

BrokerCheck Report

KIRSTEN FLYNN HAWKINS

CRD# 2509324

Report #54671-40407, data current as of Monday, February 02, 2015.

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Broker Qualifications	2 - 3
Registration and Employment History	4
Disclosure Events	5

BrokerCheck offers information on all current, and many former, registered securities brokers, and all current and former registered securities firms. FINRA strongly encourages investors to use BrokerCheck to check the background of securities brokers and brokerage firms before deciding to conduct, or continue to conduct, business with them.

... **What is included in a BrokerCheck report?**

BrokerCheck reports for individual brokers include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards. BrokerCheck reports for brokerage firms include information on a firm's profile, history, and operations, as well as many of the same disclosure events mentioned above.

Please note that the information contained in a BrokerCheck report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the broker or brokerage firm, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

... **Where did this information come from?**

The information contained in BrokerCheck comes from FINRA's Central Registration Depository, or CRD® and is a combination of:

- o information FINRA and/or the Securities and Exchange Commission (SEC) require brokers and brokerage firms to submit as part of the registration and licensing process, and
- o information that regulators report regarding disciplinary actions or allegations against firms or brokers.

... **How current is this information?**

Generally, active brokerage firms and brokers are required to update their professional and disciplinary information in CRD within 30 days. Under most circumstances, information reported by brokerage firms, brokers and regulators is available in BrokerCheck the next business day.

... **What if I want to check the background of an investment adviser firm or investment adviser representative?**

To check the background of an investment adviser firm or representative, you can search for the firm or individual in BrokerCheck. If your search is successful, click on the link provided to view the available licensing and registration information in the SEC's Investment Adviser Public Disclosure (IAPD) website at <http://www.adviserinfo.sec.gov>. In the alternative, you may search the IAPD website directly or contact your state securities regulator at <http://www.finra.org/Investors/ToolsCalculators/BrokerCheck/P455414>.

... **Are there other resources I can use to check the background of investment professionals?**

FINRA recommends that you learn as much as possible about an investment professional before deciding to work with them. Your state securities regulator can help you research brokers and investment adviser representatives doing business in your state.



Using this site/information means that you accept the FINRA BrokerCheck Terms and Conditions. A complete list of Terms and Conditions can be found at brokercheck.finra.org



For additional information about the contents of this report, please refer to the User Guidance or www.finra.org/brokercheck. It provides a glossary of terms and a list of frequently asked questions, as well as additional resources. For more information about FINRA, visit www.finra.org.

Thank you for using FINRA BrokerCheck.

KIRSTEN F. HAWKINS

CRD# 2509324

This broker is not currently registered.

Report Summary for this Broker

This report summary provides an overview of the broker's professional background and conduct. Additional information can be found in the detailed report.

Broker Qualifications

This broker is not currently registered.

This broker has passed:

- 1 Principal/Supervisory Exam
- 1 General Industry/Product Exam
- 2 State Securities Law Exams

Registration History

This broker was previously registered with the following securities firm(s):

SUNTRUST INVESTMENT SERVICES, INC.
 CRD# 17499
 STAUNTON, VA
 01/2003 - 12/2014

EDWARD JONES
 CRD# 250
 ST. LOUIS, MO
 08/2001 - 01/2003

SUNTRUST SECURITIES, INC.
 CRD# 17499
 ATLANTA, GA
 05/2000 - 08/2001

Disclosure Events

All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.

Are there events disclosed about this broker? **Yes**

The following types of disclosures have been reported:

Type	Count
Customer Dispute	1
Financial	1

Investment Adviser Representative Information

The information below represents the individual's record as a broker. For details on this individual's record as an investment adviser representative, visit the SEC's Investment Adviser Public Disclosure website at

<http://www.adviserinfo.sec.gov>

Broker Qualifications



Registrations

This section provides the self-regulatory organizations (SROs) and U.S. states/territories the broker is currently registered and licensed with, the category of each license, and the date on which it became effective. This section also provides, for every brokerage firm with which the broker is currently employed, the address of each branch where the broker works.

This broker is not currently registered.



Broker Qualifications

Industry Exams this Broker has Passed

This section includes all securities industry exams that the broker has passed. Under limited circumstances, a broker may attain a registration after receiving an exam waiver based on exams the broker has passed and/or qualifying work experience. Any exam waivers that the broker has received are not included below.

This individual has passed 1 principal/supervisory exam, 1 general industry/product exam, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
Investment Company Products/Variable Contracts Principal Examination	Series 26	07/12/2006

General Industry/Product Exams

Exam	Category	Date
General Securities Representative Examination	Series 7	05/05/1995

State Securities Law Exams

Exam	Category	Date
Uniform Securities Agent State Law Examination	Series 63	05/12/1995
Uniform Combined State Law Examination	Series 66	08/14/2003

Additional information about the above exams or other exams FINRA administers to brokers and other securities professionals can be found at www.finra.org/brokerqualifications/registeredrep/.



Registration and Employment History

Registration History

The broker previously was registered with the following firms:

Registration Dates	Firm Name	CRD#	Branch Location
01/2003 - 12/2014	SUNTRUST INVESTMENT SERVICES, INC.	17499	STAUNTON, VA
08/2001 - 01/2003	EDWARD JONES	250	ST. LOUIS, MO
05/2000 - 08/2001	SUNTRUST SECURITIES, INC.	17499	ATLANTA, GA
05/1995 - 05/2000	CRESTAR SECURITIES CORPORATION	17464	RICHMOND, VA

Employment History

This section provides up to 10 years of an individual broker's employment history as reported by the individual broker on the most recently filed Form U4.

Please note that the broker is required to provide this information only while registered with FINRA or a national securities exchange and the information is not updated via Form U4 after the broker ceases to be registered. Therefore, an employment end date of "Present" may not reflect the broker's current employment status.

Employment Dates	Employer Name	Employer Location
12/2002 - Present	SUNTRUST INVESTMENT SERVICES, INC.	STAUNTON, VA

Other Business Activities

This section includes information, if any, as provided by the broker regarding other business activities the broker is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious or fraternal and is recognized as tax exempt.

No information reported.



Disclosure Events

What you should know about reported disclosure events:

1. All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.
2. **Certain thresholds must be met before an event is reported to CRD, for example:**
 - o A law enforcement agency must file formal charges before a broker is required to disclose a particular criminal event.
 - o A customer dispute must involve allegations that a broker engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.
3. **Disclosure events in BrokerCheck reports come from different sources:**
 - o As mentioned at the beginning of this report, information contained in BrokerCheck comes from brokers, brokerage firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the BrokerCheck report. The different versions will be separated by a solid line with the reporting source labeled.
4. **There are different statuses and dispositions for disclosure events:**
 - o A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - § A "pending" event involves allegations that have not been proven or formally adjudicated.
 - § An event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - § A "final" event has been concluded and its resolution is not subject to change.
 - o A final event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - § An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - § A "settled" matter generally involves an agreement by the parties to resolve the matter. Please note that brokers and brokerage firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - § A "resolved" matter usually involves no payment to the customer and no finding of wrongdoing on the part of the individual broker. Such matters generally involve customer disputes.

For your convenience, below is a matrix of the number and status of disclosure events involving this broker. Further information regarding these events can be found in the subsequent pages of this report. You also may wish to contact the broker to obtain further information regarding these events.

	Pending	Final	On Appeal
Customer Dispute	0	1	N/A



Financial	0	1	N/A
-----------	---	---	-----



Disclosure Event Details

When evaluating this information, please keep in mind that a disclosure event may be pending or involve allegations that are contested and have not been resolved or proven. The matter may, in the end, be withdrawn, dismissed, resolved in favor of the broker, or concluded through a negotiated settlement for certain business reasons (e.g., to maintain customer relationships or to limit the litigation costs associated with disputing the allegations) with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to CRD and therefore some of the specific data fields contained in the report may be blank if the information was not provided to CRD.

Customer Dispute - Closed-No Action/Withdrawn/Dismissed/Denied

This type of disclosure event involves (1) a consumer-initiated, investment-related arbitration or civil suit containing allegations of sales practice violations against the individual broker that was dismissed, withdrawn, or denied; or (2) a consumer-initiated, investment-related written complaint containing allegations that the broker engaged in sales practice violations resulting in compensatory damages of at least \$5,000, forgery, theft, or misappropriation, or conversion of funds or securities, which was closed without action, withdrawn, or denied.

Disclosure 1 of 1

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: PENDING ORIGINALLY FILED ON U4: THE CLIENT IS COMPLAINING THAT THE IR FAILED TO FOLLOW THE INSTRUCTIONS HE GAVE HER ON JULY 9, 2002 TO MOVE FUNDS WITHIN HIS HARTFORD ANNUITY FROM STOCKS TO FIXED INVESTMENTS. HE FURTHER CLAIMS THAT, AFTER DISCOVERING THAT THE FUNDS HAD NOT BEEN MOVED ON HIS AUGUST STATEMENT, HE CONTACTED HER AND SHE AGREED TO BACK DATE THE TRANSACTION TO JULY AND LET THE CLIENT PICK THE DATE. THIS TRANSACTION WAS NOT COMPLETED. THE FUNDS HAVE SINCE BEEN MOVED TO FIXED PRODUCTS. THE CLIENT IS CLAIMING A LOSS OF APPROXIMATELY \$24,000.

Product Type: Annuity(ies) - Fixed

Alleged Damages: \$24,000.00

Customer Complaint Information

Date Complaint Received: 11/18/2002

Complaint Pending? No



Status: Denied
Status Date: 02/10/2003
Settlement Amount:
Individual Contribution Amount:

Firm Statement

THE IR COMMUNICATED TO ME THAT SHE DID AGREE TO MONITOR THE CLIENT'S ACCOUNT IN JULY 2002 AND TO CONTACT HIM PERIODICALLY REGARDING THE MARKET. SHE FURTHER STATED SHE TRIED TO CONTACT HIM ON NUMEROUS OCCASIONS BUT WAS UNABLE TO REACH HIM. THE IR ALSO INFORMED ME THAT SHE AGREED TO PROVIDE THE CLIENT WITH RESEARCH REGARDING THE MARKET FOR THE DAYS HE THOUGHT THE FUNDS SHOULD HAVE BEEN MOVED AND THAT THE TWO OF THEM WOULD DISCUSS THE DATA. HOWEVER, PRIOR TO THE TIME THE IR COMPLETED THAT TASK, THE CLIENT CONTACTED THE BRANCH OFFICE ADMINISTRATOR AND REQUESTED THAT HIS FUNDS BE MOVED ON THAT PARTICULAR DAY. THE IR VERIFIED DIRECTLY WITH THE CLIENT THAT HE DID NOT WANT HER TO WAIT BUT INSTEAD TO PROCEED WITH THE TRANSFER OF INVESTMENT ACCOUNTS ON THAT DATE. BASED ON THIS INFORMATION, WE RESPECTFULLY DECLINE TO MAKE ANY ADJUSTMENTS TO THE ACCOUNT AT THIS TIME.

Reporting Source: Broker
Employing firm when activities occurred which led to the complaint: EDWARD JONES

Allegations: THE CLIENT IS COMPLAINING THAT THE IR FAILED TO FOLLOW THE INSTRUCTIONS HE GAVE HER ON JULY 9, 2002 TO MOVE FUNDS WITHIN HIS HARTFORD ANNUITY FROM STOCKS TO FIXED INVESTMENTS. HE FURTHER CLAIMS THAT, AFTER DISCOVERING THAT THE FUNDS HAD NOT BEEN MOVED ON HIS AUGUST STATEMENT, HE CONTACTED HER AND SHE AGREED TO BACKDATE THE TRANSACTION TO JULY AND LET THE CLIENT PICK THE DATE. THIS TRANSACTION WAS NOT COMPLETED. THE FUNDS HAVE SINCE BEEN MOVED TO FIXED PRODUCTS. THE CLIENT IS CLAIMING A LOSS OF APPROXIMATELY \$24,000.

Product Type: Annuity(ies) - Fixed
Alleged Damages: \$24,000.00

Customer Complaint Information



Date Complaint Received: 11/18/2002
Complaint Pending? No
Status: Denied
Status Date: 02/10/2003
Settlement Amount:
Individual Contribution Amount:



Financial - Final

This type of disclosure event involves a bankruptcy, compromise with one or more creditors, or Securities Investor Protection Corporation liquidation involving the broker or an organization/brokerage firm the broker controlled that occurred within the last 10 years.

Disclosure 1 of 1

Reporting Source:	Broker
Action Type:	Bankruptcy
Bankruptcy:	Chapter 13
Action Date:	02/22/2011
Organization Investment-Related?	
Type of Court:	Federal Court
Name of Court:	UNITED STATES BANKRUPTCY COURT
Location of Court:	WESTERN DISTRICT OF VIRGINIA/HARRISONBURG DIVISION
Docket/Case #:	11-50087
Action Pending?	No
Disposition:	Dismissed
Disposition Date:	09/08/2011
Broker Statement	DUE TO A SEPARATION FROM MY HUSBAND IN MARCH OF 2008 AND THE FINANCIAL ISSUES SURROUNDING THE DIVORCE, I HAVE BEEN UNABLE TO MANAGE MY PERSONAL FINANCES AS I HAD PREVIOUSLY WITH THE DRAMATIC DECREASE IN HOUSEHOLD INCOME.

End of Report



This page is intentionally left blank.