

# The Investor Bill of Rights

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North American Securities Administrators Association (NASAA)



## When You Invest, You Have the Right to:

1. Ask for and receive information from a firm about the work history and background of the person handling your account, as well as information about the firm itself.
2. Receive complete information about the risks, obligations, and costs of any investment before investing.
3. Receive recommendations consistent with your financial needs and investment objectives.
4. Receive a copy of all completed account forms and agreements.
5. Receive account statements that are accurate and understandable.
6. Understand the terms and conditions of transactions you undertake.
7. Access your funds in a timely manner and receive information about any restrictions or limitations on access.
8. Discuss account problems with the branch manager or compliance department of the firm and receive prompt attention to and fair consideration of your concerns.
9. Receive complete information about commissions, sales charges, maintenance or service charges, transaction or redemption fees, and penalties.
10. Contact your state securities agency in order to verify the employment and disciplinary history of a securities salesperson and the salesperson's firm; find out if the investment is permitted to be sold; or file a complaint.

Please contact the Securities Division of Louisiana's **Office of Financial Institutions (OFI)** to:

- Check if the security sold and the investment professional are legally registered in Louisiana, or to verify exemptions to registration with OFI
- Email a written request to the email address below for a free background check, called a *CRD Report*, on any investment professional who is currently registered with OFI to sell securities
- Report suspected investment fraud for a confidential investigation

Call: 1-877-516-3653 (free call)  
**OR** 225-925-4512  
Fax: 1-225-925-4511  
Email: [complaints@ofi.la.gov](mailto:complaints@ofi.la.gov)

Office of Financial Institutions, Securities Division  
8660 United Plaza Boulevard  
Baton Rouge, Louisiana 70809

To become a more informed investor, visit our website at [www.ofi.la.gov/SecuritiesInvestorEd.htm](http://www.ofi.la.gov/SecuritiesInvestorEd.htm).

**Office of Financial Institutions (OFI)**  
*Verify with OFI!*