

# YOUR RIGHTS AND RESPONSIBILITIES AS A RAYMOND JAMES CLIENT



*Your Guide to a Better  
Understanding of the  
Financial Planning and  
Investment Process*

## Your Rights as a Client:

Courteous Service ■ A Trustworthy and Competent Financial Advisor

Suitable Recommendations ■ Timely Transactions at the Best Available Prices ■ Clear Communications

Comprehensive Statements and Trade Confirmations ■ Prompt Error and Complaint Resolution ■ Strict Confidentiality

**RAYMOND JAMES®**



## Updates to This Document

*Your Rights and Responsibilities as a Raymond James Client* is revised periodically to keep pace with modifications pertaining to industry regulations, as well as changes to the many investment alternatives and financial services available. For the most up-to-date version of this document, please visit [raymondjames.com/billofrights](http://raymondjames.com/billofrights) or ask your financial advisor.

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## Introduction

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Investing is serious business. All investments involve risks that can result in losses even though the goal is to preserve and increase wealth. We believe you should have every opportunity to understand the risks, rewards and implications of the investment alternatives and services, as well as financial planning and investment strategies, offered for your consideration. With that in mind, we are providing you this explanation of **Your Rights and Responsibilities** as a Raymond James client, either because you are a new client or as a periodic, updated reminder. We are very proud to have been the first firm in the nation to offer our clients their own “bill of rights.” We encourage you to invest a little time now to read this important document before proceeding further with your financial planning and investment program. **Even if you have read a prior version, you should read this revised edition as it has been updated to include new, important information related to new investment alternatives and investment risks.**

Our investment philosophy goes beyond the primary objectives of preservation of principal, generation of income and capital appreciation. While there is no doubt these are important objectives for you, a personalized investment plan requires even more – the peace of mind resulting from exemplary service, education and appropriate risk management.

Therefore, all Raymond James financial advisors, including the one you have selected, are professionals supported by experienced associates who handle the execution and processing of transactions, a state-of-the-art computer system to generate comprehensive account statements, online client services to give you convenient access to your accounts, and one of the most highly regarded research groups in North America to review investment alternatives before they are offered to you.

While having all of this support available to you is reassuring, we believe it is critically important that you first understand the investment process and your rights and obligations as an investor so that you may better utilize our support.

We believe this document is one of the most complete descriptions of the practical considerations dealing with investments. It also describes many of the policies and procedures employed by Raymond James. Furthermore, the “20 Keys to Better Investing” are useful in dealing with other firms. You should retain it for reference purposes after reading it upon receipt. Our hope is that you will become more knowledgeable as a result of reading this material and, as an informed investor, you will make better financial planning and investment decisions with assistance from your Raymond James financial advisor.

Thank you for selecting a Raymond James financial advisor and our firm for your financial planning and investment needs. Our combined goal is to provide you advice, investment alternatives and services designed to help you attain your financial objectives. Since we are committed to enhancing our service, we solicit your suggestions for improvements. Please feel free to offer these to your financial advisor or to Client Services at 800-647-SERV (7378).

We appreciate and thank you for your business.

## A Raymond James Client's Bill of Rights

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1. **A client is entitled to courteous service** from his or her financial advisor and all other associates of our firm.
2. **A client has the right to work with a trustworthy, independent professional financial advisor who is competent in financial planning matters and investing**, someone who will be available at all times to answer questions and encourage you to participate in regular portfolio reviews, as well as communicate with you on a regular basis. As a client, you have the right to ask your financial advisor for, and to receive, information from our firm about his or her work history and background, and to contact your state or provincial securities agency to verify the employment and disciplinary history of a financial advisor and our firm.
3. **All financial planning and investment recommendations should be based upon a client's needs and objectives.** Your financial advisor is responsible for assisting you in the diversification of your investments through allocations among asset classes and individual securities. In the event you initiate an investment decision without the benefit of or against the advice of your financial advisor, the order ticket and trade confirmation will be marked "unsolicited," reflecting that the decision is your sole responsibility. For accounts managed by a professional money manager, the order ticket and confirmation will reflect that the decision is the responsibility of the money manager, not the financial advisor.
4. **Each client has the right to expect that recommendations will be made consistent with the objective of enhancing his or her financial well-being.** While the performance of individual investments can fail to achieve reasonable expectations and markets can underperform their historical averages, you have the right to receive recommendations based upon the goal of attaining superior performance in light of the facts and circumstances known at the time of investment selection. Unfortunately, future performance may not be consistent with goals and/or past performance.
5. **Reasonable investment alternatives suitable for a client's individual objectives should be presented with full disclosure of both risks and costs, as well as benefits.**
6. **A client has the right to know all costs and commissions associated with an investment, as well as fees the firm charges for its services.** An exception to the above is that the commissions and trading profits are included in the purchase price of a security traded in a principal capacity. (Please ask your financial advisor for the most current copy of our fees and charges brochure.)
7. **A financial advisor should project reasonable, achievable results** to prevent the formation of unreasonable expectations on the client's part. But remember that many unforeseen factors can frustrate expectations and result in losses, particularly in the short term.
8. **Transactions should be executed in a timely fashion, at the best available price, with prompt reports to the client.**
9. **Information should be communicated understandably.**
10. **Client account statements should reflect all positions held and cash receipts and disbursements made by a broker/dealer.** With the exception of infrequently traded securities, all positions should be priced as accurately as possible. Fixed income securities prices are often estimated utilizing general formulas.
11. **Errors should be corrected and complaints addressed promptly.** For trade errors, a corrected trade confirmation should be issued promptly and the subsequent correction reflected in the next client account statement should reflect the correction.
12. **If a problem is not resolved to a client's satisfaction, the client has the right to contact the branch manager and/or Raymond James' international headquarters.** (Please see "Conflict Resolution" on page 35.)
13. **Information about a client's financial situation will be kept confidential. Raymond James has the highest regard for your privacy.** We believe in your right to the privacy of your personal information. We do not sell personal information to anyone. When a client provides his or her financial advisor and/or Raymond James personal information, such as name, e-mail address or telephone number, Raymond James does not provide this information to any external organization unless we are required to by regulation, except as necessary to process a client's orders or provide the services requested, or by operation of law. Unless you request otherwise, all subsidiaries of Raymond James may share client information internally to provide informed service. (Please see "Privacy Notice" on page 27.)
14. **A client has the right to select his or her financial advisor. In the event a client is uncomfortable or dissatisfied with a financial advisor, he or she has the right to ask the firm to suggest alternative professionals for consideration.**

## A Raymond James Client's Responsibilities

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1. A client should be forthcoming about his or her current financial situation, as well as his or her needs and objectives to assure that a financial advisor can make appropriate recommendations.
2. A client must have cash or available margin buying power in his or her accounts or arrange payment for the purchase of securities by settlement date. **The settlement period for most securities transactions is three business days.** A new client may be asked to make a deposit in advance of placing an order. Similarly, purchases of low-priced or volatile securities, or unusually large transactions, may require a deposit.
3. A client should read and carefully review all trade confirmations and account statements immediately and promptly to ensure they accurately reflect all the activity you transacted with the institution and its agents for the relevant periods. The client should report any errors or transactions not in accordance with instructions promptly to his or her financial advisor, the branch manager or Client Services at 800-647-SERV (7378) and/or ask for clarification of anything he or she does not understand.
4. In an asset-based fee relationship, the client pays an annual fee for the advice and services provided by the financial advisor as a part of the brokerage relationship. This fee is based on the level of assets in the client's account, independent of the level of trading activity. By deciding to pay a fee based on services provided rather than transactions, the client should understand that the fee may be higher or lower than the cost of a commission alternative. An investor should be satisfied with the total of all fees and commissions given the services provided.
5. Financial planning and investment literature, prospectuses, and/or other offering documents, when applicable, should be read carefully prior to making purchases. **Any questions should be directed to your financial advisor. You should carefully consider all investment risks and/or considerations contained in the document. In the event you do not receive an offering document or prospectus, one should be requested. The time you dedicate to this decision-making process should reflect the financial importance of the decision.**
6. A client should report changes in his or her financial and personal circumstances to the financial advisor in a timely fashion to assure recommendations reflect all relevant factors.
7. A client should make time to meet with his or her financial advisor on a regular basis, at least annually, to review and possibly revise financial planning strategies and investments based upon changing circumstances.
8. A client should describe the investments made and the rationale for purchase to a spouse or other relevant family member, as well as maintain accessible records of financial plans and investment transactions. We recommend that you prepare an annual balance sheet detailing all of your investments, including their locations.
9. A client should understand all investments have some degree of risk and it is possible to lose money on any investment. **(Please see the section "Understanding Investment Risk" on page 7 for additional information.) Generally, low-priced or recently issued equity securities (initial public offerings or IPOs), and unrated or below BBB-rated fixed income securities are considered among speculative investments. Even bonds and longer-term CDs have price risks in the event they are sold before maturity.**
10. A client should seek the advice of a tax professional, CPA or attorney, as appropriate. **Financial and investment planning inherently involve potential tax and legal implications.** Your financial advisor is generally familiar with these implications. **However, Raymond James and its financial advisors do not practice as lawyers or CPAs and cannot give specific legal or tax advice.**
11. When dealing with representatives of Raymond James & Associates, only accept payments from the firm. Payment from any other business name or the representative, including cash, should be immediately reported to the institution. You should also never borrow from or lend money to a representative of a financial institution. By the same token, payment for securities transactions should be made directly to Raymond James & Associates. **Financial advisors are required to have clients make checks payable only to the firm.** Do not make checks payable to a financial advisor or any other entity.
12. To protect the security of a client's financial information, a client should protect his or her Raymond James Investor Access password. **Your login name and password control online access to your account information. Take all precautions to preserve the secrecy of your password. Under no circumstances will a Raymond James associate ask for your password and you should not give this information to anyone who you do not want to have access to your account.**

## 20 Keys to Better Investing

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One of the fundamental building blocks requisite to the attainment of an individual's financial objectives is the establishment of a long-term relationship with his or her financial advisor. A financial advisor must be educated in the techniques of financial planning, possess an understanding of all the investment alternatives available in the marketplace, and exhibit unquestionable honesty and concern for his or her client. Raymond James makes every effort to attract and educate financial advisors who fulfill these criteria. Once you have selected a financial advisor who possesses these attributes and with whom you are comfortable, it is necessary to build that long-term relationship. Moreover, there are a number of simple rules of investing that our chairman of the board, Thomas A. James, believes should be followed throughout the relationship:

1. **Communicate frequently and frankly with your financial advisor**, particularly about your concerns with respect to any financial planning strategy, investment and/or compensation. An honest, sincere relationship is fundamental to the success of the client's efforts.
2. **Work with a trained financial advisor to develop an agreed-to financial plan** that will guide investment decisions. Review it at least annually and revise as needed.
3. **Don't reach for unrealistically high returns.** Keep expectations realistic. Any investment which is represented to provide significantly higher-than-market-rate returns generally is not legitimate. Investments such as prime bank notes, special bonds or accounts that promise double-digit interest, are just a few examples of the ploys to part you from your money. If an investment sounds too good to be true, it probably is and may not perform up to expectations. In periods of low interest rates, higher investment returns imply risk to the value of the principal. Be skeptical about "guarantees." Financial advisors cannot share losses or gains in a client's account.
4. While a prospectus or other investment literature can be intimidating, investing hard-earned dollars is a serious task and requires an investor's attention and involvement. With the assistance of a financial advisor, **read the literature and strive to understand the investment's fundamentals, risks, potential rewards and costs.** For example, different features and commission rates may apply to each mutual fund or annuity among the thousands available in the market.
5. Always **strive for diversity** among investments, styles and portfolio managers, even when investments appear to offer limited risk. Due consideration by a client and an explanation of the incremental costs of diversification by the financial advisor are integral to this decision-making process.
6. **Establish cash distribution rate objectives** on investments that are lower than actual earnings or yields. Since mutual funds, master limited partnerships (MLPs) and certain other investments often distribute more than earnings, clients should utilize a withdrawal plan that results in a growing principal account balance over the long run to compensate for inflation and growing cash flow requirements in the future.
7. **An asset allocation model should be designed for a client, and a client and his or her financial advisor should meet regularly** to determine if the client's changing economic circumstances require revisions to his or her portfolio. The asset allocation model should err on the conservative side, but almost always include some quality equity exposure. Inflation requires a growing principal balance to maintain the client's standard of living. The financial advisor should prepare meeting notes for the client's records.
8. All, or a substantial majority, of **equity investments should be in professionally managed portfolios or in a diversified group of high-quality stocks.** While emerging growth stocks and small-capitalization stocks have a place in every wealthy investor's portfolio, and should make up a modest proportion of almost everyone's equity portfolio (with the exception of a retired person of insubstantial means), the vast majority of dollars should be in high-quality recognizable names with favorable prospects. It is often useful to establish a separate small-cap or risk-oriented portfolio to ensure that a client and financial advisor have the discipline to understand and limit the risk.
9. **Part of an equity investment portfolio should be invested in foreign equities** through professionally managed international mutual funds and/or asset management portfolios. There are additional risks associated with international investing.

10. Asset allocation models for **high-net-worth clients should include some real estate investments. Real estate investment trusts currently provide the most convenient vehicle.**
11. As the name implies, **income investments should always be purchased for the income they provide, but also for capital preservation.** They should always be high investment grade unless a client is willing to assume incremental risk in exchange for the growth potential offered by income-producing equity investments such as dividend-paying stocks, bond funds or closed-end funds. Even then, the incremental yield may not be worth the risk.
12. Use margin in the Raymond James Ready Access Account (margin) sparingly for investment purposes. Leverage increases risk. However, **if borrowing money for non-investment purposes, consider a Ready Access loan** as it is often the lowest-cost alternative. Maintain the same discipline in paying down a Ready Access loan that you would with any other loan.
13. **Treat IRAs and other qualified plan investments as very serious money** and let the magic of compounding work with professionally managed stocks and bonds. Generally, do not fund qualified plans with partnerships or other complex investments because they can lead to reporting, valuation and tax problems. Before opening an IRA or qualified plan account, clients should carefully review the IRA Agreement and Disclosure document or qualified plan trust document provided by their financial advisor and consult with him or her regarding any questions or concerns they may have.
14. **Don't try to "time the market."** Be a long-term investor, and practice patience and adherence to an asset allocation model. Avoid the latest funds. Dollar-cost-average where possible – continue to add to equity investments, if able, on a regular basis.

Studies demonstrate that timing decisions need to be “right” over 70% of the time to add value, and moving to cash increases the risk that you may miss market rallies, which often run in short bursts.

15. **Be both receptive to and skeptical about new ideas.** Evaluate them carefully and use them in moderation.
16. Generally, **avoid giving investment discretion to anyone other than financial advisors, professional managers or professional fiduciaries who have been approved by a reputable firm.**
17. Everyone makes errors in investment selections. **Learn to recognize an error and take losses early.** It is generally far less painful to recognize a small loss than to ride it to zero. Do not make the mistake of waiting to recover the original cost.
18. **Do not panic** out of the market when investments have declined in value because of a general market decline. That is often the most opportune time to increase investment positions, as long as the fundamentals of the selections remain positive.
19. **It is better to err on the side of conservatism than to be too aggressive.**
20. Never purchase any securities outside the financial advisor's broker/dealer and immediately ask the firm about any purchase you have made not reflected on your client statement at the broker/dealer.

If you follow these common sense rules of investing, your results should have a higher probability of success. **Although none of these “rules” work all of the time and there are no “guarantees” in the world of investments, these disciplines have produced excellent results over the long term.** A disciplined approach to investing, assisted by a financial advisor with whom you have established a good relationship, will better enable you to attain your financial objectives.

## Understanding Investment Risk

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Securities investments, including mutual funds and even government bonds, are not insured by the federal government against market loss.

**All investments contain some measure of risk**, from the high risks attendant to investing in small, unproven companies to the risks of price fluctuations based on interest rate changes in investments issued by the U.S. Treasury or banks. There are fundamental economic risks associated with the operation of any individual business, including maintenance of product quality, success in research and development to assure a flow of new commercial products, competition, and adequate cost control, to name just a few. Some of these risks may transcend the individual company and relate to the health of the industry and/or the U.S. and world economies. Furthermore, reasonable investment objectives can be frustrated by factors outside of anyone's control.

**Typically, low-priced stocks and newly issued securities, as well as securities of historically unprofitable companies, are considered speculative in nature, involve more than normal risk and can experience volatile price behavior.**

For example, most stocks in new industries are relatively unproven companies whose valuations can materially exceed those based on traditional business methods. Call options are similarly speculative as the price declines over the option's life unless the underlying stock price moves up quickly. Although prospective investment returns may be higher than normal, only investors capable of sustaining the complete loss of their investments should purchase these securities.

In addition to the above fundamental factors, equity prices are affected by investors' perceptions of how the company, the industry, and/or the U.S. and world economies will perform. In any short period of time, perceptions can vary materially from reality. As a result, stock prices of companies with excellent results and fundamentals can decrease materially for substantial periods of time (e.g., in a bear market). In short, **investments are subject to the impressions of others**. Generally, this type of risk is mitigated by the length of time the security is held, as the stocks of companies exhibiting good long-term economic results generally perform well over an extended period of time. On the other hand, stocks driven by "irrational exuberance" (e.g., the "dot-coms") can lose 100% of their values.

The third principal risk involves the concept of duration. While holding fixed interest rate obligations until maturity

provides return of principal, these investments vary in price as interest rates change during the life of the bond. Longer-term certificates of deposit are subject to the same risk. As interest rates rise, fixed income securities' prices generally fall to provide the market rate of return. Conversely, falling rates imply higher prices. While there are generally secondary markets for longer-term bonds and CDs, those markets can be illiquid and involve high spreads between the bid and ask prices, reflecting the infrequency of trading and the attendant risks to a market maker of finding a buyer at the appropriate price. **Because of infrequent transactions in fixed income securities, many of the valuations on client account statements could be the last ("old") trade prices, costs or formulaic estimates of values – not bid prices – and may not reflect what a client might receive at the time of sale.** Always consult with a financial advisor for a current bid or ask quote before initiating a transaction. Fundamental factors that might influence the issuer's ability to pay also affect prices. If the debt instrument is subject to changes in interest rates by its terms, that can also negatively impact market price.

**All but the most sophisticated and affluent investors should avoid purchasing significant amounts of fixed income securities that are unrated or rated below "BBB," including high-yield (below investment grade) mutual funds.** Although yields are normally higher to reflect the increased risk, issuers may fail to pay interest or be unable to make required principal payments, resulting in a loss of capital or a delay in the receipt of funds. Generally, investors should limit purchases of such securities, if any, to a modest amount of their portfolios and consider them equity alternatives. **Similarly, many closed-end funds utilize lower-quality securities with leverage to enhance yield, which can generate principal losses, particularly in periods of rising interest rates.**

Limited partnerships are generally illiquid and should not be purchased unless an investor is prepared to own them until the time the partnerships are scheduled to liquidate. Moreover, these investments generally are riskier than other securities because they often involve the direct ownership of units subject to commodity price risks, leverage risks and/or risks related to the direct ownership of operating businesses. However, since these investments are an excellent method of owning real estate, equipment and other tangible assets, as well as investing in venture capital, it may be prudent to

allocate part of a portfolio to this category after weighing the above considerations, particularly when the economic outlook is inflationary.

The fourth investment risk relates to the type of security and its priority in the order of liquidation. **Equity investments (i.e., common stocks) are most susceptible to the risk of loss if a company's fortunes deteriorate.** On the other hand, a collateralized bond (e.g., debt secured by an airplane owned by an insolvent airline) can still be "money good," even in bankruptcy, provided the collateral value exceeds the debt.

A fifth investment risk relates to the use of margin through the Raymond James Ready Access Account (i.e., borrowed funds to finance all or part of the purchase of an investment). The following provides some basic facts about purchasing securities on margin and discusses the risks involved with trading securities in a margin account:

Before trading stocks in a margin account, clients should carefully review the margin agreement provided by their financial advisors and consult with them regarding any questions or concerns they may have with their margin accounts. Please note that margin accounts are not appropriate for all investors.

When purchasing securities, investors may pay for the securities in full or may borrow part of the purchase price from Raymond James. If the client chooses to borrow funds from our firm, he or she will open a margin account – a Ready Access Account – with us. The securities purchased are our collateral for the loan to the client. If the securities in the client's account decline in value, so does the value of the collateral supporting the loan. As a result, Raymond James can take action, such as issuing a margin call and/or selling securities in the client's account, in order to maintain the required equity in the account.

**The use of margin increases the impact a price decline may have on the value of a client's equity. In fact, a client can lose more funds than he or she deposits in the Ready Access Account.** A decline in the value of securities that are purchased on margin may require the client to provide additional funds to Raymond James to avoid the forced sale of those securities or other securities in his or her account.

**Raymond James can force the sale of securities in a client's margin account.** If the equity in an account falls below the margin maintenance requirements under the law, or Raymond James's higher "house" requirements, Raymond James can sell the securities in the account to cover the margin deficiency. The client also will be responsible for any shortfall in the account after such a sale.

**The firm can sell a client's securities without contacting the client.** Some investors mistakenly believe that the firm must contact them for a margin call to be valid and that the firm cannot liquidate securities in a client's accounts to meet the call unless it has contacted the investor first. This is not the case. Most firms will attempt to notify their clients of margin calls, but they are not required to do so. However, even if Raymond James has contacted a client and provided a specific date by which he or she can meet a margin call, our firm can still take necessary steps to protect its financial interests, including immediately selling the securities without notice to the client.

**Clients are not entitled to choose which securities in their margin accounts are liquidated or sold to meet a margin call.** Because the securities are collateral for the margin loan, Raymond James has the right to decide which to sell in order to protect its interests.

**Raymond James can increase its "house" margin maintenance requirements at any time and is not required to provide a client advance written notice.** These changes in policy often take effect immediately and may result in issuance of a margin maintenance call. A client's failure to satisfy the call may cause Raymond James to sell securities in his or her account.

**Clients are not entitled to an extension of time on a margin call.** While an extension of time to meet margin requirements may be available to clients under certain conditions, a client does not have a right to an extension.

Sixth, while it is often appropriate for an investor to incorporate foreign securities in a portfolio, these investments can be volatile and are subject to many additional risk factors, including currency fluctuations, possible political and economic instability, and different financial accounting standards. Generally, foreign securities are best purchased in a professionally managed mutual fund or asset management

portfolio to achieve broader diversification, or through ADRs traded on U.S. securities exchanges.

Finally, **market prices are a function of human emotions as well as rationally determined supply and demand.** Thus, even when the fundamental investment characteristics are sound, individual securities or general market prices can decline, often for protracted periods of time. Investors must have patience and perseverance, as well as the courage, to invest or hold when things might look the bleakest, as long as the investment's fundamentals are intact.

**Clients must make the final purchase or sale determination, unless they have established discretionary accounts with their financial advisors.** While a financial advisor who is

trained in these financial matters should be relied on for advice, on occasion those recommendations will not produce the expected results because of the complex nature of the risks described above. Since neither the financial advisor nor the securities firm shares directly in the profits of successful investments, except possibly those in fee-based accounts where the financial advisor's fee increases and decreases proportionately to the value of the account, the client necessarily bears the risk of loss from unsuccessful investing. Investing is a serious business, which, while offering prospectively good returns, merits a client's attention to the decision-making process. **Investors should remember that the higher the potential reward, the greater the potential risk of an investment.**

## Reducing Risk Through Diversification

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**Avoid investing a high percentage of assets in one company, one sector or one securities classification. The combination of concentration and margin is a recipe for potential disaster. One way to reduce risk – in fact, we think it is the best way – is through asset allocation.** Because investments can be affected by inflation, cyclical markets, fluctuating interest rates, world events, corporate operations, and new domestic laws and regulations, investors always face risk. By diversifying assets, the risk of any fluctuation adversely affecting a diversified portfolio is less than if “all of your eggs are in one basket.” However, diversification does not ensure a profit or protect against loss.

**A client can diversify among different types of securities, debt, durations or companies possessing differing economics.** The process of developing an asset allocation model specifically designed to complement each client's financial plan is essential to success in investing. Moreover, the model should be updated regularly to accommodate changing financial needs and personal circumstances.

Raymond James financial advisors can assist their clients in the asset allocation process and can help them understand the amount and types of risks inherent in each investment, which enables them to position their portfolios to work efficiently in ever-changing market conditions.

**The first phase of our recommended asset allocation program organizes a client's investments into four categories:** equities, fixed income, real estate and other tangibles, and cash equivalents. The recommended allocation among the classes is based upon the client's objectives, risk tolerance, time horizon and economic outlook.

When a client's asset allocation model has been put into effect, **the program's second phase is an ongoing periodic review of how the portfolio is performing** and what changes, if any, might be needed in view of changing variable conditions.

**Asset allocation models are useful in the evaluation of different hypothetical portfolio structures, as well as in the analysis of trade-offs between risks and prospective returns in the process of selecting an appropriate asset mix.**

Thus, while it is a client's right to expect our firm to use its best efforts to recommend investments that will perform and are suitable for the client's financial circumstances, **it is the client's responsibility to ensure that his or her chosen financial advisor is aware of his or her overall asset allocation picture and to make the final purchase and sale decisions.** In this way, the client can more intelligently balance the risks and reap the rewards of his or her investment selections.

## Commissions and Costs Attendant to Investing

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As a securities firm, we are in the financial consulting and transaction execution businesses. **We are paid in commissions on transactions, fees based on assets and/or hourly fees.** Generally, commissions on transactions range from less than 1% to 7% of the principal involved, depending on the type and size of the transaction.

The most common transactions are purchases or sales of securities on an agency basis in which the securities firm is utilized as an “agent” for the client. Except for very small transactions, agency stock and bond trades have commissions that generally range from .75% to 3% of the principal involved. The commission is added to the principal amount of a purchase or subtracted from the proceeds of a sale. A major portion of the cost is remuneration to the financial advisor. **This directly and indirectly benefits the client, as the financial advisor earns compensation for providing the financial advice and dedicating the time to servicing the client’s account.** Contrasted to the costs of marketing and selling other types of products, these costs are very low and include both the internal and external out-of-pocket costs associated with effecting the trade on an exchange or in the over-the-counter market.

**If a client generates considerable activity and consequent commission revenue or does not utilize the services of the financial advisor, a discount from standard rates may be negotiated.** However, if a financial advisor is providing good service to a client, the client’s cost is small contrasted to the value of professional financial advice. Good financial decision-making requires broad investment knowledge, a general understanding of tax laws, the capacity to analyze investment alternatives, and the skill to design a financial plan and complementary investment strategy customized to an individual’s needs, objectives and risk profiles, as well as input related to the method and timing of a transaction. Research information on securities provided by the investment firm is an essential element in the decision-making process.

Principal products (i.e., over-the-counter stocks or bonds in which the financial advisor’s brokerage firm is a dealer as well as a broker) have commissions that are more difficult to identify. The financial advisor receives a commission that is referred to on the trade confirmation as a markup or markdown. Additionally, the broker/dealer may also make a trading profit or take a trading loss on the transaction.

Prices are reflected to the client net of these costs.

**New issues of securities include remuneration to the financial advisor and the securities firm.** The amount is included in the offering price and reduces the net proceeds to the issuer. The total spread and the commission portion are described in the offering prospectus.

These securities include initial public offerings of all security types, new issues for companies that are already public, as well as open-end mutual funds, unit investment trusts and annuities, among others. In addition, there may be alternative methods of paying sales costs or discounts for which you may be eligible. (Please see “Mutual Funds” on page 11 and “Annuities” on page 15.)

**An asset-based fee is an annual fee – paid quarterly – based on a percentage of assets in the account.** The fee varies with respect to account size, types of securities, and the level of advice and services provided by the financial advisor. Through this compensation structure, the client, the financial advisor and the securities firm share a common interest in increasing the size of the client’s assets. The asset-based fee is independent of transaction activity. **As a result, the fee may be higher than the cost of a commission alternative during periods of lower trading activity.** When considering your payment alternatives, you should carefully analyze the projected costs of an asset-based fee account versus other types of accounts, including such factors as transaction size and volume, level of service expected from the financial advisor, and personal philosophical convictions.

There are also pricing alternatives utilizing asset-based fees, in conjunction with lower transaction fees, to accommodate various types of assets and activity levels. In the event a client wishes to purchase a new issue in this type of account, there is an exception, as the client will pay the commission described in the prospectus and that security will be excluded from the asset-based fee for one year.

Raymond James client accounts offer all of these pricing options. **A client should consult his or her financial advisor to select the alternative or series of alternatives that best suit his or her individual needs.**

In order to recognize that the maintenance of cash reserves and/or the use of leverage through a Raymond James Ready Access Account margin loan are often appropriate, financial advisors are compensated at a rate of approximately 15 basis points (0.15%) on a combination of the Eagle Money

Market Fund, Eagle Municipal Money Market Fund, Raymond James Client Interest Program, Raymond James Bank and margin balances, credited to them annually.

Commissions and related costs are reported to clients on trade confirmations. **Read your confirmations, as they**

**describe the security in detail not provided by other firms.**

A current copy of our fees and charges is available from your financial advisor or by visiting the “Personal Investing” section of our website, raymondjames.com, and reading the “Personalized Client Account Services Fees and Charges” after clicking on “Client Bill of Rights.”

## Indirect Compensation for Order Flow

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Some transactions, generally in equities and options, involve an indirect form of compensation to the firm. If transactions are directed to it, the firm receiving the directed order may reciprocate by giving other orders to the referring firm. This practice is somewhat common for listed orders directed to “third-market” firms that execute trades at prices equivalent to or better than exchange quotes, as well as in the over-the-counter market. Similarly, firms may receive payment for order flow on some options transactions. The amounts vary substantially, but generally do not exceed \$0.75 per contract. All market makers do not pay for option order flow and such payment is not generally relevant in making the decision as to where to send the transaction.

Raymond James & Associates will send trades to a particular broker/dealer or market center in order to receive best execution quality. As a result, we may receive compensation. It may also be possible that this practice has resulted in markets that are less efficient. The source and specific amount of any such compensation are available upon request.

Additionally, Raymond James & Associates is a market maker in a number of over-the-counter securities. As a result of these directed orders, trading profits or losses may be generated by Raymond James in stocks purchased by clients.

## Mutual Funds

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Raymond James<sup>1</sup> offers clients a wide range of investment alternatives and services, including a variety of mutual funds. Deciding which mutual funds to invest in can be complex. It is important for you to work with your financial advisor to evaluate how a fund’s investment objectives, risks and associated costs fit your individual needs and objectives.

An important aspect of this fund screening and selection process is to read the fund’s prospectus carefully before investing. Each prospectus contains important information that will help you make informed decisions. Your financial advisor will provide you a prospectus for the funds you are considering. He or she will also answer your questions on how the fund’s shares are priced and the compensation the financial advisor and Raymond James will receive from your investment.

The popularity of mutual funds results from features including professional management, diversification, daily

pricing and redemption, and ease of purchase, among other investor benefits. Because many funds have minimum investments as low as \$1,000, mutual funds have become the investment of choice for many large and small investors. Their popularity has grown significantly in recent years, and almost half of all U.S. households now own mutual funds (Source: Investment Company Institute *2004 Mutual Fund Fact Book*).

It is generally advisable to select a mutual fund whose manager has extensive experience and qualifications, along with a well-defined discipline and consistent performance record. While past performance is not indicative of future results, a fund’s long-term performance record and manager tenure are also likely to be factored into the selection criteria. Your financial advisor will help you review a fund in light of your investment objectives to assist you in making a decision that may help you achieve your specific

<sup>1</sup> Raymond James & Associates, Inc., and Raymond James Financial Services, Inc.

investment goals, as this selection may pertain to that portion of your portfolio.

## Costs

All mutual funds charge management fees, which are used to pay for the fund's continuing operation, including paying the fund's portfolio manager, accounting expenses and recordkeeping costs. Many funds also have sales charges, which are partially used to compensate financial advisors for providing financial advice and client service. These sales charges may be charged when you make your investment (known as a "front-end sales charge"), when you redeem your investment (known as a "back-end sales charge" or redemption fee) or annually, in the form of "12b-1" fees or service fees.

Please note that 12b-1 fees are used for overall marketing expenses and also to compensate the securities firm for activities or expenses related to distribution and/or retention of fund shares, such as compensation paid to your financial advisor and to participating dealers who have entered into sales agreements with Raymond James; advertising, salaries and other expenses of Raymond James relating to sales or servicing efforts; expenses of organizing and conducting educational and sales seminars, printing of prospectuses, statements of additional information, and reports for other than existing shareholders; preparation and distribution of advertising material and sales literature and other sales promotion expenses; or for providing ongoing services to shareholders.

Depending on share class and the type of account, the initial sales charge can range from 0% to 8.5%, based on the fund and size of the transaction. For a further explanation of mutual fund share classes and their related fees, please visit the Financial Industry Regulatory Authority website at [finra.org](http://finra.org).

## Reducing Sales Charges

While it may sometimes be judicious to own mutual funds from different fund families, it may also increase your total costs. Fund families often offer discounts on Class A share sales charges based on the investor's total dollars invested within the fund group. The holdings levels necessary to receive these discounts are known as "breakpoints." Often, fund groups will allow you to combine your holdings with those of your immediate family members to reach breakpoints. Each mutual fund describes its breakpoint

policies, including how investors can reach breakpoints, how the fund group defines which family members qualify as "related," and which funds and account types qualify for breakpoints, in its prospectus.

When your financial advisor executes trades in mutual funds on your behalf, he or she calculates any Class A share breakpoints to which you may be entitled based on accounts you have with Raymond James, as well as other account information you have shared. However, if your financial advisor does not have the most complete information concerning your investments, particularly any held directly with a fund company rather than through the securities firm, he or she may not be able to best help you take advantage of sales charge breakpoints – either through recouping charges you may have overpaid or by taking advantage of breakpoints in the future. Therefore, you should take a few minutes to review your records to determine what other mutual fund investments you have made either at other securities firms or directly with fund companies, and regularly provide that information to your financial advisor.

Although mutual fund breakpoint policies can differ, here are some common ways they can be achieved:

**Rights of Accumulation:** "Rights of accumulation" allow you to combine your mutual fund purchase with your existing investments in the fund family to reach a breakpoint on new purchases. Rules for rights of accumulation and precise breakpoints will vary from one fund family to the next. Consult the prospectus and/or your financial advisor for information on how rights of accumulation may be applied to their specific investments.

**Letter of Intent:** Investors can take advantage of rights of accumulation from the time they purchase initial shares by agreeing to invest a certain dollar amount over a specified period of time. In most instances, this requires signing a Letter of Intent (LOI). In addition, many mutual fund companies also permit investors to include purchases completed before the letter of intent is signed, by instating a retroactive letter of intent. However, if the amount stated for investment in the letter of intent is not invested, the fund can retroactively collect the higher sales commission.

**Net Asset Value (NAV) Transfers and Buy Backs:** After an investor redeems fund shares, some fund families will allow him or her to buy back into certain funds within a certain time frame without a Class A share sales charge. They may

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The fund industry has developed share classes to give investors more choices for how they pay sales charges. The most common share classes are Class A, Class B and Class C. Each class has different fees and expenses applied, and therefore results in different performance outcomes when fees and expenses are included. While there are no standard, industry-wide definitions of these classes (each fund defines its share classes in its prospectus), some of the typical differences are discussed below.

**Class A** – This class usually carries a front-end sales charge. This means a percentage of your investment is deducted from your initial investment. Typically, Class A shares have lower expense ratios (total annual fund operating expenses as a percentage of the fund's assets) compared to the other share classes of the same fund. Most funds offer "breakpoint" discounts if you make a large purchase, already hold mutual funds in the same family in your account or commit to purchasing additional shares. These breakpoints are described in the fund's prospectus. Please see the "Reducing Sales Charges" section for more information. For very large purchases, A shares are often the least expensive option.

**Class B** – This class is characterized by a back-end sales charge, meaning that a sales charge may be paid when you redeem (sell) the fund. Class B shares do not usually have a front-end sales charge at the time of purchase. They impose a contingent deferred sales charge (CDSC), which you pay if you sell your shares prior to the end of the CDSC holding period. The CDSC normally declines and eventually is eliminated the longer you hold your shares. Once the CDSC is eliminated, Class B shares usually convert to Class A shares. Class B shares will generally have higher management expense ratios when compared to front-end shares (usually Class A) within the same family. Since Class B shares rarely offer breakpoints, they are usually inappropriate for large purchases.

**Class C** – This class has a constant sales fee that is charged to the fund each year throughout the life of the investment in the fund. Class C shares frequently impose a contingent deferred sales charge (CDSC) if you sell your shares within a short time of purchase, usually one year (see the fund's prospectus for more information). Class C shares typically have higher management expense ratios than Class A shares. In most cases, the expense ratio would be higher than Class A shares, and even Class B shares, if you hold the shares for a long time.

Because your expected holding period for each mutual fund plays a role in determining which share class is best for you, you should provide your financial advisor information about how long you plan to hold your mutual fund shares.

**Fee-based Accounts** – Mutual funds may also be owned in fee-based accounts. In fee-based investment advisory accounts, an annual fee – paid quarterly – is based on a percentage of assets in the account. The fee varies with respect to account size, type of securities managed, style of management and/or other services provided. One advantage is that you can select funds from different fund families without concern for commission charges. Since it is an asset-based fee, costs are usually independent of transaction activity. Additionally, the financial advisor and the securities firm share the client's interest in seeing the value of the assets increase. When considering your alternatives, you should carefully analyze the projected expense of a fee-based account versus commission-based accounts, including such factors as transaction size and volume, level and types of service expected from the financial advisor, as well as your own convictions as to how you are most comfortable paying for these services. Fees are negotiable.

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even allow the investor to apply past redemptions of funds from other fund families toward purchases into their fund family at no sales charge. Please see a fund's prospectus or the statement of additional information (SAI) or specific policies.

Finally, it is important to note that while Class A share breakpoints are beneficial, you should not forsake prudent asset allocation among mutual funds simply to take advantage of them. It is wise, however, to select a mutual fund that is part of a family of funds if you choose to purchase Class A shares in a commission-based account. As your objectives change, you can switch among the funds in the family whose objectives most closely meet your needs without incurring an additional sales charge. Staying within the same fund family may be preferable, since switching from one fund family to another often involves additional costs or fees. At the same time, there can be legitimate reasons to switch to a fund in another family of funds when the existing fund family does not have the type of fund required or that fund family's alternatives don't appear to be as well managed based on long-term historical results.

If you do choose to switch to a fund in a different family or to another type of investment, and your account with Raymond James is commission-based, you will most likely incur a sales charge on the new investment. In those instances when a mutual fund switch to a different fund or to a variable annuity will result in a new commission being charged, you and your financial advisor will be required to execute a Mutual Fund/Annuity Switch Disclosure Form. The additional sales charges, if any, will be disclosed on this form and you will be asked to acknowledge that you may have been able to switch within your existing open-end mutual fund family.

## How Raymond James and Your Financial Advisor are Compensated

Raymond James and your financial advisor receive compensation for selling, recordkeeping and monitoring mutual funds that varies by share class. Raymond James is paid by the fund family from the total commissions, fees and expenses paid by investors, and a portion of that payment to Raymond James then goes to your financial advisor. The compensation formula to determine the amount of payment to your financial advisor is the same for all funds, including any funds managed by Raymond James' affiliates as investment manager.

Some fund classes carry higher sales charges or asset-based fees than others (e.g., Class A shares may have higher or lower front-end sales charges, depending on the size of the purchase and therefore higher or lower compensation to Raymond James than Class B shares). As a result, your financial advisor may receive more or less compensation depending on the fund or share class you purchase if purchased on a commission basis. In addition, while the absolute amount of your financial advisor's initial compensation is lower for Class C shares, the percentage of the initial payment, in some instances, may be greater than the percentage that the financial advisor receives for the sale of Class A or Class B shares.

Raymond James does **not** participate in programs that provide preferential treatment to financial advisors based upon the sale of certain mutual funds. Raymond James financial advisors are compensated at the same level and compete on a level playing field in terms of transaction charges for sales within all fund families.

Our financial advisors currently have available approximately 9,000 mutual funds from more than 230 fund families.

**Education and Communication:** Consistent with FINRA rules, fund distributors and/or their affiliates may compensate Raymond James for training and education seminars for Raymond James' associates, financial advisors, clients and potential clients. This may include due diligence meetings regarding their funds, recreational activities or other non-cash items. The representatives of fund companies attend meetings, provide speakers for educational presentations and attend events where they can interact with our financial advisors.

## Other Raymond James Services and Compensation

Mutual fund companies may also compensate Raymond James and its affiliates for services in addition to sales charges and asset-based fees in connection with clients' purchasing and holding mutual funds. This compensation may not be disclosed in detail in a fund's prospectus.

Raymond James' clients can purchase shares of those mutual funds whose affiliates have entered into contractual arrangements with Raymond James. This contractual arrangement provides for the payment of one or more of the

fees described below. These fees do not purchase placement on any preferred product lists or any special positioning or research coverage of funds by Raymond James. Instead, these fees are used to cover the types of services outlined below and are not shared with Raymond James financial advisors or their branch managers as compensation.

**Administrative and Other:** Fund companies with funds electronically linked or "networked" with a broker/dealer's account system or with funds available through a broker/dealer's fee-based account programs often reimburse broker/dealers for a portion of their account administrative costs, which can include accounting, reporting and other services to shareholders.

Networking is a service that enables the sharing of data between Raymond James and mutual fund companies. For networked accounts, Raymond James – rather than the mutual fund company – produces statements, trade confirmations and IRS form 1099s, in addition to providing client service. Fee-based account-eligible funds may reimburse Raymond James up to \$15,000 annually for the costs associated with setting up the funds for availability in these accounts, performance reporting software, enhanced statements, and marketing- and sales-related costs, among others.

**Marketing Service and Support:** Raymond James provides a variety of marketing services and other support to sponsors of mutual funds regarding their funds. These services include, but are not limited to, the provision of: detailed mutual fund information to financial advisors, strategic planning support to assist fund sponsors by making financial advisors available for educational information regarding their funds and branch office support, including phones, computers, conference rooms, as well as facilities and distribution support for prospectuses and promotional materials relating to their funds.

**Certain Retirement Program Administration Fees:** Raymond James receives an annual fee of up to \$5,000 for providing administrative services to the mutual fund companies that offer corporate retirement plans.

**Affiliated Funds:** Raymond James makes available to its clients a variety of mutual funds advised by its affiliate, Eagle Asset Management. Raymond James may receive more revenue from selling these funds because it receives compensation for providing these affiliated funds

investment advisory, administrative, transfer agency, distribution and/or other services that Raymond James may not provide to unaffiliated funds. However, it is important to note that Raymond James financial advisors receive the same compensation and compete on a level playing field for sales of funds from all available fund families.

**Other Services:** Raymond James Financial, Inc. (NYSE-RJF) is a Florida-based diversified holding company whose subsidiary companies provide financial services to individuals, corporations and municipalities. For these services, Raymond James receives compensation. As a result, Raymond James pursues additional business opportunities with companies whose mutual funds Raymond James makes available to its clients. Consistent with industry regulations, these services could include (but are not limited to) banking and lending services, sponsorship of deferred compensation and retirement plans, investment banking, securities research, institutional trading services, investment advisory services, and effecting portfolio securities transactions for funds and other clients. Raymond James professionals who offer mutual funds to individual investor clients may introduce mutual fund company officials to other services that Raymond James provides.

A mutual fund's business policies can be found in its statement of additional information, which is available on request from the fund company. For additional information on mutual funds in general, contact your financial advisor or visit the educational websites of the U.S. Securities and Exchange Commission at [sec.gov](http://sec.gov), the Financial Industry Regulatory Authority at [finra.org](http://finra.org), the Securities Industry Association at [sia.com](http://sia.com), and the Investment Company Institute at [ici.org](http://ici.org).

## Annuities

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Another investment alternative that has grown in popularity is the annuity. **Annuities are investment products – issued by insurance companies – that offer tax-deferred capital accumulation as well as certain types of insurance guarantees. Annuities also have the ability to provide a guaranteed lifetime income stream.** All guarantees are backed by the issuing insurance company and its ability to pay. Consequently, careful research is required before purchase. Additionally, if you are buying an annuity to fund a retirement plan that already provides tax deferment

## Disclosure

Mutual fund companies are required to outline revenue-sharing arrangements, along with a fund's fees and risks in their prospectus and/or statement of additional information.

In addition to the disclosure information posted in this brochure, Raymond James provides disclosure through:

- Our trade confirmations. Each mutual fund trade confirmation indicates, "Raymond James & Associates, Inc. or its affiliates may have received compensation from the distributor of this fund, or the fund's investment advisor or sub-advisor. This may also be referred to as revenue sharing."
- Sponsor companies, which may also route some portfolio trades through those distributors for execution and research services. These payments do not generally exceed \$.05 per executed share.
- Our open-end mutual fund research reports on which the following disclosure appears: "Raymond James & Associates, Inc. or its affiliates may have received compensation from the distributor of this fund, or the fund's investment advisor or sub-advisor."

**Investors should carefully consider the investment objectives, risks, charges and expenses of mutual funds before investing. The prospectus contains this and other information about mutual funds. The prospectus is available from your financial advisor and should be read carefully before investing.**

(such as an IRA, 401(k) or 403(b) plan), you should do so for the annuity's other features and benefits, because tax deferral would not be an additional benefit.

**There are four basic types of annuities:**

- An **immediate annuity** is purchased with a single payment and, characteristically, distributes a specified income stream that commences immediately.
- A **fixed annuity** guarantees a fixed rate of return for a specified period of time. It is generally designed to provide

guaranteed-level payments for a specified period of the annuitant's lifetime, on a tax-advantaged basis.

- A **fixed index annuity**, or **equity index annuity**, as they are commonly referred to, is a type of fixed annuity in which the rate of return is tied to a well-known index such as the S&P 500. Returns are capped at a certain percentage, as determined by the insurance company.
- A **variable annuity** combines many of the characteristics of mutual funds with the tax-deferral and the insurance features of annuity products, such as a guaranteed minimum death benefit regardless of the current value of the account. A variable annuity may be invested in an array of investments as described in the prospectus issued by the issuing insurance company. Each variable annuity may offer a variety of managers and investment opportunities that may be utilized individually or in combination. Keep in mind that, like most investments, variable annuity contracts will fluctuate in value and are subject to market risk, including the potential for loss due to market declines. When making decisions among the investment alternatives offered, investors must consider their overall asset allocation objectives.

The most common compensation option for annuity contracts involves the payment of a commission to the firm, which the insurance company advances from future annual fees. The annuity contract usually includes a contingent deferred sales (surrender) charge, which declines over time, to recompense the insurance company for the advance of commissions and other front-end costs should the investor cancel during the surrender charge period. **Annual fees are usually higher in annuity contracts than those associated with mutual funds with similar objectives in order to pay for the higher commissions and insurance benefits. Hence, investors should compare both cost structures in conjunction with individual tax considerations before investing. Investors should select variable annuities with ample investment options to avoid incurring a surrender charge should they decide to change their investment options.**

Many annuities are priced on our client account statement for information purposes. We continue to add companies and products as we are able; however, not all insurance companies or annuity products provide us with this information.

## Compensation Paid to Raymond James When You Purchase a Variable Annuity

Commission schedules and amounts vary by insurance company and annuity product. What, and how, Raymond James and your financial advisor are compensated when you purchase a variable annuity depends on the type of annuity you purchase and the insurance company issuing the annuity.

You should feel free to discuss with your financial advisor how he or she is compensated following your annuity purchase. This document explains in general terms how the compensation arrangements work.

## Contingent Deferred Sales Charge Annuities

When you purchase a variable annuity, Raymond James is compensated by the insurance company issuing your annuity contract. Subsequently, your financial advisor receives a significant percentage of the annuity commissions. The commissions paid to Raymond James by the insurance company are not deducted from your purchase payments. If you surrender your annuity during the contingent deferred sales charge period specific under your annuity contract, a "surrender charge" is deducted from the annuity value that is returned to you. The surrender charge amount may reimburse the insurance company for costs associated with marketing the annuity product including the commission paid.

## How Your Financial Advisor Receives Commissions

Your financial advisor typically has a choice of commission options regarding receipt of the commission payable to Raymond James. The insurance company that issues your contract pays the commissions directly to Raymond James and recoups the marketing and distribution expenses, including commissions, over time from your annuity contract expenses. In most cases, the structure of the commission selected by your financial advisor will have no impact on your annuity contract expenses. Annuity products may offer the following commission options:

- A single, lump sum commission based on your purchase amount,
- A slightly reduced lump sum commission and asset-based trail commissions paid quarterly over a number of years, or
- A further reduced lump sum commission and higher asset-based trails paid quarterly over a number of years.

## Other Compensation Paid to Raymond James by Insurance Companies

Raymond James distributes annuities from at least 20 insurance companies and receives additional compensation from them in the form of sales- and asset-based education and marketing support payments. The additional compensation is not paid directly from the assets of your variable annuity. Moreover, no portion of these payments received by Raymond James is paid or shared directly with your financial advisor or his or her respective branch office. The payments are paid directly from the insurance companies and are not deducted from the separate accounts that hold the variable annuity assets.

### Education and Marketing Support Payments

Raymond James provides a variety of marketing and other sales support services to insurance companies related to their annuity products. These services include, but are not limited to:

- Providing detailed product information to financial advisors,
- Assisting insurance companies with strategic planning and sales support,
- Providing presentation opportunities during professional development workshops, study groups, and other Raymond James events and conferences, and
- Distribution support for sales literature and other promotional materials relating to their annuity products.

The marketing service and support fees come in a variety of forms, including payments sometimes referred to as “revenue sharing” fees and 12b-1 fees. This compensation may not be disclosed in detail in a variable annuity’s prospectus or contract language. At Raymond James, these fees do not provide placement on any preferred or recommended product lists.

The following schedule gives you an idea of the potential level of marketing support or revenue sharing fees that Raymond James may receive from a particular insurance company or distribution affiliate:

- Up to 0.15% on variable annuity purchases (e.g., \$15 for a \$10,000 purchase),

- Up to 0.05% per year on assets totaling less than \$500 million,
- Up to 0.04% per year on assets totaling \$500 million to \$1 billion,
- Up to 0.03% per year on assets totaling \$1 billion to \$2.5 billion, and
- Up to 0.02% per year on assets totaling \$2.5 billion or greater.

The actual amounts that Raymond James may receive will vary from one insurance company to another and investments in certain variable annuity share classes and/or investment sub-account options may be excluded from the above formulas.

In addition to payments described above, insurance companies and/or distributors will periodically reimburse Raymond James for expenses incurred in connection with certain training and education meetings, conferences, and seminars. Raymond James financial advisors may also receive promotional items, meals or entertainment, or other similar “non-cash” compensation from representatives of the insurance companies.

Please contact your financial advisor with any questions regarding insurance-related products and services, your specific annuity contract(s), or regarding the insurance company relationships with Raymond James.

*Investors should consider the investment objectives, risks, and charges and expenses of variable annuities carefully before investing. The prospectus contains this and other important information. Prospectuses for both the variable annuity contract and the underlying funds are available from your financial advisor and should be read carefully before investing.*

*Variable annuities, issued by insurance companies, are long-term investment alternatives designed for retirement purposes. Withdrawals of taxable amounts are subject to income tax and, if made prior to age 59½, may be subject to a 10% federal tax penalty. An investment in variable annuities involves risk, including possible loss of principal. The contract, when redeemed, may be worth more or less than the original investment.*

## Equity Research Reports

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Raymond James devotes considerable resources to providing quality research, and publishes reports on more than 600 companies in a variety of industries. Our analysts are often recognized for stock-picking performance, both individually and as a group. In fact, the team's stock-picking recommendations have regularly finished first for five-year performance in an annual survey conducted by Zacks Investment Research, consistently outperforming the market as well as the stock selections of competing firms.

Because research must be supported by revenue-producing activities, potential conflicts of interest exist. More specifically, research is typically paid for by commissions generated through institutional and retail sales and trading, as well as by investment banking activities, including stock underwriting. Since managements may not respond well to negative conclusions about their companies' stock or, in the case of large institutional holders, about recommendations vis-à-vis the stocks that they own, it is possible that those constituencies might attempt to influence analysts' opinions. Raymond James' policy is to require analyst objectivity and to support analysts' conclusions, even if contrary to the interests of our investment banking activities. It should be noted that while all parties may be well-intentioned, these assessments are somewhat subjective and differences of opinion are quite normal.

The following is Raymond James' position on the independence and integrity of our research and our policies to manage potential conflicts of interest.

**Research is conducted in a manner consistent with the firm's business principles and investor objectives.** The firm encourages thorough and insightful assessments of industries, companies, and the outlook for individual securities and the general market. Raymond James prizes analyst independence, objectivity, thorough analysis and integrity. Management believes that value-added analysis and independent judgment are critical elements in the quest for superior investment performance. Raymond James equity analysts strive to anticipate both positive and negative information and to respond accordingly with timely changes in ratings, earnings estimates and price targets. Our primary goal is to contribute to the success of our investing clients by

providing opinions and information based on the analysis of available facts.

A variety of factors go into the research process, including an assessment of industry dynamics, interviews of company executives, analysis of the competition, and information as available from the suppliers, distributors, major customers and other independent sources. Analysts are encouraged to develop opinions that may differ from those of the management of companies that they are evaluating. Valuation methodologies, investment risks and conclusions are discussed in all basic company research reports.

Expected returns are utilized in our ratings analysis, but these expectations are not a guarantee of the success of the investments and are the analysts' own opinions based on an individual analyst's assessment of a company's prospects and his or her "guess" about market direction.

This analysis is summarized in a rating for stocks in our coverage universe as follows:

- **Strong Buy** – The stock is expected to appreciate and produce a total return of at least 15% and outperform the S&P 500<sup>2</sup> during the next six months. For higher yielding and more conservative equities, such as real estate investment trusts and certain master limited partnerships, a total return of at least 15% is expected to be realized over the next 12 months.
- **Outperform** – The stock is expected to appreciate and outperform the S&P 500 over the next 12 months. For higher yielding and more conservative equities, such as REITs and certain MLPs, an Outperform rating is used where we are comfortable with the relative safety of the dividend and expect a total return modestly exceeding the dividend yield over the next 12 months.
- **Market Perform** – The stock is expected to perform generally in line with the S&P 500 over the next 12 months and is potentially a source of funds for more highly rated securities.
- **Underperform** – The stock is expected to underperform the S&P 500 or its sector over the next six to 12 months and should be sold.

<sup>2</sup>The S&P 500 is an unmanaged index of 500 widely held stocks that is generally considered representative of the U.S. stock market. Keep in mind that individuals cannot invest directly in any index and index performance does not include transaction costs or other fees, which will affect actual investment performance.

Obviously, stocks that we consider most attractive for purchase are rated Strong Buy. Our *Focus List* includes the Equity Research Department's favorite Strong Buy-rated securities. While past performance does not guarantee future results, the firm's *Focus List* has performed better than the Strong Buy-rated securities over time, as would be expected. Generally we believe that only stocks in the first two categories – Strong Buy and Outperform – should be purchased or retained, as the goal of research is to outperform the market. Market Perform-rated securities are not expected to do that and, depending upon other considerations such as taxes and portfolio diversification, can be viewed as either holds or sources of funds. These decisions are typically client- or portfolio-specific and we recommend that clients seek the advice of their financial advisors.

Since our research is limited to 700 public companies, which are often small- or mid-cap, **we supplement it with research provided by select other firms**, which focuses on larger public companies. We do not independently verify their information.

Raymond James financial advisors are not required to conform to the firm's opinions. **Financial advisors, who are more familiar with an individual client's needs, objectives and tolerance for risk, are better able to assess whether a stock is suitable for that client and/or may have a different opinion of the investment merits of the security, as may other research sources.** For example, the direction of rating changes – upward or downward – is often considered as critical as the rating itself, since good or bad news often comes in doses over a period of time. It is also possible that a stock may “bottom out” before the company's fundamentals have improved and the stock may represent a good value even though the analyst has not yet upgraded the stock. Nonetheless, additional care should be employed when purchasing stocks other than recommendations rated Strong Buy.

In addition to rating stocks relative to the market and industry group, we also provide ratings that should be used to help determine investor suitability.<sup>3</sup>

**Total Return** – More conservative investments with dividend yields of 2.5% or more and favorable appreciation prospects.

**Growth** – Quality companies with well-above average appreciation potential, quarterly earnings consistency and possibly a small dividend.

**Aggressive Growth** – Companies with rapid growth potential and accompanying higher risks.

**Cyclical** – Companies with fundamentals that are unusually sensitive to changes in major economic trends.

**Speculative** – Small companies with high risks, including variable earnings, financial and competitive factors, and liquidity issues.

**Venture Risk** – Newer companies with a short, unprofitable operating history, limited revenues and a much higher-than-normal risk associated with success.

**While our analysts' track records are good, they are far from perfect.** Analysts are not able to independently check and verify all facts and, to a large degree, must rely on information provided in public financial disclosure and by company officials. Regulatory actions designed to assure equal disclosure to public investors may even have impeded the timely flow of information to analysts. Overly optimistic or fraudulent management can mislead analysts and financial advisors. However, our analysts attempt to develop other industry information sources from trade groups, government agencies and competitors, as well as suppliers and customers of the subject companies. In periods of poor general market performance, it is difficult for individual securities not to be affected. All the other factors included on page 7, in the “Understanding Investment Risk” section of this brochure, may also cause our ideas not to perform as expected. Thus, our recommendations represent our analysts' best judgments given available facts and public information, not guarantees of investment performance. **Some of our ideas will lose money, although historically, our average long-term performance has been very good.**

Raymond James and Associates policies and procedures are reasonably designed to ensure compliance with regulatory rules applicable to equity research.

**Research management is committed to providing an environment that encourages thorough and independent securities analysis unaffected by inappropriate influences upon stock ratings, earnings estimates and price targets.** Our operating principles are designed to minimize or eliminate the potential for conflicts of interest. Sources of conflict may be internal in nature, stemming from the fact that we may be an investment banker to a covered company, or external in nature, such as potential pressure from covered company executives or institutional owners.

<sup>3</sup>Suitability ratings are not assigned to stocks rated Underperform.

Research is organized and policies are in place to manage potential conflicts. For example, if a report is to be reviewed by a company for factual accuracy prior to publication, the investment rating and thesis are removed to ensure analyst independence and confidentiality with respect to the intended rating.

Equity analysts' compensation is based on a salary and bonus system. Many factors enter into the bonus determination, including the analyst's success in effectively rating stocks versus an industry index. Other factors considered include: overall productivity, support effectiveness to our financial advisors and traders, institutional research votes, and business generated in covered stocks. In all cases, this assistance must comply with all U.S. Securities and Exchange Commission, NYSE and FINRA regulations and, **most important, place investor interests above all else.**

**Research does not and has never reported to the Investment Banking Department at Raymond James.** Moreover, Investment Banking has no direct or indirect approval of the ratings, earnings estimates and/or price targets of companies covered, whether the subject company is an investment banking client or not. Although an analyst may occasionally be brought "over the wall" to work with an investment banker on a transaction, it is clearly understood by all parties that the independence of the analyst and the interest of the investing client are the first priorities of the analyst. In fact, the analyst's opinion is solicited in the due diligence process to determine if our firm should assist a potential corporate client.

**Analysts and other research employees are required to put client interests ahead of personal investments.** Moreover, personal interests must be fully disclosed and consistent with investment recommendations. Analysts and their research associates are not permitted to purchase equity-related securities in companies that they cover. They are permitted to sell existing equity positions in covered companies no sooner than five days after the rating has been reduced to Underperform.

Analysts' and research associates' ownership of stocks that they cover is disclosed in all equity research reports discussing those securities. Additionally, relevant private investments or business interests cannot conflict with company analysis and must be disclosed in related company reports. Finally, analysts cannot cover securities of companies in which they or members of their households or immediate families are officers, directors or advisory board members.

Raymond James' clients have the right to expect the firm's analysts to provide advice reflective of their objective conclusions after diligent analysis. **That research must be intended to generate results consistent with the clients' best interests, though some of those recommendations will inevitably prove unprofitable. However, when investing in individual stocks, it is the client's responsibility to read the research in order to make better-informed investment decisions.**

## Knowing What You Are Reading When You Read a Prospectus

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If consideration is being given to purchasing stock in an initial public offering or secondary offering, **the prospectus is one of the most important documents for investors.**

If the prospectus is for a mutual fund, investors should closely examine sections related to:

- **Risks – What types of investment risk are inherent to the investment?** For example, is it a lower-quality issue or one from a smaller, less proven company? Does the investment present any structural risks, such as reliance on an insurance company's backing? What is the risk that the fund may not meet its stated objective?

- **Expenses – Examine items such as sales charges and internal administrative expenses to determine the costs of owning shares in the investment.** Are these costs reasonable in relation to the fund's asset size and investment objective?
- **Management experience – Study the management team.** What are the members' backgrounds? How long have they been in their positions? **Do they have extensive experience managing money within the fund's stated objective?**

When reading a prospectus for an initial public offering or a secondary offering, investors should carefully consider:

- The company's business model – **A potential investor should be comfortable with the issuer's business model**, including the company's actual products or services provided, strengths and weaknesses within its industry, the diversity of the company's customer base, the competitive landscape, and strategies for future growth.
- The offering composition – Determine if the offering is 100% primary stock (coming from the issuing company) or if there are any selling shareholders. If there is a selling shareholder component, analyze the shareholders' stock positions before and after the offering and determine the reason for the shareholders' desire to liquidate.
- Financial statements and management's discussion – **Develop a general understanding of the trends in the company's top and bottom lines.** Review the company's capital structure and accounting methods. Check for any pending legal matters.
- Risk factors – Potential investors should review this section of the prospectus very closely. Understand each

point in-depth and **determine whether the risk of the offering conflicts with your own risk tolerance profile.**

- Use of proceeds – Determine the use of the proceeds from the offering. There should be a defined use that will improve the issuing company's fundamental story in some way, whether it is through funding an acquisition or future growth, improving the capital structure, or another reason.
- Management – Learn about the issuer's management team. Focus on its experience within the industry, its compensation structure, the level of insider ownership and other incentives it has.
- Board of directors – Research the company's board of directors for experience and how its members are compensated. Determine the number of outsiders on the board.
- Underwriters and accountants/auditors – Determine the experience and reputation of both the underwriters of the offering and the company's accountants/auditors.

Before investing in a public offering, or any offering for that matter, read the prospectus carefully and don't be afraid to ask your financial advisor questions.

## Services for Your Investment and Financial Planning Needs

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### What Raymond James' Tradition of Excellence Means to Our Financial Advisors' Clients

Preservation of principal, generation of income and capital appreciation through asset allocation in long-term investments are foremost among the objectives for our financial advisors' clients. But our aspirations do not stop there. We believe that clients deserve even more, including – but certainly not limited to – a knowledgeable, independent financial advisor to work with them, experienced associates to execute and process transactions, a state-of-the-art computer system to generate comprehensive account statements, and highly regarded research groups to review investment alternatives before they are offered.

In short, Raymond James provides a wide variety of services to our financial advisors that help meet the needs of their

clients, from the most sophisticated financial planning client to the first-time investor, and from institutions and municipalities to major corporations and fledgling businesses.

Integral to our service commitment is the selection of the best people to serve Raymond James financial advisors and their clients. These are people with high integrity and ethics who are driven to excel. Meeting clients' financial planning and investment needs – first by striving to protect their principal and its buying power from inflation, then by working to enhance their financial positions through income generation and capital appreciation – is our primary goal.

**Our business is people and their financial well-being,** and our objective is to serve them effectively, efficiently and distinctively – whatever their financial planning and investment needs – by providing the following:

Adjustable coupon investments	Insurance	Profit sharing account management
Agency securities	Annuities	Public financing
Alternative investments	Disability	Raymond James Charitable Endowment Fund
Asset allocation models	Life	Ready Access Account (margin loan)
Asset management	Long-term care	Registered securities
Cash management services	International investments	Research reports
Cashless stock options	Investment banking	Asset managers
Common stocks	Acquisitions	Fixed income
Convertible bonds	Mergers	International
Corporate bonds	Primary	Mutual funds
Fee-based accounts	Secondary	Stocks
Financial planning	Underwritings	Restricted securities
Early retirement planning	Listed stocks	Small business pension planning
Education planning	Merchant banking	Traditional retirement planning
529 Plans	Mortgage-backed securities	Transfer to beneficiary agreements
Estate planning	Municipal bonds	Trust services
Government securities	Mutual funds	Agent
Individual retirement accounts	Closed-end	Custodian
Roth	Open-end	Personal and charitable
SIMPLE	New issue syndications	Personal representative
Traditional	Online client services	Trustee or co-trustee
	Options	Unit investment trusts
	Over-the-counter stocks	Venture capital
	Pension management	Wrap accounts
	Preferred stocks	

## Communicating with Your Financial Advisor

**Your financial advisor is available to answer your questions and discuss your investment strategies during normal business hours.** Appointments can generally be arranged at a time convenient to you. Your financial advisor is responsible for explaining all pertinent aspects of each investment that you consider, particularly risk factors, realistic rates of return and liquidity. You also have every right to ask for literature and receive prospectuses when appropriate. If you do not clearly understand what you have read, please ask your financial advisor to explain the material to you. **Never, under any circumstances, approve a financial plan or initiate a transaction until you clearly understand what you are agreeing to and/or buying or selling.** For quotes and current marketing information, please feel free to call at any time. If your financial advisor is not available, you may contact the manager of the branch office or Client Services at 800-647-SERV (7378). **If you use voice mail or e-mail, please do not leave orders or other time-sensitive messages.**

**Failure to apprise your financial advisor or, in the event he or she cannot be reached, Raymond James of an address change could, under state law, result in assets within an inactive account being surrendered to the state.**

## Communication from Our Firm

Among the primary communication clients receive directly from our firm are trade confirmations; monthly, quarterly and/or year-end account statements – in hard copy and/or electronically online; notification of the availability of semiannual statements reporting Raymond James & Associates' financial condition; and our quarterly newsletter, *Financial Perspectives*. **Confirmations and statements should be retained as a record of your portfolio and its performance, and for future reference.**

### Trade Confirmations

**Any time a transaction is executed on your behalf through Raymond James (with the exception of direct orders placed by you with mutual funds that issue their own communications), you will receive a trade confirmation notice.** This is not a bill. Rather, it is a report to you of what transpired. If you access your account information online through Raymond James Investor Access, your confirmation will be posted with your account information the day the trade is executed. For those who receive hard copies of their confirmations, in most cases, we are able to mail the confirmation within 24 hours of the transaction; however, your receipt of it depends on the U.S. Postal Service's delivery schedule. While it is rare that a client does not receive a confirmation,

securities industry regulation requires payment for a purchase by settlement date. Your financial advisor will also receive a confirmation for every transaction executed on behalf of your account. The confirmation shows all the pertinent information regarding the specific transaction, generally including a complete description of the security, commissions, accrued interest (if applicable) and the total amount of money involved in the transaction. Raymond James' confirmation is unique within the securities industry and will also advise you about your investment, including how it was executed and any risk factors that you should consider. In addition, it will provide such applicable information as yield to maturity, frequency of interest and/or dividend payments, accrued interest, and bond ratings and call dates. For managed account clients, we offer the ability to choose between receiving confirmations following each trade, monthly or quarterly by contacting your financial advisor. The combined trade confirmation report eliminates the need to review transactions as asset managers execute them. You can select your method of managed account reporting by contacting your financial advisor. **It is important that you review and understand these notices, which are three-hole punched so you can easily keep them for future reference and tax purposes. Any inaccuracies or questions regarding your confirmation should be promptly directed to your financial advisor. If the issue is not addressed, please contact the branch manager or our international headquarters, as discussed under "Conflict Resolution" on page 35.**

### Account Statements

Client account statements, which include a complete, detailed report of your account, are mailed monthly if there has been activity in the account during that 30-day period. Quarterly statements are sent if there has been no activity during the previous 90-day period or if the account is an individual retirement account. Client statements are issued on a calendar month-end basis with the cut-off date being the last business day of the month. Statements are generally mailed within seven days of month-end. If you access your account information online through Raymond James Investor Access, your statement will be posted with your account information the day it would have otherwise been mailed to you. In addition, Raymond James Capital Access clients receive an annual summary "13th" month year-end statement summarizing all of their account activities for the previous year. **Your statement will show any securities (stocks, bonds, etc.) and cash or margin balances we are holding on your behalf, as well as any transactions (trades,**

**dividends and interest, cash receipts and disbursements, securities receipts, or withdrawals) executed since your last statement.** The brochure *A Guide to Your Statement: An Indispensable Tool for Following the Progress of Your Investments*, which you will receive with your first statement, will assist you in understanding how to read and evaluate your statement. For your convenience, you can link your accounts custodied at Raymond James & Associates so that you receive all of your account statements in one envelope under a comprehensive summary page. Each account will be reported in a separate column of the summary, providing you an overall total allocation for all accounts on the summary page. All linked accounts will receive statements on a monthly basis. To link your accounts, please contact your financial advisor.

### Composite Statement of 1099 Forms

The Composite Statement of 1099 Forms reflects your calendar year's income required to be reported to the Internal Revenue Service. As an additional service, the composite statement includes information that Raymond James is not required to report to the IRS, but may be reportable by the taxpayer. You can expect your composite statement to accurately report your income as of our mailing date of January 31. You can also anticipate notification on your composite statement should you own a security that may require you to wait for additional information prior to filing your return. **These forms should be retained for future reference.**

If you owned certain mortgage investment conduit instruments during the tax year, it is possible that you may receive an additional 1099-OID or an additional detailed statement mailed by March 15. Please contact your financial advisor for more information regarding the tax-reporting requirements of mortgage investment conduit instruments.

In prior years, if you held mutual funds, you received a separate statement from the fund and from Raymond James. As explained in the section below, Raymond James is completing enhancements to make it possible to receive a consolidated 1099 statement, eliminating separate statements from each mutual fund. Certain broad-based index options may have differing tax treatment. You should consult with a qualified tax advisor.

### Mutual Fund Consolidated Statements

Keeping track of mutual fund investments requires sorting through and studying separate statements sent by each

fund you own. Then, to determine the total value of your investment, you must manually integrate the mutual fund information with our statement. We can incorporate your mutual fund activity into the one statement you already receive from us. Your mutual fund transactions and positions will be reported along with those of your stocks, bonds and other investments. Known as “networking,” this service is available for most funds. Networking is an automated communication system used to pass clients’ account information from participating mutual funds to brokerage firms. Through networking, we are able to reflect all fund activity on your brokerage statement while shares are on deposit at the fund. All eligible mutual fund positions in your account

will automatically be networked unless we receive written instructions from you specifically stating otherwise.

Since the needs of each client differ, networking was designed with four different levels. The amount of interaction you have with the fund depends on the networking level you choose. These levels determine who controls the fund account and whether you receive fund statements in addition to your brokerage firm statement.

For more information on networking, or to request your mutual funds be networked at a specific level, please contact your financial advisor. The following is a brief comparison of levels 3 and 4:

	Level 3	Level 4
Ability to deal directly with the fund	All dealings are with brokerage firm	Can deal with brokerage firm or the fund
Activity	No fund statements	Activity reported on brokerage statements and statements from each fund
SIPC insurance coverage	Covered	Not covered
Tax reporting	Responsibility of the brokerage firm. Consolidated 1099 for all your securities.	Primary responsibility of each fund

**NOTE:** We have enhanced our computer systems to offer Level 3 networking. In many cases, we can provide you consolidated tax reporting for your mutual fund. These enhancements are in response to requests from our clients and financial advisors.

### Your Choice of Accounts

Because each of our financial advisors has the independence to address his or her clients’ individual needs, we offer a wide range of accounts, each with its own features for the transfer (sweeping) of funds. [Please see the “Sweeps (Transfers) to and from Income-Producing Accounts” section on page 28.] In addition, clients can choose to link their accounts so that they receive their statements in one envelope under a summary cover page that provides a convenient overview of all of their activity. Your financial advisor can provide details.

### Important Information about Procedures for Opening a New Account

To fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify and record information that identifies each

person who opens an account. As a result, when you open an account, we will ask for your name, address, date of birth and other information that will allow us to identify you. We may also ask to see your driver’s license or other identifying documents.

### Your Account Is Protected

Raymond James & Associates is a member of the Securities Investor Protection Corporation (SIPC), which protects securities customers of its members up to \$500,000 (including \$100,000 for claims for cash). An explanatory brochure is available upon request or at [sipc.org](http://sipc.org) or by calling 202-371-8300.

Raymond James has purchased excess SIPC coverage through various syndicates of Lloyd’s, a London-based firm. Excess SIPC is fully protected by the Lloyd’s trust funds and Lloyd’s

Central Fund. The additional protection currently provided has an aggregate firm limit of \$750 million, including a sub-limit of \$1.9 million per customer for cash above basic SIPC for the wrongful abstraction of customer funds.

Account protection applies when a SIPC-member firm fails financially and is unable to meet obligations to securities clients, but it does not protect against market fluctuations.

It is important to note that balances and products such as certificates of deposit (CDs) held at Raymond James Bank are covered by the Federal Deposit Insurance Corporation (FDIC), subject to FDIC rules and aggregation limits, but not by SIPC or excess SIPC. FDIC is an independent agency of the U.S. government that insures bank-held assets up to a maximum of \$250,000\* per depositor (\$250,000 for IRAs and certain other retirement accounts), including principal and accrued interest. For purposes of calculating the \$250,000 limit (\$250,000 for IRAs and certain other retirement accounts), you would aggregate any accounts, deposits and products you maintain in the same capacity directly with Raymond James Bank with any accounts, deposits and

products you maintain at Raymond James Bank through another intermediary such as Raymond James.

**You are responsible for monitoring the total amount of such deposits at Raymond James Bank in order to determine the extent of insurance coverage available to you.** Neither Raymond James nor any of its affiliates are responsible for any insured or uninsured portion of your deposits or CDs.

Further information on FDIC insurance can be obtained from your financial advisor, who will provide you the FDIC brochure entitled *Your Insured Deposits, FDIC's Guide to Deposit Insurance Coverage* upon request. You can also obtain information by contacting the FDIC, Division of Supervision and Consumer Protection, at Deposit Insurance Outreach, 550 17th Street N.W., Washington, DC 20429. The telephone number is 877-275-3342 or 800-925-4618 (TDD). You may also reach FDIC at its website at [fdic.gov](http://fdic.gov) or by e-mail at [dcainternet@fdic.gov](mailto:dcainternet@fdic.gov). You may also wish to consult with your own attorney concerning FDIC coverage of deposits, particularly when held in more than one capacity.

	FDIC	SIPC	Excess SIPC
Covered Investments	Bank deposits	Registered securities and cash	Registered securities and cash
Available Coverage	\$250,000* insurance limit per depositor per insured institution. You may qualify for more than \$250,000 in coverage if you own deposit accounts in different ownership categories. (See footnote under FDIC section.)	Generally insures SEC-registered securities to a maximum of \$500,000, including \$100,000 coverage for claims for cash	Once a customer's SIPC coverage limit is exhausted, excess SIPC provides an aggregate firm limit of \$750 million, including a sub-limit of \$1.9 million per customer for cash above basic SIPC for the wrongful abstraction of customer funds.
Regulator/Licensors	Federal Deposit Insurance Corporation (FDIC)	U.S. Securities and Exchange Commission	Financial Services Authority (FSA), the independent regulator of the financial services industry in the United Kingdom.

\* Legislation temporarily increasing deposit insurance coverage limits from \$100,000 per depositor to \$250,000 took effect October 3, 2008, and is currently set to expire December 31, 2013. IRAs and certain other retirement accounts insured for up to \$250,000 prior to this legislation will continue to be insured for that amount after December 31, 2013, barring any further legislative changes. The deposit insurance coverage limits refer to the total of all deposits that an account holder (or account holders) has at each FDIC-insured bank.

## Suitability Requirements

**Not every client should own every investment.** Because certain investments involve greater risk, clients very often must have a specific net worth or income before they can participate in those investments. The objective is to protect the investor as much as possible from the associated risk.

Investment objectives – low, medium or high risk tolerance – help to identify the investment goals for each of your accounts as part of a comprehensive financial plan. Your financial advisor will work with you to collect this information upon opening each account in order to gain a clear understanding of what your financial goals and needs are. In order for your financial advisor to make investment recommendations, he or she must gather certain information related to your financial status and investment history to ensure that your investments are designed to fit your individual circumstances. All of this information, along with your objectives, is compiled when filling out your New Account Form. You can find the investment objectives you selected on the front page of each of your statements.

**Because your situation may change from time to time, it is necessary for you to review your goals with your financial advisor on an ongoing basis.**

A better understanding of the investment objective definitions below will ensure that you are selecting the appropriate objectives for your unique situation.

### Capital Preservation

Clients with this main objective seek to avoid loss of capital, even if it means achieving a lower overall long-term return. Investments consistent with this objective include traditional CDs, money market funds, insured high-grade municipal bonds and certain government bonds. This objective, by the nature of the investments, would entail a low risk tolerance.

### Income

Clients with this primary objective focus on the receipt of dividends and interest. Corporate and municipal bonds, preferred securities, utility stocks, options-covered call writing, and fixed-income mutual funds would be investments consistent with this objective. Risk tolerance can be low, medium or high, dependent on the credit quality and volatility of the securities selected for investment. For older or retired clients, the risk tolerance should be considered low, except in unusual circumstances.

### Growth

Clients with this objective seek investments designed to appreciate in price over a period of time. Investments in this category include equity mutual funds, stocks and other types of equity securities. Risk tolerance can be medium or high for this objective depending upon the client's willingness and ability to tolerate losses.

### Speculation

Clients willing to speculate risk significant loss of capital. Investments consistent with this objective include certain types of options trading, high-yield bonds and small-cap or microcap equities. Speculation entails a high risk tolerance.

### Online Access to Account Information

Online access to account information is available free of charge to all clients through Raymond James Investor Access. The service offers real-time account information, stock quotes and award-winning research, as well as the ability to view and choose paperless delivery of statements, trade confirmations and shareholder communications. Investor Access employs state-of-the-art online security to protect your data. Enroll at [raymondjames.com/investoraccess](http://raymondjames.com/investoraccess).

### Transferring Your Account to Raymond James

Raymond James helps clients expedite the transfer of securities by offering advice and assistance, identifying the forms required by the appropriate transfer agents, and facilitating the transfer of any security for legal or estate purposes. Clients are assured that their transactions are handled from start to finish as swiftly, efficiently and professionally as we can arrange. For details, please ask your financial advisor for a copy of our brochure *Moving Your Portfolio to Raymond James*.

### The Patriot Act

Under the USA Patriot Act, Raymond James is required to set up an anti-money-laundering program, designate a special compliance officer, set up employee training, conduct independent audits, and establish policies and procedures to detect and report suspicious transactions and ensure compliance with the law. As part of our required program, we may ask you to provide various identification documents or other information in order to comply with this law. Until you provide the information or documents we need, we may not be able to open an account or effect any transactions for you.

### Compensation to Transferring Financial Advisors

Periodically, when a financial advisor transfers from one firm to another, he or she may receive compensation

from his or her new firm. The “up front bonus” transition allowance or other incentive compensation is designed to offset the initial loss of income resulting from client accounts that may not choose to transfer to the new firm and for time spent re-establishing his or her practice at the new firm, as well as to induce financial advisors to change firms.

### Privacy Notice: Safeguarding Your Identity

Raymond James and its wholly owned subsidiaries, Eagle Fund Distributors, Inc., Eagle Family of Funds, Eagle Fund Services Inc. and Eagle Asset Management Inc., are committed to protecting the confidentiality of information furnished to us by our clients. We are providing you this information as required by Regulation S-P adopted by the U.S. Securities and Exchange Commission.

### Information About You that We Collect

We collect nonpublic personal information about you, including, but not limited to, name, address, Social Security number and financial information from the following sources: information we receive from you on applications or other forms or through our website; information we receive about your transactions with us, our affiliates or others; and information we may receive from a consumer reporting agency.

### Our Use of Information about You

As permitted by law, we may share information about you with other companies in the Raymond James family – that is, companies that are owned by Raymond James Financial. That information may include information shared by the Eagle Family of Funds with Raymond James broker/dealers and investment advisors and information shared among other Raymond James service providers, such as financial advisors and insurance and annuity consultants. In addition, we may share information about you with certain nonaffiliated third parties, including service providers (e.g., mutual fund companies), nonfinancial companies (e.g., software developers), and others (e.g., consulting firms) in order to help us run our business, manage your accounts, provide professional services, or help us market our products and services to you. We may also share information about you with other financial institutions with which we have joint marketing agreements. These financial institutions have agreed to treat any such information as confidential and not share such information with any other parties except as permitted by law or regulation. Otherwise, we do not disclose any nonpublic personal information about you to anyone except as permitted by law or regulation. You also may have other protections under applicable state laws. To the extent these state laws apply, we will comply with them when we share

information about you. We follow the same policy with respect to nonpublic personal information received from all clients and former clients.

### When Financial Advisors Leave Raymond James

Financial advisors may change brokerage and/or investment advisory firms and nonpublic personal information collected by your financial advisor may be received or taken by your financial advisor to the new firm so that he or she can continue to service your account(s) at the new firm. If you do not want your financial advisor to utilize and/or transfer this information to another firm, please contact 800-647-SERV (7378) to opt out of this information sharing. If your primary address is in an “opt-in” state (such as California or Vermont), which requires your affirmative consent to share your nonpublic information with the financial advisor’s new firm, then you must give your written consent before Raymond James will allow your financial advisor to take your nonpublic information with him or her. You can withdraw your consent at any time by contacting 800-647-SERV (7378).

### Additional Information for Clients of the Financial Institution Division of Raymond James Financial Services

The Financial Institution Division of Raymond James Financial Services, Inc. is a party to joint marketing arrangements with certain banks and credit unions where you obtain Raymond James’ services. Information about clients who participate in these programs may be shared with the participating banks or credit unions. These financial institutions have agreed to treat any such information as confidential and not to share such information with any other parties except as permitted by law or regulation. In addition, you may have other protections under applicable state laws. To the extent these state laws apply, we will comply with them when we share information about you.

### How We Protect Your Confidential Information

Raymond James has policies that restrict access to nonpublic personal information about you to those employees, associates and others who have need for that information to help us run our business, manage your accounts, market or provide investment alternatives or services to you, or to employees, associates and others who assist those who help us run our business, manage your accounts, or market or provide investment alternatives or services to you. Additionally, we maintain physical, electronic, contractual and procedural safeguards to protect your nonpublic personal information.

## Placing Trades

Once your trade is placed, we will do our best to execute the transaction at the best available price. Smaller trades are generally executed via automated systems at the best available price.

You can place a trade by contacting your financial advisor or his or her licensed service associate. **Please be specific and carefully explain your instructions.** Ask the person to whom you are speaking if he or she will read back your instructions for verification. Then, once you receive your report confirming your trade (online the same day or in hard copy within a few business days of the trade), read it carefully to ensure that your instructions were carried out. If they were not, please contact your financial advisor immediately.

Raymond James or your financial advisor may combine sale and purchase orders of securities held by them with similar orders being made simultaneously for other accounts if, in our reasonable judgment, such aggregation is likely to result in an overall economic benefit to the client based on an evaluation that the client will benefit from relatively better purchase or sale prices, lower commission expenses or beneficial timing of transactions, or a combination of these and other potential benefits. Such transactions may be made at slightly different prices, due to the volume of securities purchased or sold. In such an event, the average price of all securities purchased or sold in such transactions may be determined and the client may receive the average transaction price.

An “average price” per share is reported when multiple executions were required to complete your order and is a calculated average of the prices of each individual execution. Details regarding the actual price of each execution are available upon request. Although multiple executions were necessary, no additional fees or commissions were charged.

We are committed to ensuring that you receive the best trade execution available in the marketplace at the time an order is received. Please consult your financial advisor for further details.

## After-Hours Trading

While certain securities can be traded through Raymond James after hours, from 4 p.m. to 9:30 a.m. (ET), investors may assume increased risk due to what may be larger than normal spreads. **Before entering into after-hours trading, you are advised to consult with your financial advisor** for a more complete understanding of the process, including risk factors.

## Trade Date and Settlement Date

The day on which your trade is executed is the “trade date,” while the day on which you must pay for a “buy” trade or

on which you can expect to be paid for a “sell” trade is the “settlement date.” **Securities regulations specify three business days from trade date to settlement date for most securities.** This regulation – which our industry calls “T+3” – may not provide sufficient time for you to receive the confirmation of your transaction by regular mail and then to pay for a buy. You will need to either have funds on deposit with us or pay based on verbal confirmation of the trade. Approximately 90% of our clients keep cash balances on deposit with us in competitive interest-bearing accounts to settle trades automatically.

## Online Trading

Raymond James Investor Access provides financial advisors the ability to offer their clients the opportunity to trade many investment alternatives online. Before trading online, it is important to understand how securities transactions are executed, particularly during times of volatile prices and high volume, when there may be delays.

## Sweeps (Transfers) To and From Income-Producing Accounts

Keeping your cash working hard for you is an important goal. We offer alternatives to keep your cash earning income when it is not otherwise invested. If you are purchasing an investment, the automatic sweep feature allows the exact amount of the transaction to be transferred to your investment account on settlement date, thereby eliminating the inconvenience otherwise involved with delivering funds. If you are selling an investment, the proceeds are automatically deposited to your account by the day following settlement date, enabling you to begin earning income on those funds until they are reinvested.

You should carefully consider the features and benefits of each of the available sweep options, including the applicable interest rate or estimated yield, before selecting one that is appropriate for your account.

## Raymond James Bank Deposit Program

With the Raymond James Bank Deposit Program, available cash in your Raymond James account is deposited through the Insured Network Deposit<sup>SM</sup> (IND<sup>SM</sup>) service into interest-bearing deposit accounts at up to 12 banks, providing eligibility for up to \$2.5 million in deposit insurance coverage by the FDIC (\$5 million for joint accounts of two or more), subject to applicable limitations. Raymond James will deposit up to \$245,000 (\$490,000 for joint accounts of two or more) in each bank. Once \$2.5 million (\$5 million for joint accounts of two or more) in total has been deposited in all banks on the priority list, additional funds will be directed to a designated “excess bank” without limit and without regard to maximum-

available FDIC coverage. For individual accounts with more than \$2.5 million, an alternative sweep option (Bank Deposit Program/CIP Over \$2.5 million), in which excess funds are swept to CIP so clients can take advantage of FDIC, SIPC and excess SIPC coverage, is also available. (This option is not available for Raymond James custodial retirement accounts due to regulatory restrictions.)

Please see “Your Account Is Protected” on page 24 for more information about FDIC coverage. For disclosures about the Bank Deposit Program, please refer to the “Important Disclosures about the Raymond James Bank Deposit Program” section.

### Client Interest Program (CIP)

Available only for accounts ineligible for the Bank Deposit Program, clients whose relationships with Raymond James are through outside Raymond James dealers (“introducing firms”), affiliated banks in the Raymond James Financial Services Financial Institutions Division and those clients who have balances beyond FDIC coverage limits offered through the Bank Deposit Program, as described above – CIP is a short-term alternative for funds awaiting investment. Raymond James separates all CIP funds held for the exclusive benefit of clients, as required by the U.S. Securities

*continued on next page*

Cash Sweep alternatives can be easily compared using the following table.

Cash Alternative/ Feature	Raymond James Bank Deposit Program <sup>1</sup>	Client Interest Program (CIP)	Eagle Cash Trust (ECT) Money Market Fund	Eagle Cash Trust Municipal (ECTM) Money Market Fund	Raymond James Bank with Check Writing
Description	Multibank money market deposit account	Interest-bearing brokerage cash account – cash awaiting investment	Taxable money market mutual fund invested in a variety of high-quality money market instruments that mature or reset in 397 days or less	Money market mutual fund that seeks to achieve income exempt from federal income tax; invested in a variety of high-quality municipal securities with maturities of 397 days or less	Standard bank money market deposit account with check writing (retirement accounts only)
Current Rate/ Yield	See <a href="http://raymondjames.com/rates.htm">raymondjames.com/rates.htm</a>				
Rate/Yield Calculation Method and Frequency	Set by Raymond James based on relevant competitive money market rates and various market factors. Rate set periodically.	Set by Raymond James based on relevant competitive money market rates and various market factors. Rate set periodically.	Based on yield of underlying investment less expenses of managing the fund. Yield calculated daily.	Based on yield of underlying investment less expenses of managing the fund. Yield calculated daily.	Set by Raymond James Bank based on relevant competitive money market rates and various market factors. Rate set periodically.
Rate/Yield	For balances of <b>\$2500 or more:</b> standard rate <b>less than \$2500:</b> standard rate less approximately 1.5%	For balances of <b>\$2500 or more:</b> standard rate <b>less than \$2500:</b> standard rate less approximately 1.5%	\$1000 required to establish (minimum waived for ERISA and IRA accounts)	\$1000 required to establish (not available for ERISA and IRA accounts)	For balances of <b>\$2500 or more:</b> standard rate <b>less than \$2500:</b> standard rate less approximately 1.5%
Insurance Type/ Coverage <sup>2</sup>	FDIC	SIPC and excess SIPC	SIPC and excess SIPC	SIPC and excess SIPC	FDIC
Availability of Funds	Same day	Same day	Same day with 3 p.m. cut-off	Same day with 3 p.m. cut-off	Next day
Check Writing Available	Through Capital Access only	Through Capital Access only	Through Capital Access only	Through Capital Access only	Yes, limited by regulation to three checks per month
Automated Clearing House (ACH) Available	Yes	Yes	Yes	Yes	Yes <sup>3</sup>
More Information	See <a href="http://raymondjames.com/rates.htm">raymondjames.com/rates.htm</a>				

<sup>1</sup>For individual accounts with more than \$2.5 million, an alternative sweep option, Bank Deposit Program/CIP Over \$2.5 million, is available that offers FDIC, SIPC and excess SIPC coverage.

<sup>2</sup>The Bank Deposit Program FDIC coverage: Raymond James custodial retirement and individual accounts, up to \$2.5 million; joint accounts, up to \$5 million. SIPC coverage: up to \$100,000 for claims for cash. Excess SIPC coverage: once a customer’s SIPC coverage limit is exhausted, excess SIPC provides an aggregate firm limit of \$750 million, including a sub-limit of \$1.9 million per customer for cash above basic SIPC for the wrongful abstraction of customer funds. Raymond James Bank with Checkwriting FDIC coverage: up to \$250,000 per depositor. The \$250,000 FDIC insurance limit per depositor has been extended through December 31, 2013.

<sup>3</sup>Raymond James Bank money market deposit accounts are limited by federal regulations to no more than six withdrawals per month, including Automated Clearing House (ACH), checks and point-of-sale transactions.

**Please note:** The process of converting an existing Raymond James account from one sweep alternative to another sweep alternative may result in a loss of dividend/interest for a period of one to two days. The duration depends specifically on the existing sweep option and the new alternative selected.

and Exchange Commission. CIP funds are, by regulation, required to be placed in overnight repurchase agreements that are fully collateralized by U.S. Treasury securities or deposited in qualifying trust and/or cash accounts with major U.S. banks. CIP balances are included in the coverage provided by SIPC and excess SIPC. (Please see “Your Account Is Protected” on page 24.)

### **Eagle Money Market Mutual Funds**

Other sweep options include the Eagle Cash Trust Money Market Fund (ECT) as well as the Eagle Cash Trust Municipal Money Market Fund (ECTM), which seeks to achieve income that is exempt from federal income tax. The minimum-required balance to participate in the automatic cash sweep program to these funds is \$1,000. Clients with balances less than \$50 in their Eagle money market accounts may periodically have their balances transferred to non-interest bearing cash positions. If the accounts subsequently reach \$1,000 in available cash, the cash will be swept back to the applicable Eagle money market funds. The \$50 balance transfer and \$1,000 minimum policies do not apply to qualified retirement accounts.

*Investment in the Eagle money market funds is neither guaranteed nor insured by the FDIC or any other government agency, although such investments are generally eligible for coverage provided by SIPC and excess SIPC. (Please see “Your Account Is Protected” on page 24.) While these funds seek to preserve the value of your investment at \$1 per share, it is possible to lose money by investing in the funds. Investors should carefully consider the investment objectives, risks, charges and expenses of the Eagle money market funds before investing. The prospectus contains this and other information about these funds. The prospectus is available from your financial advisor and should be read carefully before investing.*

Cash management features are available for all of the above sweep options through the Capital Access Account. These features include check writing, debit cards, online bill payment and ACH. For more information regarding Capital Access, please contact your financial advisor.

### **Raymond James Bank with Check Writing**

Available only to clients who have retirement accounts with check writing capabilities, this sweep option allows for cash to be transferred to and from your investment account to an individually named account held directly at Raymond James Bank. The balances held in individual named accounts at the bank are also FDIC-insured in accordance with FDIC rules and aggregation limits. (Please see “Your Account Is Protected” on page 24.)

### **Raymond James Bank Deposit Program Disclosures**

Through the Raymond James Bank Deposit Program, available cash in your Raymond James account is deposited through the Insured Network Deposit<sup>SM</sup> (IND<sup>SM</sup>) service into interest-bearing deposit accounts at one or more banks set forth on a priority list, as described below.

#### **How the Bank Deposit Program Works**

*Deposit Procedures* – When funds are first available for deposit, Raymond James, as your agent, will open a Money Market Deposit Account (MMDA) and a linked Transaction Account (TA) on your behalf at one or more banks, as set forth on the then-current priority list in the order set forth on the priority list. Once your funds in the deposit accounts at a bank reach the applicable deposit limit of \$245,000 (\$490,000 for joint accounts of two or more), Raymond James, as your agent, will open an MMDA and TA for you at the next bank on the priority list and place your additional funds in that bank. Your funds will be swept into deposit accounts at up to 12 banks, providing eligibility for up to \$2.5 million in deposit insurance coverage by the FDIC (\$5 million for joint accounts of two or more), subject to applicable limitations. In the event that you have deposits equal to the applicable deposit limit in the deposit accounts at each of the available banks on the priority list, additional funds will be directed to a designated “excess bank” without limit and without regard to maximum available FDIC insurance coverage. An alternative sweep option (Bank Deposit Program/CIP Over \$2.5 million), in which excess funds are swept to CIP so clients can take advantage of FDIC, SIPC and excess SIPC coverage, is also available. (This option is not available for Raymond James custodial retirement accounts due to regulatory restrictions.)

It is your obligation to monitor your funds deposited at an excess bank. You may at any time direct your financial advisor to withdraw funds from an excess bank and place them in another investment.

*Withdrawal Procedures* – As necessary to satisfy withdrawals, funds will be transferred from your MMDA to the related TA at each bank and withdrawals will be made from the TA. The bank and Raymond James, in their discretion, may determine a minimum, or “threshold,” amount to be maintained in your TA to satisfy debits in your Raymond James account.

Federal banking regulations limit the transfers from an MMDA to a total of six (6) during a monthly statement cycle. At any point during a month in which transfers from an MMDA at a bank have reached the applicable limit, all funds will be transferred from that MMDA to the linked TA at the bank until the end of the month. Deposits for the remainder of the month into this bank will be made to the TA. At the beginning of the next month, funds on deposit in the TA will be transferred to the MMDA, minus any threshold amount to be maintained in the TA. The limits on MMDA transfers will not limit the number of withdrawals you can make from funds on deposit at a bank or the amount of FDIC insurance coverage for which you are eligible.

*Interest* – The interest rate paid on deposit accounts will be the same for all clients with account balances of at least \$2,500; accounts with balances of less than \$2,500 will receive the standard rate less approximately 1.5%, but not below zero.

Interest will accrue on deposit account balances from the day funds are deposited into the deposit accounts at a bank through the business day preceding the date of withdrawal from the deposit accounts at the bank. Interest will be compounded daily and credited monthly.

Your MMDA and TA at each bank will earn the same interest rate and all banks will pay the same interest rate. The interest rates on the deposit accounts will be determined by the amount the banks are willing to pay on the deposit accounts minus the fees paid to Raymond James and other parties as set forth below under “Fees to Raymond James.”

Interest rates on the deposit accounts will vary based upon prevailing economic and business conditions. The banks do not have a duty to offer the highest rates available. The interest rates paid with respect to the deposit accounts at a bank may be higher or lower than the interest rates

available to depositors making deposits directly with the bank or other depository institutions in comparable accounts and for other sweep alternatives. You should compare the terms, interest rates, required minimum amounts and other features of the Bank Deposit Program with other accounts and alternative investments.

You may access [raymondjames.com/rates.htm](http://raymondjames.com/rates.htm) or contact your financial advisor to determine the current interest rate on the Bank Deposit Program and Raymond James’ other sweep alternatives.

For most clients, interest earned from the deposit accounts will be taxed as ordinary income in the year it is received. Form 1099 will be sent to you each year showing the amount of interest income you have earned in your deposit accounts. You should consult with your tax advisor about how the deposit account sweep affects you.

*Reporting* – You will not receive trade confirmations. All transactions in your deposit accounts will be confirmed on your Raymond James account statement.

For each statement period, your Raymond James account statement will reflect:

- ▮ All deposits to and withdrawals from your deposit accounts,
- ▮ The opening and closing balances of the deposit accounts at each bank,
- ▮ The interest rate and interest earned on deposit account balances, and
- ▮ The list of banks you declined to receive your funds.

Your financial advisor can assist you in understanding your Raymond James account statement and can answer any questions you may have about your statement. Responsibility for the accuracy of your statement is Raymond James’, not the priority list banks’.

### **Bank Priority List**

The priority list of available banks into which your funds may be deposited is based on your account’s legal address of record. The current bank priority lists are available at [raymondjames.com/rjbdp](http://raymondjames.com/rjbdp) or through your financial advisor.

Any one of the entries in the priority list may contain the names of up to four “alternative banks.” When each of the banks prior to the alternative banks entry on the priority list has received deposits equal to the applicable deposit limit of \$245,000 (\$490,000 for joint accounts of two or more), your

funds will be deposited in one of the alternative banks up to the applicable deposit limit. Once funds in this alternative bank have reached the applicable deposit limit, your funds will be deposited in the next bank on the priority list, not the next alternative bank. If all your funds are withdrawn from an alternative bank, the next time your funds are available for deposit in an alternative bank your funds may be deposited in a different alternative bank.

The priority list may also include one or more excess banks that will accept funds from Raymond James custodial retirement accounts without limit and without regard to the maximum applicable deposit insurance amount if all banks on the priority list have received funds up to the applicable deposit limit. If all your funds are withdrawn from an excess bank, the next time your funds are available for deposit in an excess bank your funds may be deposited in a different excess bank.

For non-retirement accounts, if all banks on the priority list have received your funds up to the applicable deposit limit, your next available funds will be deposited in the Raymond James Client Interest Program (and covered by SIPC/excess SIPC insurance, not FDIC).

*Your Relationship with banks on the Priority List* – You will not have a direct account relationship with the banks on the priority list. Raymond James, as your agent, will establish the deposit accounts for you at each bank and make deposits to and withdrawals from the deposit accounts. Raymond James will receive a fee from each bank. The amount of the fee paid to Raymond James will affect the interest rate paid on the deposit accounts.

*Excluding Priority List banks* – You should review the priority list carefully. While you may not change the order of the banks on the priority list, you may, at any time, designate a bank, including any alternative bank, as ineligible to receive your funds. This will result in your funds being deposited into deposit accounts at the next bank on the priority list. In addition, you may at any time instruct us to remove your funds from a bank, close your deposit accounts with the bank and designate the bank as ineligible to receive future deposits. Unless you direct us to place your funds in a different investment, your funds from a closed deposit account will be deposited in deposit accounts at the first available bank set forth on the priority list, as amended by you. You may not designate all of the excess banks as ineligible to receive your funds. If you wish to designate a bank as ineligible to receive your funds, please contact

your financial advisor. The list of ineligible banks will be displayed on your Raymond James account statement as “Participating Banks You Declined.”

*Changes to the Priority List* – The priority list may change at any time. One or more of the banks included on the priority list may be replaced with a bank not previously included on the priority list, a bank may be deleted from the priority list or the order of banks on the priority list may change. In general, you will receive notification in advance of changes that result in the addition of a bank to the priority list and have an opportunity to designate a bank as ineligible to receive your deposits before any funds are deposited into a new bank. If a bank is unable to accept deposits for regulatory or other reasons, Raymond James may not be able to provide you advance notice. In such cases, Raymond James will provide you notice as soon as practicable. The current priority list will always be available on [raymondjames.com/rjbdp](http://raymondjames.com/rjbdp) or from your financial advisor.

If a bank at which you have deposit accounts no longer makes the deposit accounts available, you will be notified by Raymond James and given the opportunity to establish a direct depository relationship with the bank, subject to its rules with respect to establishing and maintaining deposit accounts. If you choose not to establish a direct depository relationship with the bank, your funds will be transferred to the next available bank on the priority list. The consequences of maintaining a direct depository relationship with a bank are discussed below in the section entitled “Relationship with Raymond James” under “Information About Your Relationship with Raymond James and the Banks.”

## **Your Relationship with Raymond James and the Priority List Banks**

*Relationship with Raymond James* – Raymond James is acting as your agent in establishing the deposit accounts at each bank, depositing funds into the deposit accounts, withdrawing funds from the deposit accounts and transferring funds among the deposit accounts. Deposit account ownership will be evidenced by a book entry on the account records of each bank and by records maintained by Raymond James as your custodian. No evidence of ownership, such as a passbook or certificate, will be issued to you. Your brokerage account statements will reflect the balances in your deposit accounts at the banks. You should retain your brokerage account statements for your records. You may at any time obtain information about your deposit accounts by contacting your financial advisor.

Unless you establish the deposit accounts directly with a bank as described below, all transactions with respect to your deposit accounts must be directed by Raymond James and all information concerning your deposit accounts can only be obtained from Raymond James. The banks have no obligation to accept instructions from you with respect to your deposit accounts or to provide you information concerning your deposit accounts.

Raymond James may, in its sole discretion, terminate your use of the deposit accounts as a sweep investment option. If Raymond James terminates your use of the deposit accounts as a sweep investment option, you may establish a direct depository relationship with each bank, subject to their rules with respect to maintaining deposit accounts.

Similarly, if you decide to terminate your participation in the Bank Deposit Program, you may establish a direct relationship with each bank by requesting to have your deposit accounts established in your name at each bank, subject to each bank's rules with respect to establishing and maintaining deposit accounts.

Establishing your deposit accounts in your name at a bank will separate the deposit accounts from your Raymond James account. Your deposit account balances will no longer be reflected in your Raymond James account statement and Raymond James will have no further responsibility concerning your deposit accounts.

*Relationship with the Priority List Banks* – As described above, you will not have a direct account relationship with the banks. However, each deposit account constitutes an obligation of a bank and is not directly or indirectly an obligation of Raymond James. You can obtain publicly available financial information concerning each bank at [ffiec.gov/nic](http://ffiec.gov/nic) or by contacting the FDIC Public Information Center by mail at L. William Seidman Center, Virginia Square, 3501 North Fairfax Drive, Arlington, VA 22226 or by phone at 703-562-2200. Raymond James does not guarantee in any way the financial condition of the banks or the accuracy of any publicly available financial information concerning such banks.

*Fees* – Each bank will pay Raymond James a fee equal to a percentage of the average daily deposit balance in your deposit accounts at the bank. The fee paid to Raymond James may be an annual rate of up to an average of 2% as

applied across all deposit accounts taken in aggregate. In its discretion, Raymond James may reduce its fee and may vary the amount of the reductions between clients. The fee may vary from bank to bank. The amount of the fee received by Raymond James will affect the interest rate paid on your deposit accounts.

In addition, other service providers will receive fees from each bank and your financial advisor will receive a portion of the fee paid to Raymond James by the banks. Other than the applicable fees imposed on your brokerage account, there will be no charges, fees or commissions imposed on your brokerage account with respect to deposit accounts at the priority list banks.

Upon request, Raymond James will provide you information about Raymond James's compensation arrangements with respect to its sweep investments.

### **Insurance Coverage**

Specific to the Bank Deposit Program, any deposits (including certificates of deposit) that you maintain in the same capacity directly with a bank, or through an intermediary (such as Raymond James or another broker), will be aggregated with deposits in your deposit accounts at the bank for purposes of the maximum applicable deposit insurance amount. You are responsible for monitoring the total amount of deposits that you have with each bank, including an excess bank (described in the "Bank Priority List" section of this disclosure), in order to determine the extent of FDIC deposit insurance coverage available to you.

The information provided in this disclosure applies, unless otherwise indicated, to each Raymond James account for which you are a client of record, whether as an individual, joint tenant, trustee, executor, custodian or in any other capacity, and is furnished to you in each of such capacities in respect of all such accounts. Further information about FDIC insurance, as well as SIPC and excess SIPC, is available in the "Your Account Is Protected" section or through your financial advisor.

### **Amendments to the Raymond James Bank Deposit**

**Program:** Raymond James may modify or amend the terms of the Bank Deposit Program at any time in its sole discretion by providing notice to you.

## The Benefits of Street Name Accounts

By having securities held in “street name” through Raymond James & Associates, your recordkeeping can be simplified and your responsibility to deliver sold securities eliminated. Additionally, all dividends and interest payments are made directly to Raymond James & Associates and promptly credited to your account for reinvestment or your personal use, while the proceeds of sales are promptly and automatically credited to your account.

All securities held in street name by Raymond James, along with all activities related to those securities, are reported on your Raymond James client statement. Added conveniences include the ability to make one address change to Raymond James rather than notifying separate transfer agents for each security, ease in transferring securities to heirs by completing a single copy of the required documents and access to the loan potential of your eligible portfolio through our Ready Access Account margin program.

## Crediting Checks to an Account

**All checks – except cashier’s checks, traveler’s checks and money orders – deposited with Raymond James are subject to a minimum two-day hold. All deposits processed through the ATM (automated teller machine) network are subject to a two-day minimum hold.** Certain checks, based upon size, account history and other factors, may be held up to 10 business days. Credit card or line of credit checks are subject to a 20-business-day hold. With the exception of foreign checks, all checks begin to earn interest after two business days.

Foreign checks, including those from Canadian banks, are not accepted for payment of a trade and are not credited to a client’s account until funds are received by Raymond James & Associates. This may take one to six weeks. **Please always make your checks payable to Raymond James & Associates and include your account number.** Financial advisors are required to have clients make checks payable to the firm. **Do not make checks payable to a financial advisor or any other entity, as we cannot be responsible for these funds.**

## Speedy Access to Your Dividends and Interest Payments

While dividend and interest payments are credited to client accounts on the declared payment date, **clients do have choices as to how they receive those payments.**

Currently, many clients choose to receive dividend and interest payments by check or direct deposit to their bank

accounts through the Automated Clearing House. Most prefer to have the payments automatically sweep into an interest-bearing account such as our Client Interest Program, Capital Access Account, Raymond James Bank savings or checking account, or one of the Eagle money market funds. [Please see “Sweeps (Transfers) to and from Income-Producing Accounts” on page 28 for details.]

**Sweeping funds eliminates the need to cash checks or deliver them to another institution for deposit.** It also eliminates possible delays due to “holds” placed on the funds when the checks are deposited in another institution and delays due to the postal service.

In addition, by sweeping, clients begin earning competitive rates of interest on their payments immediately.

Each interest and dividend payment and subsequent sweep is also automatically reported on the client’s account statement.

While funds are immediately available when credited, checks are processed and mailed by Raymond James each Friday. Those checks include all dividend and interest payments credited to an account during the previous week and are sent if total payments exceed \$100 or they will accumulate in the client’s account until the \$100 threshold is reached, at which time a check will be issued. Clients who receive dividend and interest payments by check will receive a breakdown of the payments included on each check.

Your financial advisor can assist you in selecting the best method for you to access your interest and dividends.

## The Dividend Reinvestment Alternative

For investors who would like to automatically buy additional shares of the underlying stock with each cash dividend, we offer a dividend reinvestment program. The option is available on most equity and closed-end fund shares traded on the New York Stock Exchange, the American Stock Exchange or the National Market System of the NASDAQ.

The program is offered free of charge on an unlimited number of securities. Benefits include consolidation of assets, estate simplification and loan eligibility. Street name dividend reinvestment offers ease of liquidation of all full and fractional shares with one simple instruction to your financial advisor. No lengthy and cumbersome interaction with various agents is required.

## Your Rights as a Shareholder

Through investments in individual stocks and mutual funds, you become a shareholder, or an owner in a business with a voice in how that business is run. **As a shareholder, you have the right to all financial reports issued by that company as well as the right to vote – either in person or by proxy – and speak at the annual meeting.** You also have the right to call the company at any time to ask questions. Whether you hold the certificates or we keep them for you in “street name,” you maintain the same rights.

## The Pitfalls of Penny Stocks

**As a rule, we will not execute purchases for stocks under \$2 per share,** unless that stock is traded on a major stock exchange or the NASDAQ system. Our reason is simple. In almost all cases, adequate financial information is available on stocks that trade on an exchange or NASDAQ, facilitating analysis of the security prior to purchase. Stocks that are trading under \$2 per share and are not listed on an exchange or NASDAQ generally are riskier, as the companies are smaller and do not necessarily have the same reporting requirements as listed stocks.

## Understanding the OTC Market

The volume of orders in over-the-counter stocks has increased dramatically as most U.S. securities trade in that market. However, not understanding some basics of the OTC market can cause problems for investors.

Because most of these are smaller companies, their market capitalizations are generally smaller and the stocks are less liquid, creating a larger spread between the stock’s bid and ask prices. Furthermore, it will take longer to get pricing reports, as market makers often only make 100-share markets before changing their bid and ask. As a result, even a market order at a market opening might take a long time to execute at a series of prices, which would not happen in a large company stock listed on an exchange.

## Conflict Resolution

Almost all client complaints are resolved quickly as a result of discussions with financial advisors or other associates at our firm. However, experience indicates that some misunderstandings can and will occur. **A client’s first communication should be directed to his or her financial advisor. In the event that satisfaction is not promptly received at that level, the branch manager should then be contacted.**

**If the client is still dissatisfied, he or she should contact our international headquarters.** In the case of Raymond James & Associates, clients should contact Client Services at 800-647-SERV (7378) for operational problems dealing with confirmations, statements, deliveries, etc. If the problem deals with an investment or unsatisfactory service from an associate of the company, inquiries should be directed to the Compliance Department at 800-248-8863, or write to it at 880 Carillon Parkway, St. Petersburg, FL 33716.

For clients of Raymond James Financial Services, international headquarters inquiries should be directed to the Raymond James Financial Services Compliance Department at 800-248-8863, ext. 73016, or write to the department at 880 Carillon Parkway, St. Petersburg, FL 33716.

Our headquarters is open weekdays, with the exception of national holidays when the stock market is closed, from 8:30 a.m. to 5:30 p.m. ET.

**In the unlikely event that the firm has not resolved the conflict to a client’s satisfaction, the client may seek mediation** to see if an independent third party can assist in fashioning a compromise. The client may also file for arbitration. Both arbitration and mediation services are available through the New York Stock Exchange, the Financial Industry Regulatory Authority or other self-regulatory organizations subject to the jurisdiction of the U.S. Securities and Exchange Commission pursuant to the arbitration rules of the SRO and in accordance with the Federal Arbitration Act (Title 9 of the United States Code). Mediation will neither impair access to arbitration nor impede the arbitration process. A court of competent jurisdiction may enter judgment based on the award rendered by the arbitrators.

Nothing in the New Account Agreement shall be deemed to limit or waive the application of any relevant state or federal statute of limitation, repose or other time bar. Any claim made by either party to the agreement that is time barred for any reason shall not be eligible for arbitration.

Clients can contact the Financial Industry Regulatory Authority (FINRA) at 800-289-9999 or the New York Stock Exchange at 212-656-3000 and they will provide the appropriate information needed to file for arbitration.

Clients are also encouraged to visit the FINRA website at [finra.org](http://finra.org) for additional information and to request FINRA's *Public Disclosure Program* brochure.

Since both state and federal statute of limitations requirements apply to securities matters and the ability to rectify problems is greatest when notification is close to the offending event, complaints should be made promptly.

## Client Account Services Fees and Charges

The most recent listing of our fees and charge is available on the Raymond James website at [raymondjames.com](http://raymondjames.com) or can be requested in hard copy from your financial advisor.

## Ensure Your Account Information Is Up-to-Date

While laws governing unclaimed or abandoned property vary by state, Raymond James must remit client property to state authorities if an account has been inactive for a specified period and we are unable to make contact with the account owner. For this reason and to help ensure the confidentiality of your accounts, please be sure to inform your financial advisor of any changes to your personal information, including your correct addresses.

If you need to make changes to your account, please contact your financial advisor or Client Services at 800-647-SERV(7378) to provide your current address information so that we may update our records. ■

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## The Raymond James Mission Statement

We, the associates of Raymond James, commit our energies, intellect and knowledge to attaining the financial objectives of our clients by providing the highest possible level of service and delivering superior investment alternatives. We believe that putting the financial well-being of our clients first ultimately serves the best interests of our associates, shareholders and communities. Remaining responsive to the needs of our clients in a financial environment characterized by constant change is our continuing challenge. Our business is people and their financial well-being. Therefore, in the pursuit of our goals, we will conduct ourselves in accordance with the following precepts:

- Our clients always come first.
- We must provide the highest level of service with integrity.
- Assisting our clients in the attainment of their financial objectives is our most worthy enterprise.
- We must communicate with our clients clearly and frequently.
- Our investments and services must be of superior quality.
- Teamwork – cooperating with and providing assistance and support to our fellow associates – is fundamental to sustaining a quality work environment that nurtures opportunities for unparalleled service, personal growth and job satisfaction.
- Continuing education is necessary to maintain the timeliness of investment knowledge, tax laws and financial planning techniques.
- Innovation is requisite to our survival in a changing world.
- To emulate other members of our industry requires that we work hard; to excel beyond our peers requires us to provide an even higher caliber of service to our clients.
- We must give something back to the communities in which we live and work.



# RAYMOND JAMES®

International Headquarters: The Raymond James Financial Center  
880 Carillon Parkway | St. Petersburg, FL 33716  
727-567-1000 | Toll-Free: 800-248-8863 | [raymondjames.com](http://raymondjames.com)