



Municipal Securities Rulemaking Board

Information for Municipal Securities Investors



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 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.

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 the municipal securities market, securities firms or individuals associated with them, or a potential violation of MSRB rules or other federal securities laws, contact:

U.S. Securities and Exchange Commission

Office of Investor Education and Assistance
100 F Street, N.E.

Washington, DC 20549-0213

(202) 551-6500

<https://www.sec.gov/complaint/question.shtml>

Or use the online Tips, Complaints & Referrals Form at
<https://www.sec.gov/submit-tip-or-complaint>

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

<https://www.fdic.gov/consumer-resource-center>

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

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.

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

P. O. Box 53570

Houston, TX 77052

(800) 613-6743

<https://www.occ.gov/topics/supervision-and-examination/dispute-resolution/consumer-complaints/index-consumer-complaints.html>

If you have a monetary dispute with your dealer and your dealer is registered with FINRA, you can file an arbitration claim or request mediation through FINRA. If your dealer is a bank dealer that is not registered with FINRA, the parties may still avail themselves of FINRA's arbitration forum, per MSRB Rule G-35. 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 MSRB

The Municipal Securities Rulemaking Board (MSRB) was established by Congress in 1975 with the mission to protect investors, issuers and the public interest in a fair and efficient market. MSRB is a private, self-regulatory organization governed by an independent board of directors with market knowledge and expertise. MSRB does not receive federal appropriations and is funded primarily through fees paid by regulated entities. MSRB is overseen by Congress and the Securities and Exchange Commission.