## Sample Supervisory Plan<sup>1</sup>

- 1. The written supervisory procedures for <u>the firm name</u> will be amended to state that <u>supervisor name</u> is the primary supervisor responsible for <u>disqualified individual</u>;
- 2. <u>Disqualified individual</u> will not maintain discretionary accounts;
- 3. <u>Disqualified individual</u> will not act in a supervisory capacity;
- 4. When <u>disqualified individual</u> is in the office, he will be supervised by <u>supervisor</u> in the <u>firm name</u> branch office located at <u>address of office</u> <u>here</u>;
- 5. <u>Supervisor</u> will review and pre-approve each securities account, prior to the opening of the account by the <u>disqualified individual</u>. Account paperwork will be documented as approved with a date and signature and maintained at <u>firm name</u> home office;
- 6. <u>Supervisor</u> will review <u>disqualified individual's</u> incoming written correspondence (which would include email communications) upon its arrival and will review outgoing correspondence before they are sent;
- 7. <u>Supervisor</u> will review and approve <u>disqualified individual</u> order tickets before they are executed. <u>Supervisor</u> will evidence his review by initialing the order tickets;
- 8. <u>Disqualified individual</u> must disclose to <u>supervisor</u> on a monthly basis, details related to his outside sales activity. The disclosure must contain <u>disqualified individual</u> activity log, phone call log, appointment log and a to-do list;
- 9. If <u>supervisor</u> is to be on vacation or out of the office for an extended period, <u>name alternate supervisor here</u>, will act as <u>disqualified individual's</u> interim supervisor;
- 10. All complaints pertaining to <u>disqualified individual</u>, whether verbal or written, will be immediately referred to <u>supervisor</u> for review, and then to the Compliance Department. <u>Supervisor</u> will prepare a memorandum to the file as to what measures he took to investigate the merits of the complaint (e.g., contact with the customer) and the resolution of the matter. Documents pertaining to these complaints should be kept segregated for ease of review;

<sup>&</sup>lt;sup>1</sup> This is merely an example of a plan of heightened supervision. It is not to be assumed that all supervisory plans will resemble this example.

- 11. For the duration of <u>disqualified individual</u> statutory disqualification, <u>the</u> <u>firm name</u> must obtain prior approval from Member Regulation if they wish to change <u>disqualified individual</u> responsible supervisor from <u>supervisor</u> to another person; and
- 12. <u>Supervisor</u> must certify quarterly (March 31st, June 30th, September 30th, and December 31st) to the Compliance Department of <u>the firm</u> <u>name</u> that <u>supervisor</u> and <u>disqualified individual</u> are in compliance with all of the above conditions of heightened supervision to be accorded <u>disqualified individual</u>.