by FINRA” so that it excludes complaints related to outside business activities.⁴⁶ Additionally, one commenter suggests that use of the term “written customer complaints” in the proposed rule is not sufficiently clear and recommends that the definition of a “customer complaint” expressly include only a “written grievance.”⁴⁷ FINRA, however, believes that the scope of the proposed rule and the definition of “customer complaint” are both appropriate and sufficiently clear. Moreover, as discussed above, the proposed rule change would clarify that the obligation to keep customer complaint records in each OSJ applies only to complaints that relate to that office, including complaints that relate to activities supervised from that office.

⁴⁴ SIFMA and ING.

⁴⁵ ING.

⁴⁶ FSI.

⁴⁷ SIFMA.

With respect to the proposed four-year retention period for customer complaint records, one commenter recommends maintaining the current three-year retention period for customer complaint records.⁴⁸ The commenter does not believe that FINRA’s four-year routine examination cycle for certain members is a sufficient or persuasive reason to increase the retention period to four years. The commenter also argues that a four-year retention period would be impractical and burdensome for members since the majority of retention periods under the securities laws are three or six years, and members have already established policies and procedures relating to these retention periods. Two commenters favor a three or six year retention period for customer complaint records.⁴⁹ One commenter supports the proposed four-year retention period for customer complaint records, but suggests that the retention period be increased to six years consistent with the eligibility provisions for customer disputes under FINRA Rule 12206 (Time Limits) and the six-year retention period for account record information.⁵⁰ As discussed above, the proposed four-year retention period is tailored to address a specific regulatory need. FINRA does not believe that it is necessary to impose a six-year retention period to achieve this goal.

One commenter requests that the definition of “customer complaint” be consistent across all FINRA Rules, particularly when considering NASD Rule 3070 (Reporting Requirements) in the context of the Consolidated FINRA Rulebook.⁵¹ FINRA disagrees

⁴⁸ SIFMA.

⁴⁹ ING and FSI.

⁵⁰ PIABA.

⁵¹ SIFMA.

with this comment. NASD Rule 3070 serves a different regulatory purpose than FINRA Rule 4513, which is why the definitions under these rules are different.

D. Authorization Records for Negotiable Instruments Drawn From a Customer's Account (Proposed FINRA Rule 4514)

One commenter believes that the proposed rule should provide members the flexibility to develop reasonable policies and procedures.⁵² For example, the commenter suggests that members could establish a threshold where check requests over a certain dollar amount would require written authorization, whereas requests for checks in smaller amounts would require only verbal authorization with a follow-up telephone call or email. In addition, the commenter does not believe that members should be required to preserve the written authorization for a period of three years following the date it expires as it is difficult for them to track an end date. Rather, the commenter argues that the written authorization should be preserved for a period of three years from the date of the request.

FINRA believes that the written authorization requirement in FINRA Rule 4514 (current NASD Rule 3110(g)) is an effective means of deterring the fraudulent misuse of negotiable instruments. With respect to the retention period, FINRA believes that it is imperative that the required written authorization be preserved for a period of three years following the date it expires since a customer authorization may remain in effect beyond three years from the date of the request.

⁵² SIFMA.

E. Approval and Documentation of Changes in Account Name or Designation (Proposed FINRA Rule 4515)

One commenter asserts that the requirement in FINRA Rule 4515 to document in writing prior to execution of the trade the essential facts relied upon by the principal approving any changes in account names or designations could have a potentially adverse impact on investors, including institutional accounts, by affecting the timing and price of orders that were executed or booked erroneously.⁵³ The commenter believes that to prove compliance with the rule, members would have to implement a time-stamp or similar system at considerable expense. The commenter recommends that the proposed rule be revised to permit approval and documentation after execution of the trade for all accounts, but, at a minimum, for institutional accounts. The commenter also seeks additional clarification regarding whether “electronic” approval by a principal would comply with the proposed rule.

As FINRA (then known as NASD) stated in its response to comments to proposed NASD Rule 3110(j), account names and designations are material information that must be protected from possible fraudulent activity. Requiring a principal to authorize the change and be aware of the surrounding facts for the change is a relatively low-cost method of protecting this information. Moreover, FINRA believes that where the account name or designation is changed prior to execution of the trade, the required approval and documentation must take place prior to execution. FINRA has revised the proposed rule to further clarify this requirement.

⁵³

SIFMA.

With respect to the permissibility of “electronic” approval, FINRA believes that the standards set forth in the staff’s guidance regarding the permissibility of “electronic” signatures under NASD Rule 3110(c)(1)(C)⁵⁴ are equally applicable to the approval and documentation requirements of FINRA Rule 4515.

F. Miscellaneous Comments

One commenter suggests that members be required to tape record outgoing telephone calls by registered persons to customers regarding their accounts and that members be required to maintain a log of the full name of the registered person who made the call.⁵⁵ A second commenter recommends that the proposed rules include a provision requiring members to provide current and former customers, upon the customer’s written request, free duplicate records within a reasonable time.⁵⁶ The changes recommended by these commenters are outside the scope of the proposed changes to the books and records rules. Therefore, FINRA is not responding to their recommendations specifically herein.

6. Extension of Time Period for Commission Action

FINRA does not consent at this time to an extension of the time period for Commission action specified in Section 19(b)(2) of the Act.⁵⁷

⁵⁴ See supra note 36.

⁵⁵ Hamlin.

⁵⁶ PIABA.

⁵⁷ 15 U.S.C. 78s(b)(2).

7. **Basis for Summary Effectiveness Pursuant to Section 19(b)(3) or for Accelerated Effectiveness Pursuant to Section 19(b)(2)**

Not applicable.

8. **Proposed Rule Change Based on Rules of Another Self-Regulatory Organization or of the Commission**

Not applicable.

9. **Exhibits**

Exhibit 1. Completed notice of proposed rule change for publication in the Federal Register.

Exhibit 2a. Regulatory Notice 08-25 (May 2008).

Exhibit 2b. A list of the comment letters received in response to Regulatory Notice 08-25 (May 2008).

Exhibit 2c. Copies of the comment letters received in response to Regulatory Notice 08-25 (May 2008).

Exhibit 5. Text of the proposed rule change.

EXHIBIT 1

SECURITIES AND EXCHANGE COMMISSION
(Release No. 34- ; File No. SR-FINRA-2010-052)

Self-Regulatory Organizations; Financial Industry Regulatory Authority, Inc.; Notice of Filing of Proposed Rule Change to Adopt FINRA Rules Regarding Books and Records in the Consolidated FINRA Rulebook

Pursuant to Section 19(b)(1) of the Securities Exchange Act of 1934 (“Act” or “SEA”)¹ and Rule 19b-4 thereunder,² notice is hereby given that on , Financial Industry Regulatory Authority, Inc. (“FINRA”) (f/k/a National Association of Securities Dealers, Inc. (“NASD”)) filed with the Securities and Exchange Commission (“SEC” or “Commission”) the proposed rule change as described in Items I, II, and III below, which Items have been prepared by FINRA. The Commission is publishing this notice to solicit comments on the proposed rule change from interested persons.

I. Self-Regulatory Organization’s Statement of the Terms of Substance of the Proposed Rule Change

FINRA is proposing to adopt certain paragraphs, as specified below, of NASD Rule 3110 (Books and Records), subject to certain amendments, as FINRA Rules in the consolidated FINRA rulebook and to adopt Incorporated NYSE Rule Interpretations 410/01 (Pre-Time Stamping) and 410/02 (Allocations of Block Orders), subject to certain amendments, as FINRA Rules in the consolidated FINRA rulebook.

The proposed rule change would delete NASD IM-3110 (Customer Account Information) and Incorporated NYSE Rule 410 (Records of Orders). In addition, the

¹ 15 U.S.C. 78s(b)(1).

² 17 CFR 240.19b-4.

proposed rule change would delete Incorporated NYSE Rule 440 (Books and Records), with the exception of Incorporated NYSE Rules 440.10 (Periodic Security Counts, Verifications, Comparisons, etc.) and 440.20 (Identification of Suspense Accounts and Assignment of Responsibility for General Ledger Accounts) and NYSE Rule Interpretation 440.20/01 (Suspense Accounts).

The proposed rule change would renumber NASD Rule 3110(a) (Requirements) as FINRA Rule 4511 (General Requirements), NASD Rule 3110(c) (Customer Account Information) as FINRA Rule 4512 (Customer Account Information), NASD Rules 3110(d) (Record of Written Complaints) and 3110(e) (“Complaint” Defined) as FINRA Rule 4513 (Records of Written Customer Complaints), NASD Rule 3110(f) (Requirements When Using Predispute Arbitration Agreements for Customers Accounts) as FINRA Rule 2268 (Requirements When Using Predispute Arbitration Agreements for Customer Accounts), NASD Rule 3110(g) (Negotiable Instruments Drawn From A Customer’s Account) as FINRA Rule 4514 (Authorization Records for Negotiable Instruments Drawn From a Customer’s Account), NASD Rule 3110(h) (Order Audit Trail System Record Keeping Requirements) as paragraph (a)(4) of FINRA Rule 7440 (Recording of Order Information) and NASD Rule 3110(j) (Changes in Account Name or Designation) as FINRA Rule 4515 (Approval and Documentation of Changes in Account Name or Designation) in the consolidated FINRA rulebook. The proposed rule change also would renumber NYSE Rule Interpretation 410/01 as FINRA Rule 5340 (Pre-Time Stamping) and NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01 (Allocations of Orders Made by Investment Advisers).

The text of the proposed rule change is available on FINRA's Web site at <http://www.finra.org>, at the principal office of FINRA and at the Commission's Public Reference Room.

II. Self-Regulatory Organization's Statement of the Purpose of, and Statutory Basis for, the Proposed Rule Change

In its filing with the Commission, FINRA included statements concerning the purpose of and basis for the proposed rule change and discussed any comments it received on the proposed rule change. The text of these statements may be examined at the places specified in Item IV below. FINRA has prepared summaries, set forth in sections A, B, and C below, of the most significant aspects of such statements.

A. Self-Regulatory Organization's Statement of the Purpose of, and Statutory Basis for, the Proposed Rule Change

1. Purpose

Background

As part of the process of developing a new consolidated rulebook ("Consolidated FINRA Rulebook"),³ FINRA is proposing to adopt NASD Rules 3110(a), 3110(c), 3110(d) and (e), 3110(f), 3110(g), 3110(h) and 3110(j) as FINRA Rules 4511, 4512, 4513, 2268, 4514, 7440(a)(4) and 4515, respectively, in the Consolidated FINRA

³ The current FINRA rulebook consists of (1) FINRA Rules; (2) NASD Rules; and (3) rules incorporated from NYSE ("Incorporated NYSE Rules") (together, the NASD Rules and Incorporated NYSE Rules are referred to as the "Transitional Rulebook"). While the NASD Rules generally apply to all FINRA members, the Incorporated NYSE Rules apply only to those members of FINRA that are also members of the NYSE ("Dual Members"). The FINRA Rules apply to all FINRA members, unless such rules have a more limited application by their terms. For more information about the rulebook consolidation process, see Information Notice, March 12, 2008 (Rulebook Consolidation Process).

Rulebook, with certain changes as described below.⁴ FINRA also is proposing to adopt Incorporated NYSE Rule Interpretations 410/01 and 410/02 as FINRA Rules 5340 and 4515.01,⁵ respectively, in the Consolidated FINRA Rulebook.⁶ FINRA is proposing to delete NASD IM-3110 and NYSE Rules 410 and 440, provided, however, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 are being addressed as part of a separate proposal.⁷

Current NASD Rules and NYSE Rules require members to make and preserve certain books and records to evidence compliance with federal securities laws and FINRA and SEC rules, as well as to enable FINRA and SEC staffs to conduct effective

⁴ NASD Rule 3110(b) (Marking of Customer Order Tickets) requires that members indicate on the order ticket for each transaction in a non-exchange-listed security the name of each dealer contacted and the quotations received to determine the best inter-dealer market as required by NASD Rule 2320(g) (commonly referred to as the “Three Quote Rule”), unless the member can establish and document its reliance on the exclusions to the Three Quote Rule. FINRA is proposing to replace NASD Rule 3110(b) with a more general documentation requirement in the supplementary material to proposed FINRA Rule 5310. See Regulatory Notice 08-80 (December 2008) (Proposed FINRA Rule Addressing Best Execution). NASD Rule 3110(i) (Holding of Customer Mail) specifies the circumstances under which members may hold mail for a customer. FINRA is proposing that NASD Rule 3110(i) be rewritten as a standalone rule and relocated to the supervision section of the Consolidated FINRA Rulebook. See Regulatory Notice 08-24 (May 2008) (Proposed Consolidated FINRA Rules Governing Supervision and Supervisory Controls).

⁵ For convenience, the Incorporated NYSE Rules are referred to as the NYSE Rules.

⁶ NYSE Rule Interpretation 410(a)(ii)(5)/01 was deleted as part of a prior rule change. See Securities Exchange Act Release No. 61473 (February 2, 2010), 75 FR 6422 (February 9, 2010) (Order Approving File No. SR-FINRA-2009-087).

⁷ See Regulatory Notice 09-03 (January 2009) (Proposed Consolidated FINRA Rules Governing Financial Responsibility and Operational Requirements).

examinations. Based in large part on the current rules, the proposed rule change would rewrite the FINRA books and records rules with three goals in view:

- to streamline the rules to make them as clear as possible;
- to group the requirements along similar subject matter lines to make finding them a more intuitive process and to provide members with a better understanding of the regulatory scheme; and
- to eliminate those requirements contained in the current rules that have become obsolete or otherwise duplicative.

Proposed Amendments

FINRA proposes the following amendments to the books and records rules.

A. General Requirements (Proposed FINRA Rule 4511)

Currently, there are two general recordkeeping rules in effect under NASD Rules and NYSE Rules. NASD Rule 3110(a) addresses the general obligation of members under all applicable laws, rules, regulations, statements of policy, NASD Rules and SEA Rule 17a-3 to make and preserve books and records, including the obligation to preserve such books and records in formats and media and for retention periods that comply with SEA Rule 17a-4. NYSE Rule 440 also sets forth the general obligation of members to make and preserve books and records.⁸

⁸ In addition, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 set forth financial and operational recordkeeping requirements for which there are no equivalent NASD Rules.

NYSE Rule 410 is a separate NYSE recordkeeping rule for which there is no comparable NASD Rule.⁹ NYSE Rule 410, in main part, requires members to make and preserve specific records for every order received (either orally or in writing) and every order entered into the NYSE's Off-Hours Trading Facility.¹⁰ NYSE Rule 410 also permits the NYSE to waive the rule's recordkeeping requirements under exceptional circumstances upon written request.

FINRA Rule 4511 streamlines, and replaces, the language of NASD Rule 3110(a) to clarify that members are obligated to make and preserve books and records as required under the FINRA rules, the Act and the applicable SEA rules.¹¹ Additionally, the proposed rule requires members to preserve for a period of at least six years those FINRA books and records for which there is no specified retention period under the FINRA Rules or applicable SEA rules. The proposed rule also clarifies that members are required to preserve the books and records required to be made pursuant to the FINRA Rules in a format and media that complies with SEA Rule 17a-4.

⁹ Previously, NYSE Rule 410 applied only to orders transmitted or carried to the NYSE Trading Floor ("Floor"), but was amended in 2004 to apply to all orders sent to any marketplace, not just those carried or transmitted to the Floor. See NYSE Information Memo 04-38 (July 26, 2004) (Amendments to NYSE Rules 342, 401, 408 and 410 Relating to Supervision and Internal Controls).

¹⁰ The "Off-Hours Trading Facility" is the NYSE facility that permits members to effect securities transactions on the NYSE pursuant to the NYSE Rule 900 Series. See NYSE Rule 900(e)(v).

¹¹ As proposed in Regulatory Notice 08-25 (discussed in Item 5 of this filing), FINRA Rule 4511 would have required members to make and preserve books and records as required under FINRA rules, Section 17(a) of the Act and the applicable associated SEA rules; however, FINRA has modified proposed FINRA Rule 4511 to eliminate the specific reference to Section 17(a) of the Act given that certain SEA recordkeeping requirements are located outside of Section 17(a).

FINRA proposes to delete the general recordkeeping provisions of NYSE Rule 440 because its provisions are substantially similar to FINRA Rule 4511. As noted above, NYSE Rules 440.10 and 440.20 and NYSE Rule Interpretation 440.20/01 are being addressed as part of a separate proposal.

In addition, the proposed rule change would delete NYSE Rules 410(a)(1)-(3) and (b) as the provisions' requirements are largely duplicative of the SEA recordkeeping requirements that are incorporated by reference into FINRA Rule 4511¹² or, in some instances, are directed at orders on an exchange facility. FINRA Rule 7440 (Recording of Order Information) also mandates recordkeeping requirements that are substantially similar to those in SEA Rules 17a-3 and 17a-4 for members that must report order information via FINRA's Order Audit Trail System ("OATS") for OTC and Nasdaq equity securities.¹³

¹² Specifically, SEA Rule 17a-3(a) sets forth detailed recordkeeping requirements for brokerage orders that include, among other required information, the order record information required by NYSE Rule 410. See SEA Rule 17a-3(a)(6)-(a)(8). Information required pursuant to SEA Rule 17a-3(a)(6) that goes beyond the recordkeeping requirements of NYSE Rule 410 includes, among other things, recording the price at which the order was executed, the account for which the order was entered, and the identity of each associated person, if any responsible for the account. Additionally, SEA Rule 17a-4(b)(1) prescribes the same record retention requirements as NYSE Rule 410.

¹³ The FINRA Rule 7400 Series (Order Audit Trail System) requires members to capture, record, and report via OATS specific data elements related to the handling or execution of orders in OTC and Nasdaq equity securities, including recording all times of these events in hours, minutes, and seconds, and to synchronize their business clocks. FINRA is proposing to extend the recording and reporting requirements in the OATS rules to include all NMS stocks. See Securities Exchange Act Release No. 62739 (August 18, 2010), 75 FR 52380 (August 25, 2010) (Notice of Filing of SR-FINRA-2010-044).

B. Customer Account Information (Proposed FINRA Rule 4512)

NASD Rule 3110(c)(1) requires that members maintain certain information relating to customer accounts, including, among other things, the signature of the registered representative introducing the account and signature of the member, partner, officer or manager who accepts the account. FINRA proposes to simplify this provision by instead requiring members to maintain the name of the associated person, if any, responsible for the account.¹⁴ As discussed in more detail below, the proposed rule change would require that where a member designates multiple individuals as being responsible for an account, the member maintain each of their names and a record indicating the scope of their responsibilities with respect to the account. The proposed rule change also would clarify that members maintain the signature of the partner, officer or manager denoting that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts.

NASD Rule 3110(c)(3) requires that for discretionary accounts, in addition to the requirements set forth in NASD Rules 3110(c)(1) and (2), members must: obtain the signature of each person authorized to exercise discretion in the account; record the date such discretion is granted; and, in connection with exempted securities (other than

¹⁴ Members would continue to be subject to any additional requirements imposed by SEA Rule 17a-3. For example, SEA Rule 17a-3(a)(17) requires that for each account with a natural person, the account record must indicate whether it has been signed by the associated person (if any) responsible for the account. However, this requirement only applies to accounts for which the member is, or within the past 36 months has been, required to make a suitability determination under the federal securities laws or the requirements of a self-regulatory organization of which it is a member.

municipals), record the age or approximate age of the customer. FINRA proposes to simplify and clarify NASD Rule 3110(c)(3) in the following ways:

- consistent with the SEA recordkeeping requirements, the rule would be amended to require members to maintain a record of the dated signature of each named, natural person authorized to exercise discretion in the account;
- the proposed rule change would delete the requirement to record the date discretion was granted¹⁵ and the requirement to record the age or approximate age of the customer in connection with exempted securities;¹⁶
- the rule would be amended to provide that its requirements do not apply to investment discretion granted by a customer as to the price at which or the time to execute an order given by the customer for the purchase or sale of a definite dollar amount or quantity of a specified security; and
- the proposed rule change would clarify that nothing in the rule shall be construed as allowing members to maintain discretionary accounts or exercise

¹⁵ Pursuant to NASD Rule 2510 (Discretionary Accounts), members would still be required to obtain the customer's prior written authorization. As part of the proposed changes to NASD Rule 2510, FINRA is proposing to require members to obtain the customer's dated prior written authorization. See Regulatory Notice 09-63 (November 2009) (Proposed Consolidated FINRA Rule Governing Discretionary Accounts and Transactions).

¹⁶ This would be a conforming revision. The requirement that for discretionary accounts generally members must record the age or approximate age of the customer was eliminated effective in 1991. See Notice to Members 90-52 (August 1990) (SEC Approval of Amendments to Article III, Sections 2 and 21 (c) of the Rules of Fair Practice Re: Customer Account Information).

discretion in such accounts except to the extent permitted under the federal securities laws.¹⁷

In addition, as discussed in more detail below, the proposed rule change would require that members obtain a “manual” dated signature of each named, natural person authorized to exercise discretion in the account.

NASD Rule 3110(c)(4) sets forth the definition of “institutional account” for purposes of NASD Rule 3110 as well as for NASD Rules 2310 (Recommendations to Customers (Suitability)) and 2510. FINRA proposes to amend this definition of “institutional account” to delete the cross-references to NASD Rules 2310 and 2510 because these rules already include cross-references to this definition.

FINRA also proposes to amend NASD Rule 3110(c) to provide that with respect to accounts opened pursuant to prior NASD Rules (e.g., the January 1991 cut-off specified in NASD Rule 3110(c)), members will be permitted to continue maintaining the information required by those prior NASD Rules until such time as they update the account information in the course of their routine and customary business or as required by other applicable laws or rules.

¹⁷ In 2005, the SEC adopted Rule 202(a)(11)-1 under the Investment Advisers Act of 1940 (“Advisers Act”), a principal purpose of which was to deem broker-dealers offering “fee-based brokerage accounts” not subject to the Advisers Act. Rule 202(a)(11)-1 also included several interpretive positions regarding Advisers Act Section 202(a)(11)(C), including a provision that any account over which a broker-dealer exercises investment discretion (other than on a temporary or limited basis) is subject to the Advisers Act. In March 2007, Rule 202(a)(11)-1 was vacated. See Financial Planning Association v. SEC, 482 F.3d 481 (D.C. Cir. 2007). In September 2007, the SEC re-proposed its interpretive positions for comment, including the provision regarding the application of the Advisers Act to discretionary accounts. See Investment Advisers Act Release No. 2652 (September 24, 2007), 72 FR 55126 (September 28, 2007) (Interpretive Rule Under the Advisers Act Affecting Broker-Dealers).

In addition, the proposed rule change would add supplementary material to:

- clarify that required customer account records are subject to a six-year retention period;
- remind members that they may be subject to additional recordkeeping requirements under the SEA (e.g., SEA Rule 17a-3(a)(17));
- remind members of their obligation to comply with the requirements of FINRA Rule 2070 (Transactions Involving FINRA Employees);¹⁸ and
- provide general explanations of the terms “maintain” and “preserve” for purposes of Rule 4512 only.

The proposed rule change would renumber NASD Rule 3110(c) as FINRA Rule 4512. The remaining provisions of NASD Rule 3110(c) would be incorporated into FINRA Rule 4512 without material change.

NASD IM-3110 includes cross-references to the requirements of certain other rules that may apply to customer accounts (such as SEA Rules 15g-1 through 15g-9 (the Penny Stock Rules)), and it includes a historical reference relating to accounts opened prior to January 1991. FINRA proposes to delete NASD IM-3110 because certain provisions are redundant and others are outdated.

C. Records of Written Customer Complaints (Proposed FINRA Rule 4513)

NASD Rule 3110(d) addresses a member’s obligation to preserve records of written customer complaints at each office of supervisory jurisdiction (“OSJ”). NASD

¹⁸ FINRA Rule 2070 plays a vital role in helping FINRA monitor whether employees are abiding by trading restrictions imposed by the FINRA Code of Conduct.

Rule 3110(e) defines the term “complaint.” Because the definition of “complaint” in NASD Rule 3110(e) relates directly to the requirements of NASD Rule 3110(d), FINRA proposes to merge the two provisions into one rule for simplification. The proposed rule change would renumber NASD Rules 3110(d) and (e) as FINRA Rule 4513.

The proposed rule change also would clarify that the obligation to keep customer complaint records in each OSJ applies only to complaints that relate to that office, including complaints that relate to activities supervised from that office and would provide that members may maintain the required records at the OSJ or make them promptly available at such office upon FINRA’s request.

Currently, members are required to preserve customer complaint records for a period of at least three years.¹⁹ To take into account FINRA’s four-year routine examination cycle for certain members, the proposed rule change would require that members preserve the customer complaint records for a period of at least four years.

D. Requirements When Using Predispute Arbitration Agreements for Customer Accounts (Proposed FINRA Rule 2268)

To ensure that customers are advised about what they are agreeing to when they sign predispute arbitration agreements, NASD Rule 3110(f) requires, among other things, that such agreements contain certain highlighted disclosures. FINRA proposes to incorporate the requirements of the rule with minor changes into the Consolidated FINRA Rulebook. Specifically, FINRA proposes to update the disclosure language to reflect amendments to FINRA Rule 12904 requiring arbitrators to provide an explained

¹⁹ See SEA Rules 17a-3(a)(18) and 17a-4(b)(4).

decision to the parties in eligible cases²⁰ if there is a joint request by all parties at least 20 days before the first scheduled hearing date.²¹

The proposed rule change would renumber NASD Rule 3110(f) as FINRA Rule 2268 and would move it to the disclosure section of the Consolidated FINRA Rulebook as a standalone rule.

E. Authorization Records for Negotiable Instruments Drawn From a Customer's Account (Proposed FINRA Rule 4514)

NASD Rule 3110(g) provides that members shall not obtain from a customer or submit for payment a check, draft or other form of negotiable paper drawn on the customer's checking, savings, share or similar account, without that person's express written authorization, which may include the customer's signature on the negotiable instrument. The rule requires members to maintain the required written authorization (other than a copy of a negotiable instrument signed by the customer) for a period of three years. FINRA proposes to amend this provision to clarify that where the required authorization is separate from the negotiable instrument, members must preserve the authorization for a period of three years following the date it expires. The proposed rule change would renumber NASD Rule 3110(g) as FINRA Rule 4514.

F. OATS Recordkeeping Requirements (Proposed FINRA Rule 7440(a)(4))

NASD Rule 3110(h) sets forth the OATS recordkeeping requirements for members that are "Reporting Members," as defined in the OATS rules, for orders

²⁰ Pursuant to FINRA Rule 12904(g)(6), the requirement does not apply to simplified cases decided without a hearing under FINRA Rule 12800 or to default cases conducted under FINRA Rule 12801.

²¹ See Securities Exchange Act Release No. 59358 (February 4, 2009), 74 FR 6928 (February 11, 2009) (Order Approving File No. SR-FINRA-2008-051).

received or executed at their trading departments. FINRA proposes to relocate this recordkeeping provision without material change into the OATS rules. The proposed rule change would renumber NASD Rule 3110(h) as paragraph (a)(4) of FINRA Rule 7440.

G. Approval and Documentation of Changes in Account Name or Designation (Proposed FINRA Rule 4515)

NASD Rule 3110(j) requires that, before a customer order is executed, the account name or designation must be placed upon the memorandum for each transaction.²² The rule also addresses the approval and documentation procedures for changes in such account name or designation.

As discussed in more detail below, FINRA proposes to amend this provision to clarify that with respect to any change in account name or designation that takes place prior to execution of the trade, the essential facts the principal relied on in approving such change must be documented in writing prior to execution. The proposed rule change would renumber NASD Rule 3110(j) as FINRA Rule 4515. NYSE Rules 410 and 410.10 also include provisions regarding approval and documentation of changes in account name or designation. FINRA proposes to delete the corresponding provisions in NYSE Rules 410 and 410.10 because these provisions are substantially similar to FINRA Rule 4515. As stated earlier, FINRA also proposes to delete the recordkeeping provisions of NYSE Rule 410.

The proposed rule change, however, would transfer NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01, with certain changes as described below. NYSE Rule

²² See also SEA Rule 17a-3(a)(6).

Interpretation 410/02 outlines an exception to the order entry requirements of NYSE Rule 410 by permitting a member to accept block orders and allowing investment advisers to make allocations on such orders to customers (i.e., allocations among sub-accounts), provided that the member obtains specific account designations or customer names for the order records by the end of the business day. Although the SEA recordkeeping rules do not specifically provide for this exception, SEC staff has previously indicated that the exception also applies to the SEA recordkeeping rules relating to orders.²³ There is no direct NASD equivalent.

The proposed rule change would adopt NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01 with the following changes. FINRA proposes to amend the provision so that the exception applies not only to block orders, but to all orders submitted by an investment adviser on behalf of multiple customers. Additionally, members have indicated that in some cases they are unable to obtain the required information by the end of the business day on which the order is executed. Therefore, as a clerical accommodation to members, FINRA proposes to amend the provision and give members until noon of the next business day following the trading session to obtain the required information. The proposal also clarifies that the exception only applies where there is more than one customer for any particular order. Further, the current exception only applies to investment advisers that are either registered under the Investment Advisers Act or subject to state regulation pursuant to Section 203A of the Investment

²³ See NYSE Information Memo 00-19, note 2 (July 21, 2000) (Timely Designation and Allocation of Account Information – Records of Orders) (noting that pursuant to discussions with the SEC staff, NYSE Rule Interpretation 410/02 applies to the requirements of SEA Rules 17a-3(a)(6) and 17a-3(a)(7)).

Advisers Act. To cover all investment advisers, FINRA proposes to expand the category of investment advisers subject to the exception to also include investment advisers that qualify for an exception from the Investment Advisers Act's registration requirements pursuant to Section 203(b) of the Investment Advisers Act. FINRA also proposes to clarify that the exception does not apply to accounts handled by registered representatives who otherwise exercise discretionary authority over accounts pursuant to NASD Rule 2510.

Moreover, FINRA proposes to clarify that nothing in the rule or supplementary material may be construed as allowing a member knowingly to facilitate the allocation of orders from investment advisers in a manner other than in compliance with both (i) the investment adviser's intent at the time of trade execution to allocate shares on a percentage basis to the participating accounts and (ii) the investment adviser's fiduciary duty with respect to allocations for such participating accounts, including but not limited to allocations based on the performance of a transaction between the time of execution and the time of allocation.

H. Pre-Time Stamping (Proposed FINRA Rule 5340)

NYSE Rule Interpretation 410/01 notes that pre-time stamping of order tickets in connection with block positioning is contrary to NYSE Rule 410. The proposed rule change would adopt this NYSE Rule Interpretation as FINRA Rule 5340 without material change, except for replacing the reference to NYSE Rule 410 with FINRA Rule 4511. FINRA believes that retaining this requirement is appropriate as it expressly prohibits violative conduct for which there are no direct NASD rule equivalents. FINRA Rule 5340 would be new to legacy NASD-only members.

FINRA will announce the implementation date of the proposed rule change in a Regulatory Notice to be published no later than 90 days following Commission approval. The implementation date will be no later than 240 days following publication of the Regulatory Notice announcing Commission approval.

2. Statutory Basis

FINRA believes that the proposed rule change is consistent with the provisions of Section 15A(b)(6) of the Act,²⁴ which requires, among other things, that FINRA rules must be designed to prevent fraudulent and manipulative acts and practices, to promote just and equitable principles of trade, and, in general, to protect investors and the public interest. FINRA believes that the proposed rule change will further the purposes of the Act by streamlining the FINRA books and records rules to make them as clear as possible, grouping the requirements along similar subject matter lines to make finding them a more intuitive process and to provide members with a better understanding of the regulatory scheme, and eliminating those requirements contained in the current rules that have become obsolete or otherwise duplicative.

B. Self-Regulatory Organization's Statement on Burden on Competition

FINRA does not believe that the proposed rule change will result in any burden on competition that is not necessary or appropriate in furtherance of the purposes of the Act.

C. Self-Regulatory Organization's Statement on Comments on the Proposed Rule Change Received from Members, Participants, or Others

In May 2008, FINRA published Regulatory Notice 08-25 soliciting comment on

²⁴ 15 U.S.C. 78o-3(b)(6).

proposals relating to the FINRA books and records rules.²⁵ FINRA received eight comment letters in response to the Notice,²⁶ which are discussed below. A copy of the Notice is attached as Exhibit 2a. A list of the comment letters received in response to the Notice is attached as Exhibit 2b. Copies of the comment letters received in response to the Notice are attached as Exhibit 2c.

A. General Comments

Two commenters believe that the requirements in SEA Rules 17a-3 and 17a-4 are sufficiently inclusive to satisfy investor protection interests.²⁷ One of these commenters requests that FINRA refrain from considering recordkeeping requirements that are in addition to the SEA rules.²⁸

²⁵ Some of the proposed changes discussed in this filing were not part of the proposals set forth in Regulatory Notice 08-25, including the requirement to preserve for six years those FINRA books and records for which there is no specified retention period, revisions to the disclosure language in proposed FINRA Rule 2268 to reflect amendments to FINRA's Code of Arbitration Procedure for Customer Disputes and Code of Arbitration Procedure for Industry Disputes, the adoption of NYSE Rule Interpretation 410/01 as FINRA Rule 5340, and the adoption of NYSE Rule Interpretation 410/02 as FINRA Rule 4515.01.

²⁶ See Letter from Jerry Hamlin, dated May 18, 2008 ("Hamlin"); letter from MuniVest Financial Group, dated May 29, 2008; letter from Sanderlin Securities, LLC, dated June 11, 2008 ("Sanderlin"); letter from the Securities Industry and Financial Markets Association, dated June 11, 2008 ("SIFMA"); letter from the Financial Services Institute, Inc., dated June 13, 2008 ("FSI"); letter from ING Advisors Network, dated June 13, 2008 ("ING"); letter from the Public Investors Arbitration Bar Association, dated June 13, 2008 ("PIABA"); and letter from Wachovia Securities, LLC, dated June 13, 2008.

²⁷ SIFMA and ING.

²⁸ ING.

SEA Rules 17a-3 and 17a-4 impose minimum recordkeeping requirements.²⁹

These rules are not intended to be the only recordkeeping requirements applicable to members. As noted above, FINRA requires members to make and preserve certain books and records to evidence compliance with FINRA Rules and to enable FINRA staff to conduct effective examinations. Accordingly, where necessary, FINRA will consider recordkeeping requirements beyond the minimum requirements of the SEA rules. For instance, as described above, to take into account FINRA's four-year routine examination cycle for certain members, FINRA proposes to increase the retention period for customer complaint records to at least four years.

B. Customer Account Information (Proposed FINRA Rule 4512)

In Regulatory Notice 08-25, FINRA specifically requested comment on whether the registered representative signature requirement in NASD Rule 3110(c)(1)(C) should be retained. As noted above, FINRA proposes to instead require members to maintain the name of the associated person, if any, responsible for the account. One commenter expressly supports eliminating the registered representative signature requirement.³⁰ Another commenter argues that the signatures of both the registered representative and the responsible manager are necessary to assure the authenticity of account documents and information, which may be at issue in arbitration.³¹ For regulatory purposes, FINRA

²⁹ See Commission Guidance to Broker-Dealers on the Use of Electronic Storage Media under the Electronic Signatures in Global and National Commerce Act of 2000 with Respect to Rule 17a-4(f), Securities Exchange Act Release No. 44238 (May 1, 2001), 66 FR 22916 (May 7, 2001).

³⁰ SIFMA.

³¹ PIABA.

believes that it is sufficient for a member to maintain the name of the associated person (if any) responsible for the account together with the signature of the partner, officer or manager denoting that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts. In addition, as noted above, members would continue to be subject to the associated person signature requirement of SEA Rule 17a-3(a)(17).³²

Two commenters suggest that the proposed rule be amended to require members to maintain the name of the registered representative responsible for the account because the individual "responsible" for an account generally has to be a registered representative.³³ The proposed language "the associated person, if any, responsible for the account" is intended to provide consistency with the terminology used in SEA Rule 17a-3(a)(17). Nothing contained in the proposed recordkeeping rule would obviate the requirement that where a member designates a person as being responsible for a customer's account, the person charged with such responsibility be a qualified and registered person. One commenter notes that the designation of a single individual as "responsible" for an account is not practical in cases where a group of individuals may be assigned responsibility for an account.³⁴ In response, FINRA has revised the proposed rule to clarify that where a member designates multiple individuals as being responsible for an account, the member is required to maintain each of their names and a record indicating the scope of their responsibilities with respect to the account.

³² See supra note 14.

³³ SIFMA and FSI.

³⁴ SIFMA.

Two commenters request that the requirement to maintain the signature of the partner, officer or manager denoting acceptance of the account be amended to allow members the flexibility to designate an appropriate person other than a “partner, officer or manager.”³⁵ FINRA believes that the appropriate person for this purpose is a partner, officer or manager of the member. Three commenters believe that the term “signature” may be interpreted to require the “manual” signature of a partner, officer or manager.³⁶ These commenters suggest that the phrase “evidence of approval” be used instead, so as to permit the use of an “electronic” signature. The staff previously has issued guidance regarding the permissibility of “electronic” signatures under NASD Rule 3110(c)(1)(C).³⁷ This guidance will remain in effect.

One commenter believes that the requirement to denote that the account has been accepted in accordance with the member’s policies and procedures is unnecessary since members are required to follow their policies and procedures in all instances.³⁸ This commenter also believes that the proposed rule may be interpreted to require a partner, officer or manager to provide a representation stating that he or she has accepted the account in accordance with the member’s policies and procedures. The proposed rule

³⁵ SIFMA and ING.

³⁶ SIFMA, FSI and ING.

³⁷ See Letter to Selwyn Notelovitz, Charles Schwab & Co., Inc., from Eric Moss, NASD, dated June 4, 2002 (available at: <http://www.finra.org/Industry/Regulation/Guidance/InterpretiveLetters/P002556>), and Letter to Jeffrey W. Kilduff, O’Melveny & Myers, LLP, from Nancy Libin, NASD, dated July 5, 2001 (available at: <http://www.finra.org/Industry/Regulation/Guidance/InterpretiveLetters/P005336>).

³⁸ SIFMA.

change simply clarifies that the purpose of the signature of the partner, officer or manager is to signify that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts. The proposed rule would not require a partner, officer or manager to provide any representations.

One commenter recommends that the requirement to maintain the names of any persons authorized to transact business on behalf of a customer that is an entity be eliminated.³⁹ The commenter argues that the requirement (which is currently in NASD Rule 3110(c)(1)(D)) has caused significant operational burden on members and may put them at regulatory risk. The commenter also states that some institutional customers use this provision to attempt to shift the burden of enforcing compliance with the customer's internal policies and controls from the customer to the member. FINRA is not proposing any changes to this provision. Moreover, FINRA believes that when a customer is an entity, it is important that the member maintain a record that identifies the person(s) authorized to transact business on behalf of that entity.

One commenter seeks clarification regarding the impact of pending SEC rulemaking proposals relating to discretionary accounts, including whether members would need to develop additional policies and procedures with respect to such accounts.⁴⁰ Members have always had an obligation to establish, maintain and enforce written procedures to supervise the types of business in which they engage that are reasonably designed to achieve compliance with applicable securities laws and regulations.⁴¹ As

³⁹ SIFMA.

⁴⁰ Sanderlin.

⁴¹ See NASD Rule 3010(b)(1).

noted above, the proposed rule change simply clarifies that nothing in the rule shall be construed as allowing members to maintain discretionary accounts or exercise discretion in such accounts except to the extent permitted under the federal securities laws.

One commenter suggests that the requirement to maintain a record of the dated signature of each named, natural person authorized to exercise discretion in an account be amended so as to permit “electronic” signatures.⁴² Given the nature of discretionary accounts and FINRA’s concern for potential abuse, members are required to obtain a “manual” dated signature. FINRA has revised the proposed rule to reflect this requirement. However, members may choose to maintain and preserve such records on electronic storage media consistent with the requirements of SEA Rule 17a-4(f).

Two commenters believe that the requirement that members update the account information in compliance with the proposed rule whenever they update the account information in the course of their routine and customary business or as required by other applicable laws or rules is too burdensome.⁴³ Alternatively, they argue that the updating requirements in the proposed rule should be based on the account updating requirements under SEA Rule 17a-3. FINRA believes that to promote greater consistency and uniformity of account record information, it is necessary that members update the account information in compliance with the proposed rule whenever they update the information in the course of their routine and customary business or as required by other applicable laws or rules. In addition, FINRA does not believe that limiting the updating

⁴² FSI.

⁴³ ING and FSI.

requirements in the proposed rule to the account updating requirements under SEA Rule 17a-3 would achieve this purpose.

One commenter argues that it may not be possible to obtain the required signatures, where retained in the proposed rule, when the account record information is updated years after the account has been opened.⁴⁴ FINRA disagrees. With respect to all existing customer accounts, members currently are required to maintain the signature of the member, partner, officer or manager who accepted the account and, for discretionary accounts, the signature of each person authorized to exercise discretion in the account.

Two commenters request that supplementary materials be used sparingly, or not at all, in the proposed books and records rules and that any supplementary material be incorporated into the main part of the proposed rule wherever possible.⁴⁵ The use of supplementary materials is intended to, among other things, enhance the utility of the Consolidated FINRA Rulebook. The supplementary materials provide clarifications, explanations, interpretations and greater depth. The proposed supplementary materials are placed at the end of the proposed rule for purposes of clarity and readability, but the materials are in fact part of the rule. Further, these commenters seek clarification regarding whether the explanation in the supplementary materials regarding the terms “maintain” and “preserve” would be applied to other FINRA Rules. As stated in the supplementary materials, the explanation regarding these terms is only for purposes of the proposed rule.

⁴⁴ ING.

⁴⁵ SIFMA and ING.

C. Records of Written Customer Complaints (Proposed FINRA Rule 4513)

One commenter suggests that the proposed rule be amended to further clarify that the requirement to keep and preserve complaints that relate to activities supervised from the OSJ is limited to a “customer complaint” as defined in the rule.⁴⁶ This commenter also recommends that the definition of “customer complaint” precede the other provisions in the proposed rule. Another commenter suggests that the proposed rule be amended to clarify that it applies only to “written customer complaints that relate to activities subject to regulation by FINRA” so that it excludes complaints related to outside business activities.⁴⁷ Additionally, one commenter suggests that use of the term “written customer complaints” in the proposed rule is not sufficiently clear and recommends that the definition of a “customer complaint” expressly include only a “written grievance.”⁴⁸ FINRA, however, believes that the scope of the proposed rule and the definition of “customer complaint” are both appropriate and sufficiently clear. Moreover, as discussed above, the proposed rule change would clarify that the obligation to keep customer complaint records in each OSJ applies only to complaints that relate to that office, including complaints that relate to activities supervised from that office.

With respect to the proposed four-year retention period for customer complaint records, one commenter recommends maintaining the current three-year retention period for customer complaint records.⁴⁹ The commenter does not believe that FINRA’s four-

⁴⁶ ING.

⁴⁷ FSI.

⁴⁸ SIFMA.

⁴⁹ SIFMA.

year routine examination cycle for certain members is a sufficient or persuasive reason to increase the retention period to four years. The commenter also argues that a four-year retention period would be impractical and burdensome for members since the majority of retention periods under the securities laws are three or six years, and members have already established policies and procedures relating to these retention periods. Two commenters favor a three or six year retention period for customer complaint records.⁵⁰ One commenter supports the proposed four-year retention period for customer complaint records, but suggests that the retention period be increased to six years consistent with the eligibility provisions for customer disputes under FINRA Rule 12206 (Time Limits) and the six-year retention period for account record information.⁵¹ As discussed above, the proposed four-year retention period is tailored to address a specific regulatory need. FINRA does not believe that it is necessary to impose a six-year retention period to achieve this goal.

One commenter requests that the definition of “customer complaint” be consistent across all FINRA Rules, particularly when considering NASD Rule 3070 (Reporting Requirements) in the context of the Consolidated FINRA Rulebook.⁵² FINRA disagrees with this comment. NASD Rule 3070 serves a different regulatory purpose than FINRA Rule 4513, which is why the definitions under these rules are different.

⁵⁰ ING and FSI.

⁵¹ PIABA.

⁵² SIFMA.

D. Authorization Records for Negotiable Instruments Drawn From a Customer's Account (Proposed FINRA Rule 4514)

One commenter believes that the proposed rule should provide members the flexibility to develop reasonable policies and procedures.⁵³ For example, the commenter suggests that members could establish a threshold where check requests over a certain dollar amount would require written authorization, whereas requests for checks in smaller amounts would require only verbal authorization with a follow-up telephone call or email. In addition, the commenter does not believe that members should be required to preserve the written authorization for a period of three years following the date it expires as it is difficult for them to track an end date. Rather, the commenter argues that the written authorization should be preserved for a period of three years from the date of the request.

FINRA believes that the written authorization requirement in FINRA Rule 4514 (current NASD Rule 3110(g)) is an effective means of deterring the fraudulent misuse of negotiable instruments. With respect to the retention period, FINRA believes that it is imperative that the required written authorization be preserved for a period of three years following the date it expires since a customer authorization may remain in effect beyond three years from the date of the request.

E. Approval and Documentation of Changes in Account Name or Designation (Proposed FINRA Rule 4515)

One commenter asserts that the requirement in FINRA Rule 4515 to document in writing prior to execution of the trade the essential facts relied upon by the principal approving any changes in account names or designations could have a

⁵³ SIFMA.

potentially adverse impact on investors, including institutional accounts, by affecting the timing and price of orders that were executed or booked erroneously.⁵⁴ The commenter believes that to prove compliance with the rule, members would have to implement a time-stamp or similar system at considerable expense. The commenter recommends that the proposed rule be revised to permit approval and documentation after execution of the trade for all accounts, but, at a minimum, for institutional accounts. The commenter also seeks additional clarification regarding whether “electronic” approval by a principal would comply with the proposed rule.

As FINRA (then known as NASD) stated in its response to comments to proposed NASD Rule 3110(j), account names and designations are material information that must be protected from possible fraudulent activity. Requiring a principal to authorize the change and be aware of the surrounding facts for the change is a relatively low-cost method of protecting this information. Moreover, FINRA believes that where the account name or designation is changed prior to execution of the trade, the required approval and documentation must take place prior to execution. FINRA has revised the proposed rule to further clarify this requirement.

With respect to the permissibility of “electronic” approval, FINRA believes that the standards set forth in the staff’s guidance regarding the permissibility of “electronic” signatures under NASD Rule 3110(c)(1)(C)⁵⁵ are equally applicable to the approval and documentation requirements of FINRA Rule 4515.

⁵⁴ SIFMA.

⁵⁵ See supra note 37.

F. Miscellaneous Comments

One commenter suggests that members be required to tape record outgoing telephone calls by registered persons to customers regarding their accounts and that members be required to maintain a log of the full name of the registered person who made the call.⁵⁶ A second commenter recommends that the proposed rules include a provision requiring members to provide current and former customers, upon the customer's written request, free duplicate records within a reasonable time.⁵⁷ The changes recommended by these commenters are outside the scope of the proposed changes to the books and records rules. Therefore, FINRA is not responding to their recommendations specifically herein.

III. Date of Effectiveness of the Proposed Rule Change and Timing for Commission Action

Within 45 days of the date of publication of this notice in the Federal Register or within such longer period (i) as the Commission may designate up to 90 days of such date if it finds such longer period to be appropriate and publishes its reasons for so finding or (ii) as to which the self-regulatory organization consents, the Commission will:

(A) by order approve such proposed rule change, or

(B) institute proceedings to determine whether the proposed rule change should be disapproved.

⁵⁶ Hamlin.

⁵⁷ PIABA.

IV. Solicitation of Comments

Interested persons are invited to submit written data, views and arguments concerning the foregoing, including whether the proposed rule change is consistent with the Act. Comments may be submitted by any of the following methods:

Electronic Comments:

- Use the Commission's Internet comment form (<http://www.sec.gov/rules/sro.shtml>); or
- Send an e-mail to rule-comments@sec.gov. Please include File Number SR-FINRA-2010-052 on the subject line.

Paper Comments:

- Send paper comments in triplicate to Elizabeth M. Murphy, Secretary, Securities and Exchange Commission, 100 F Street, NE, Washington, DC 20549-1090.

All submissions should refer to File Number SR-FINRA-2010-052. This file number should be included on the subject line if e-mail is used. To help the Commission process and review your comments more efficiently, please use only one method. The Commission will post all comments on the Commission's Internet Web site (<http://www.sec.gov/rules/sro.shtml>). Copies of the submission, all subsequent amendments, all written statements with respect to the proposed rule change that are filed with the Commission, and all written communications relating to the proposed rule change between the Commission and any person, other than those that may be withheld from the public in accordance with the provisions of 5 U.S.C. 552, will be available for Web site viewing and printing in the Commission's Public Reference Room, 100 F

Street, NE., Washington, DC 20549, on official business days between the hours of 10 a.m. and 3 p.m. Copies of such filing also will be available for inspection and copying at the principal office of FINRA. All comments received will be posted without change; the Commission does not edit personal identifying information from submissions. You should submit only information that you wish to make available publicly. All submissions should refer to File Number SR-FINRA-2010-052 and should be submitted on or before [insert date 21 days from publication in the Federal Register].

For the Commission, by the Division of Trading and Markets, pursuant to delegated authority.⁵⁸

Florence E. Harmon
Deputy Secretary

⁵⁸ 17 CFR 200.30-3(a)(12).

EXHIBIT 5

Exhibit 5 shows the text of the proposed rule change. Proposed new language is underlined; proposed deletions are in brackets.

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**Text of Proposed New FINRA Rule
(NASD Rule 3110(f) to be Deleted in
Its Entirety from the Transitional Rulebook)**

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2000. DUTIES AND CONFLICTS

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2200. COMMUNICATIONS AND DISCLOSURES

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2260. Disclosures

* * * * *

**2268. Requirements When Using Predispute Arbitration Agreements for Customer
Accounts**

(a) Any predispute arbitration clause shall be highlighted and shall be immediately preceded by the following language in outline form.

This agreement contains a predispute arbitration clause. By signing an arbitration agreement the parties agree as follows:

(1) All parties to this agreement are giving up the right to sue each other in court, including the right to a trial by jury, except as provided by the rules of the arbitration forum in which a claim is filed.

(2) Arbitration awards are generally final and binding; a party's ability to have a court reverse or modify an arbitration award is very limited.

(3) The ability of the parties to obtain documents, witness statements and other discovery is generally more limited in arbitration than in court proceedings.

(4) The arbitrators do not have to explain the reason(s) for their award unless, in an eligible case, a joint request for an explained decision has been submitted by all parties to the panel at least 20 days prior to the first scheduled hearing date.

(5) The panel of arbitrators will typically include a minority of arbitrators who were or are affiliated with the securities industry.

(6) The rules of some arbitration forums may impose time limits for bringing a claim in arbitration. In some cases, a claim that is ineligible for arbitration may be brought in court.

(7) The rules of the arbitration forum in which the claim is filed, and any amendments thereto, shall be incorporated into this agreement.

(b)(1) In any agreement containing a predispute arbitration agreement, there shall be a highlighted statement immediately preceding any signature line or other place for indicating agreement that states that the agreement contains a predispute arbitration clause. The statement shall also indicate at what page and paragraph the arbitration clause is located.

(2) Within thirty days of signing, a copy of the agreement containing any such clause shall be given to the customer who shall acknowledge receipt thereof on the agreement or on a separate document.

(c)(1) A member shall provide a customer with a copy of any predispute arbitration clause or customer agreement executed between the customer and the

member, or inform the customer that the member does not have a copy thereof, within ten business days of receipt of the customer's request. If a customer requests such a copy before the member has provided the customer with a copy pursuant to paragraph (b)(2) above, the member must provide a copy to the customer by the earlier date required by this paragraph (c)(1) or by paragraph (b)(2).

(2) Upon request by a customer, a member shall provide the customer with the names of, and information on how to contact or obtain the rules of, all arbitration forums in which a claim may be filed under the agreement.

(d) No predispute arbitration agreement shall include any condition that:

(1) limits or contradicts the rules of any self-regulatory organization;

(2) limits the ability of a party to file any claim in arbitration;

(3) limits the ability of a party to file any claim in court permitted to be filed in court under the rules of the forums in which a claim may be filed under the agreement;

(4) limits the ability of arbitrators to make any award.

(e) If a customer files a complaint in court against a member that contains claims that are subject to arbitration pursuant to a predispute arbitration agreement between the member and the customer, the member may seek to compel arbitration of the claims that are subject to arbitration. If the member seeks to compel arbitration of such claims, the member must agree to arbitrate all of the claims contained in the complaint if the customer so requests.

(f) All agreements shall include a statement that "No person shall bring a putative or certified class action to arbitration, nor seek to enforce any pre-dispute arbitration

agreement against any person who has initiated in court a putative class action; or who is a member of a putative class who has not opted out of the class with respect to any claims encompassed by the putative class action until: (i) the class certification is denied; or (ii) the class is decertified; or (iii) the customer is excluded from the class by the court. Such forbearance to enforce an agreement to arbitrate shall not constitute a waiver of any rights under this agreement except to the extent stated herein.”

(g) The provisions of this Rule shall become effective on May 1, 2005. The provisions of paragraph (c) shall apply to all members as of the effective date of this Rule regardless of when the customer agreement in question was executed. Otherwise, agreements signed by a customer before May 1, 2005 are subject to the provisions of this Rule in effect at the time the agreement was signed.

* * * * *

**Text of Proposed New FINRA Rules
(NASD Rules 3110(a), 3110(c), 3110(d), 3110(e), 3110(g), 3110(j), IM-3110 and
Incorporated NYSE Rule 410 and Incorporated NYSE Rule Interpretation 410/02 to
be Deleted in Their Entirety from the Transitional Rulebook)**

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4500. BOOKS, RECORDS AND REPORTS

4510. Books and Records Requirements

4511. General Requirements

(a) Members shall make and preserve books and records as required under the FINRA rules, the Exchange Act and the applicable Exchange Act rules.

(b) Members shall preserve for a period of at least six years those FINRA books and records for which there is no specified period under the FINRA rules or applicable Exchange Act rules.

(c) All books and records required to be made pursuant to the FINRA rules shall be preserved in a format and media that complies with SEA Rule 17a-4.

4512. Customer Account Information

(a) Each member shall maintain the following information:

(1) for each account:

(A) customer's name and residence;

(B) whether customer is of legal age;

(C) name(s) of the associated person(s), if any, responsible for the account and if multiple individuals are assigned responsibility for the account, a record indicating the scope of their responsibilities with respect to the account;

(D) signature of the partner, officer or manager denoting that the account has been accepted in accordance with the member's policies and procedures for acceptance of accounts; and

(E) if the customer is a corporation, partnership or other legal entity, the names of any persons authorized to transact business on behalf of the entity;

(2) for each account other than an institutional account, and accounts in which investments are limited to transactions in open-end investment company shares that are not recommended by the member or its associated persons, each member shall also make reasonable efforts to obtain, prior to the settlement of the initial transaction in the account, the following information to the extent it is applicable to the account:

(A) customer's tax identification or Social Security number;

(B) occupation of customer and name and address of employer;

and

(C) whether customer is an associated person of another member;

and

(3) for discretionary accounts, in addition to compliance with

subparagraph (1) and, to the extent applicable, subparagraph (2) above, and NASD Rule 2510(b), the member shall maintain a record of the dated, manual signature of each named, natural person authorized to exercise discretion in the account. This recordkeeping requirement shall not apply to investment discretion granted by a customer as to the price at which or the time to execute an order given by a customer for the purchase or sale of a definite dollar amount or quantity of a specified security. Nothing in this Rule shall be construed as allowing members to maintain discretionary accounts or exercise discretion in such accounts except to the extent permitted under the federal securities laws.

(b) A member need not meet the requirements of this Rule with respect to any account that was opened pursuant to a prior FINRA rule until such time as the member updates the information for the account either in the course of the member's routine and customary business or as otherwise required by applicable laws or rules.

(c) For purposes of this Rule, the term "institutional account" shall mean the account of:

(1) a bank, savings and loan association, insurance company or registered investment company;

(2) an investment adviser registered either with the SEC under Section 203 of the Investment Advisers Act or with a state securities commission (or any agency or office performing like functions); or

(3) any other person (whether a natural person, corporation, partnership, trust or otherwise) with total assets of at least \$50 million.

••• Supplementary Material: -----

.01 Customer Account Information Retention Periods. For purposes of this Rule, members shall preserve a record of any customer account information that subsequently is updated for at least six years after the date that such information is updated. Members shall preserve a record of the last update to any customer account information, or the original account information if there are no updates to the account information, for at least six years after the date the account is closed.

.02 Additional Customer Account Records Under the Exchange Act. Members should be aware that they may be required to make and preserve additional customer account records as required under Section 17(a) of the Exchange Act and the applicable associated Exchange Act rules.

.03 Compliance With Rule 2070. With respect to paragraph (a)(2)(B) of this Rule, members should be aware that they have an obligation to comply with the requirements of Rule 2070(a) if they have actual notice that a customer having a financial interest in, or controlling trading in, an account is an employee of FINRA.

.04 “Maintain” and “Preserve.” For purposes of Rule 4512 only, as a general matter, the term “maintain” is used to reflect customer account information that is current or in

use. The term “preserve” is used to reflect customer account information that is no longer current or in use.

4513. Records of Written Customer Complaints

(a) Each member shall keep and preserve in each office of supervisory jurisdiction either a separate file of all written customer complaints that relate to that office (including complaints that relate to activities supervised from that office) and action taken by the member, if any, or a separate record of such complaints and a clear reference to the files in that office containing the correspondence connected with such complaints. Rather than keep and preserve the customer complaint records required under this Rule at the office of supervisory jurisdiction, the member may choose to make them promptly available at that office, upon request of FINRA. Customer complaint records shall be preserved for a period of at least four years.

(b) For purposes of this Rule, “customer complaint” means any grievance by a customer or any person authorized to act on behalf of the customer involving the activities of the member or a person associated with the member in connection with the solicitation or execution of any transaction or the disposition of securities or funds of that customer.

4514. Authorization Records for Negotiable Instruments Drawn From a Customer’s Account

No member or person associated with a member shall obtain from a customer or submit for payment a check, draft or other form of negotiable paper drawn on a customer’s checking, savings, share or similar account, without that person’s express written authorization, which may include the customer’s signature on the negotiable

instrument. Where the written authorization is separate from the negotiable instrument, the member shall preserve the authorization for a period of three years following the date the authorization expires. This provision shall not, however, require members to preserve copies of negotiable instruments signed by customers.

4515. Approval and Documentation of Changes in Account Name or Designation

Before any customer order is executed, there must be placed upon the order form or other similar record of the member for each transaction, the name or designation of the account (or accounts) for which such order is to be executed. No change in such account name(s) (including related accounts) or designation(s) (including error accounts) shall be made unless the change has been authorized by a qualified and registered principal designated by the member. Such person must, prior to giving his or her approval of the account designation change, be personally informed of the essential facts relative thereto and indicate his or her approval of such change in writing on the order or other similar record of the member. The essential facts relied upon by the person approving the change must be documented in writing and preserved for the period of time and accessibility specified in SEA Rule 17a-4(b). With respect to any change that takes place prior to execution of the trade, the required approval and documentation must take place prior to execution.

••• Supplementary Material: -----

.01 Allocations of Orders Made by Investment Advisers. Members may accept orders from investment advisers as described below and allow such investment advisers to make allocations on their orders for customers on whose behalf the investment advisers submit the orders, provided that members receive specific account designations or customer

names from such investment advisers by noon of the next business day following the trading session. This exception only applies where there is more than one customer for any particular order.

In addition, this exception applies to: (a) outside investment advisers; and (b) associated persons of a member who provide investment advisory services on behalf of a member acting as an investment adviser. However, in either instance, the investment adviser must be one who is registered under the Investment Advisers Act or who, but for Investment Advisers Act Section 203(b) or 203A, would be required to register under the Investment Advisers Act. It does not apply to accounts handled by individual registered representatives of members who otherwise exercise discretionary authority over accounts pursuant to NASD Rule 2510. Nothing in this Rule or Supplementary Material may be construed as allowing a member knowingly to facilitate the allocation of orders from investment advisers in a manner other than in compliance with both (i) the investment adviser's intent at the time of trade execution to allocate shares on a percentage basis to the participating accounts and (ii) the investment adviser's fiduciary duty with respect to allocations for such participating accounts, including but not limited to allocations based on the performance of a transaction between the time of execution and the time of allocation.

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**Text of Proposed New FINRA Rule
(NYSE Rule Interpretation 410/01 to be Deleted in its Entirety from the
Transitional Rulebook)**

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5000. SECURITIES OFFERING AND TRADING STANDARDS AND PRACTICES

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5300. HANDLING OF CUSTOMER ORDERS

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5340. Pre-Time Stamping

Pre-time stamping of order tickets in connection with block positioning is contrary to Rule 4511.

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**Proposed Amendment to FINRA Rule 7440
(NASD Rule 3110(h) to be Deleted in
Its Entirety from the Transitional Rulebook)**

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7400. ORDER AUDIT TRAIL SYSTEM

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7440. Recording of Order Information

(a) Procedures

(1) through (3) No Change.

(4) With respect to each order that is received or executed at its trading department, each Reporting Member shall record an identification of:

(A) each registered person who receives the order directly from a customer;

(B) each registered person who executes the order; and

(C) the department that originated the order if the order is originated by the member and transmitted manually to another department.

[(4)] (5) Maintaining and Preserving Records

(A) through (B) No Change.

(b) through (d) No Change.

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**Text of NASD Rule and Incorporated NYSE Rule
to Remain in the Transitional Rulebook**

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NASD Rule

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3110. Books and Records

(a) Reserved. [**Requirements**]

[Each member shall make and preserve books, accounts, records, memoranda, and correspondence in conformity with all applicable laws, rules, regulations and statements of policy promulgated thereunder and with the Rules of this Association and as prescribed by SEC Rule 17a-3. The record keeping format, medium, and retention period shall comply with Rule 17a-4 under the Securities Exchange Act of 1934.]

(b) No Change.

(c) Reserved. [**Customer Account Information**]

[Each member shall maintain accounts opened after January 1, 1991 as follows:]

[(1) for each account, each member shall maintain the following information:]

[(A) customer's name and residence;]

[(B) whether customer is of legal age;]

[(C) signature of the registered representative introducing the account and signature of the member or partner, officer, or manager who accepts the account; and]

[(D) if the customer is a corporation, partnership, or other legal entity, the names of any persons authorized to transact business on behalf of the entity;]

[(2) for each account other than an institutional account, and accounts in which investments are limited to transactions in open-end investment company shares that are not recommended by the member or its associated persons, each member shall also make reasonable efforts to obtain, prior to the settlement of the initial transaction in the account, the following information to the extent it is applicable to the account:]

[(A) customer's tax identification or Social Security number;]

[(B) occupation of customer and name and address of employer;
and]

[(C) whether customer is an associated person of another member;
and]

[(3) for discretionary accounts, in addition to compliance with subparagraphs (1) and (2) above, and Rule 2510(b) of these Rules, the member shall:]

[(A) obtain the signature of each person authorized to exercise discretion in the account;]

[(B) record the date such discretion is granted; and]

[(C) in connection with exempted securities other than municipals, record the age or approximate age of the customer.]

[(4) For purposes of this Rule, Rule 2310, and Rule 2510 the term “institutional account” shall mean the account of:]

[(A) a bank, savings and loan association, insurance company, or registered investment company;]

[(B) an investment adviser registered either with the Securities and Exchange Commission under Section 203 of the Investment Advisers Act of 1940 or with a state securities commission (or any agency or office performing like functions); or]

[(C) any other entity (whether a natural person, corporation, partnership, trust, or otherwise) with total assets of at least \$50 million.]

(d) Reserved. [Record of Written Complaints]

[Each member shall keep and preserve in each office of supervisory jurisdiction, as defined in NASD Rule 3010, either a separate file of all written complaints of customers and action taken by the member, if any, or a separate record of such complaints and a clear reference to the files containing the correspondence connected with such complaint as maintained in such office.]

(e) Reserved. [“Complaint” Defined]

[A “complaint” shall be deemed to mean any written statement of a customer or any person acting on behalf of a customer alleging a grievance involving the activities of those persons under the control of the member in connection with the solicitation or execution of any transaction or the disposition of securities or funds of that customer.]

(f) Reserved. [**Requirements When Using Predispute Arbitration Agreements for Customers Accounts**]

[(1) Any predispute arbitration clause shall be highlighted and shall be immediately preceded by the following language in outline form.]

[This agreement contains a predispute arbitration clause. By signing an arbitration agreement the parties agree as follows:]

[(A) All parties to this agreement are giving up the right to sue each other in court, including the right to a trial by jury, except as provided by the rules of the arbitration forum in which a claim is filed.]

[(B) Arbitration awards are generally final and binding; a party's ability to have a court reverse or modify an arbitration award is very limited.]

[(C) The ability of the parties to obtain documents, witness statements and other discovery is generally more limited in arbitration than in court proceedings.]

[(D) The arbitrators do not have to explain the reason(s) for their award.]

[(E) The panel of arbitrators will typically include a minority of arbitrators who were or are affiliated with the securities industry.]

[(F) The rules of some arbitration forums may impose time limits for bringing a claim in arbitration. In some cases, a claim that is ineligible for arbitration may be brought in court.]

[(G) The rules of the arbitration forum in which the claim is filed, and any amendments thereto, shall be incorporated into this agreement.]

[(2)(A) In any agreement containing a predispute arbitration agreement, there shall be a highlighted statement immediately preceding any signature line or other place for indicating agreement that states that the agreement contains a predispute arbitration clause. The statement shall also indicate at what page and paragraph the arbitration clause is located.]

[(B) Within thirty days of signing, a copy of the agreement containing any such clause shall be given to the customer who shall acknowledge receipt thereof on the agreement or on a separate document.]

[(3)(A) A member shall provide a customer with a copy of any predispute arbitration clause or customer agreement executed between the customer and the member, or inform the customer that the member does not have a copy thereof, within ten business days of receipt of the customer's request. If a customer requests such a copy before the member has provided the customer with a copy pursuant to subparagraph (2)(B) of this paragraph, the member must provide a copy to the customer by the earlier date required by this subparagraph (3)(A) or by subparagraph (2)(B).]

[(B) Upon request by a customer, a member shall provide the customer with the names of, and information on how to contact or obtain the rules of, all arbitration forums in which a claim may be filed under the agreement.]

[(4) No predispute arbitration agreement shall include any condition that:]

[(A) limits or contradicts the rules of any self-regulatory organization;]

[(B) limits the ability of a party to file any claim in arbitration;]

[(C) limits the ability of a party to file any claim in court permitted to be filed in court under the rules of the forums in which a claim may be filed under the agreement;]

[(D) limits the ability of arbitrators to make any award.]

[(5) If a customer files a complaint in court against a member that contains claims that are subject to arbitration pursuant to a predispute arbitration agreement between the member and the customer, the member may seek to compel arbitration of the claims that are subject to arbitration. If the member seeks to compel arbitration of such claims, the member must agree to arbitrate all of the claims contained in the complaint if the customer so requests.]

[(6) All agreements shall include a statement that “No person shall bring a putative or certified class action to arbitration, nor seek to enforce any pre-dispute arbitration agreement against any person who has initiated in court a putative class action; or who is a member of a putative class who has not opted out of the class with respect to any claims encompassed by the putative class action until: (i) the class certification is denied; or (ii) the class is decertified; or (iii) the customer is excluded from the class by the court. Such forbearance to enforce an agreement to arbitrate shall not constitute a waiver of any rights under this agreement except to the extent stated herein.”]

[(7) The provisions of this Rule shall become effective on May 1, 2005.

The provisions of subparagraph (3) shall apply to all members as of the effective date of this Rule regardless of when the customer agreement in question was executed. Otherwise, agreements signed by a customer before May 1, 2005 are subject to the provisions of this Rule in effect at the time the agreement was signed.]

(g) Reserved. [Negotiable Instruments Drawn From A Customer's Account]

[No member or person associated with a member shall obtain from a customer or submit for payment a check, draft, or other form of negotiable paper drawn on a customer's checking, savings, share, or similar account, without that person's express written authorization, which may include the customer's signature on the negotiable instrument. Each member shall maintain this authorization for a period of three years. This provision shall not, however, require maintenance of copies of negotiable instruments signed by customers.]

(h) Reserved. [Order Audit Trail System Record keeping Requirements]

[(1) Each member that is a Reporting Member, as that term is defined in Rule 6951(m), shall record and maintain, with respect to each order, as that term is defined in Rule 6951(i), for such security that is received or executed at its trading department:]

[(A) an identification of each registered person who receives the order directly from a customer;]

[(B) an identification of each registered person who executes the order; and]

[(C) when an order is originated by the member and transmitted manually to another department, an identification of the department that originated the order.]

[(2) Each Reporting Member shall maintain and preserve records of the information required to be recorded under paragraph (h)(1) of this Rule for the period of time and accessibility specified in SEC Rule 17a-4(b).]

[(3) The records required to be maintained and preserved under paragraph (h)(1) of this Rule may be immediately produced or reproduced on “micrographic media” as defined in SEC Rule 17a-4(f)(1)(i) or by means of “electronic storage media” as defined in SEC Rule 17a-4(f)(1)(ii) that meet the conditions set forth in SEC Rule 17a-4(f) and be maintained and preserved for the required time in that form.]

(i) No Change.

(j) Reserved. **[Changes in Account Name or Designation]**

[Before any customer order is executed, there must be placed upon the memorandum for each transaction, the name or designation of the account (or accounts) for which such order is to be executed. No change in such account name(s) (including related accounts) or designation(s) (including error accounts) shall be made unless the change has been authorized by a member or a person(s) designated under the provisions of NASD rules. Such person must, prior to giving his or her approval of the account designation change, be personally informed of the essential facts relative thereto and indicate his or her approval of such change in writing on the order or other similar record of the member. The essential facts relied upon by the person approving the change must

be documented in writing and preserved for a period of not less than three years, the first two years in an easily accessible place, as the term “easily accessible place” is used in SEC Rule 17a-4.]

[For purposes of this paragraph (j), a person(s) designated under the provisions of NASD rules to approve account name or designation changes must pass a qualifying principal examination appropriate to the business of the firm.]

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Incorporated NYSE Rule

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Rule 440. Books and Records

Reserved. [Every member not associated with a member organization and every member organization shall make and preserve books and records as the Exchange may prescribe and as prescribed by Rule 17a-3. The recordkeeping format, medium and retention period shall comply with Rule 17a-4 under the Securities Exchange Act of 1934.]

••• Supplementary Material: -----

.10 through .20 No Change.

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**Text of NASD Rule, Incorporated NYSE Rule and
Incorporated NYSE Rule Interpretation to be Deleted
In Their Entirety from the Transitional Rulebook**

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NASD Rule

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[IM-3110. Customer Account Information]

Entire text deleted.

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Incorporated NYSE Rule

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Rule 410. Records of Orders

Entire text deleted.

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Incorporated NYSE Rule Interpretation

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Rule 410. Records of Orders

Entire text deleted.

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