MSRB
Municipal Securities Rulemaking Board

The Municipal Securities Rulemaking Board (MSRB) provides significant protections for investors and potential investors who work with a dealer to buy or sell municipal securities. All dealers must comply with our rules so that investors are treated fairly and appropriately.

This document summarizes key principles of our rules that protect you. It also includes information on how to file a complaint against a dealer with the appropriate federal regulatory authority. For the complete text of MSRB rules and additional educational information, visit the MSRB's website at www.msrb.org.

Professional Competency. Our rules require that your dealer meet professional qualification requirements based on its municipal securities activities as well as meet continuing educational requirements.

Advertisements. Our rules prohibit your dealer from making materially false or misleading advertisements about municipal securities in general, specific municipal securities or their features, and the dealer's facilities, professional services or skills.

No Guarantees. Your dealer may not guarantee that you will not lose money in a municipal securities transaction.

Fair Dealing. Our rules require that your dealer deal fairly with you and not engage in any deceptive, dishonest or unfair practice. Your dealer must have a

reasonable basis to believe that municipal securities recommendations are suitable, following reasonable diligence to understand your investment profile, which includes your age, other investments, financial situation and needs, tax status, investment objectives, experience and time horizon, liquidity needs and risk tolerance.

Disclosure. Before selling you a municipal security, your dealer must assess and disclose material facts about the security generally available in official statements, continuing disclosures and other information made available through the MSRB's Electronic Municipal Market Access (EMMA®) website, at emma.msrb.org. Your dealer also must obtain and disclose information about a security not available on EMMA, if that information is material and available through other established industry sources.

Your dealer also must periodically provide you with the following:

- a statement that it is registered with the MSRB and the Securities and Exchange Commission (SEC);
- the MSRB's website address; and
- a statement as to the availability of this brochure.

Fair Pricing. Whether you are buying or selling a municipal security, your dealer must charge a price, including its compensation, that is fair and reasonable.

Best Execution. In general, your dealer must also use reasonable diligence to find and transact the municipal security in the best market so that your price is as favorable as possible under prevailing market conditions.

Trade Confirmations. Our rules require that your dealer provide you with a confirmation of your transaction that generally contains a description, par value, price and yield of the security, the identities of the parties to the transaction, the capacity in which the dealer is acting, the dollar amount of the transaction, the sale and settlement dates, and information about the delivery of your security. Effective May 14, 2018, certain trade confirmations for investor transactions must include your dealer's mark-up or mark-down.

Terms as Used in this Brochure

- **You:** A municipal securities investor or potential investor.
- **Dealer:** A broker, dealer or municipal securities dealer that facilitates municipal securities transactions on your behalf. A dealer or its employees may be referred to as a private-client broker, a financial consultant a financial advisor, or a registered representative.
- **Municipal Security:**
  - A bond, note, warrant, certificate of participation or other obligation issued by a state or local government or their agencies or authorities such as cities, towns, villages, counties or special districts or authorities.
  - A municipal fund security, including interests in 529 college savings plans, ABLE (Achieving a Better Life Experience Act) programs and local government investment pools.

A share in a bond mutual fund or an exchange-traded fund is not a municipal security.

- **Compensation:** Your dealer generally is compensated when it buys or sells municipal securities. That compensation is called a "mark-up/mark-down" or a "commission," depending on the type of municipal security and the capacity in which your dealer is acting.

Resolving Disputes with Dealers

If you have a dispute with a dealer, you should try to — but do not have to — resolve it with your registered representative or the representative's supervisor, and report the matter in writing to the supervisor or your dealer's compliance department. In some cases, you may not be able to resolve the dispute.

A dealer that is also a municipal advisor may engage in municipal advisory activities. For more information about the regulatory protections provided for clients of municipal advisors, see the MSRB's Information for Municipal Advisory Clients brochure.

Filing a Complaint

Even if you have pursued one or more of the actions above, you may also file a complaint with the regulatory agency that examines your dealer for compliance with MSRB rules, or contact the MSRB directly at 1300 I Street NW, Suite 1000, Washington, DC, 20005, 202-838-1330, complaints@msrb.org. We will forward your complaint to the appropriate enforcement agency listed below.

If you have a complaint about a potential violation of MSRB rules or other federal securities laws, contact:

U.S. Securities and Exchange Commission
SEC Center for Complaints and Enforcement Tips
100 F Street, N.E.
Washington, DC 20549-5990
https://www.sec.gov/reportspubs/investor-publications/complaintshtml.html

Or use the online portal at:
https://acadia.sec.gov/TcrExternalWeb/faces/pages/accept.jspx

If you have a complaint about the municipal securities market, securities firms or individuals associated with them, contact:

U.S. Securities and Exchange Commission
Office of Investor Education and Advocacy
100 F Street, N.E.
Washington, DC 20549-0213
Fax: (202) 772-9295
https://www.sec.gov/complaint/question.shtml

Or use the online portal at:
https://www.sec.gov/oiea/Complaint.html

If you have a complaint against your dealer that is registered with FINRA, contact:

FINRA Investor Complaint Center
9509 Key West Avenue
Rockville, MD 20850-3329
(240) 386-4357
http://www.finra.org/investors/problem

Or use the online portal at:
http://www.finra.org/investors/investor-complaint-center

If you are a senior investor and have a concern about your investment portfolio or the handling of your account by a FINRA-registered dealer, contact:

FINRA's Securities Helpline for Seniors
844-57-HELPS (844-574-3577)

If you have a complaint against your dealer that is a state bank that is not a member of the Federal Reserve System, contact:

FDIC Consumer Response Center
1100 Walnut Street, Box #11
Kansas City, MO 64106
(877) ASK-FDIC or email consumeralerts@fdic.gov
www.fdic.gov/consumers/questions/consumer/complaint.html

Or use the online portal at:
https://ask.fdic.gov/fdicinformationandsupportcenter/s/

If you have a complaint against your dealer that is a state bank that is a member of the Federal Reserve System, contact:

Federal Reserve Consumer Help
P.O. Box 1200
Minneapolis, MN 55480
(888) 851-1920 or email
consumerhelp@federalreserve.gov
www.federalreserveconsumerhelp.gov

Or use the online portal at:
https://forms.federalreserveconsumerhelp.gov/secure/complaint/formComplaint

If you have a complaint against your dealer that is a national bank or savings association, contact:

Office of the Comptroller of the Currency
Customer Assistance Group
1301 McKinney Street, Suite 3450
Houston, TX 77010
(800) 613-6743
http://helpwithmybank.gov/complaints/index-file-a-bank-complaint.html

Or use the online portal at:
https://appsec.helpwithmybank.gov/olcc_form

If you have a monetary dispute with your dealer, even if your dealer is not registered with FINRA, you can file an arbitration claim or request mediation through FINRA. Contact:

FINRA Office of Dispute Resolution
One Liberty Plaza, 27th Floor
165 Broadway
New York, NY 10006
http://www.finra.org/arbitration-and-mediation

About the MSRB
The MSRB protects investors, state and local governments and other municipal entities, and the public interest by promoting a fair and efficient municipal securities market. The MSRB fulfills this mission by regulating the municipal securities firms, banks and municipal advisors that engage in municipal securities and advisory activities. To further protect market participants, the MSRB provides market transparency through its Electronic Municipal Market Access (EMMA®) website, the official repository for information on all municipal bonds. The MSRB also serves as an objective resource on the municipal market, conducts extensive education and outreach to market stakeholders, and provides market leadership on key issues. The MSRB is a Congressionally-chartered, self-regulatory organization governed by a 21-member board of directors that has a majority of public members, in addition to representatives of regulated entities. The MSRB is subject to oversight by the Securities and Exchange Commission.