

Hello:

My name is Denise Stephens and I have been a Registered Representative since 1994. I have ALWAYS been a fiduciary for my clients – putting their best interests above all else. In 2009 I was asked by my broker/dealer – Voya Financial Advisors, to take over some clients from an advisor that they terminated. He was terminated because he wasn't doing his job and had had no contacts with his clients in over a year.

I sent letters of introduction to all the clients I was able to get information from Voya on over the course of a couple of months from July-Oct 2009. I made contact with the son of one of these clients in Sept 2009. **He had power of attorney** over his father and mother's accounts. He provided me with the POA documentation. I told him that a large portion of his father's account was currently unmanaged, as several changes had occurred in the managed account he was in at the time. I sent forms for him to sign to add a manager to that portion of the father's account, but I never received them back. I sent emails reminding the son that these forms were needed. I never heard back.

In 2010, I was made aware of a complaint against me regarding this account. The complaint was made by someone, who to this day, I have no idea of their relationship with the account. According to what is on my U-4, Voya says it was the Power of Attorney. It was NOT the power of attorney, the client's son, who made this claim. The claim was also with regard to the time I was NOT the advisor. I was told by Voya that it had to be on my record, since I was the current rep.

This is a COMPLETELY UNFAIR situation. The changes that you are wanting to make regarding expungements would be severely detrimental to good advisors, like me, who DID NOTHING WRONG!

I want to actively attempt to get this claim off my record. It never belonged there in the first place. Only giving reps 12 months to work through something like this is way too short of a time. Please do not make this change.

Denise Stephens



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Denise M. Stephens, CFP
Financial Advisor
Princeton Financial Services, Inc.
13330 SW 111 Avenue
Miami, FL 33176
305-253-9604
Fax: 1-305-501-4952

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