

60 Livingston Avenue  
EP-MN-WN3C  
St. Paul, MN 55107

June 11, 2012

Mr. Philip N. Jaax  
6233 Summit Street  
Kansas City, MO 64113

**Re: U.S. Bancorp Investments, Inc. Account No. \*\*\*\*7883**

Dear Mr. Jaax,

This letter is to inform you that the U.S. Bancorp Investments, Inc. ("USBI") Compliance Department has reviewed your concerns regarding the above noted account. Please know that we take all concerns seriously and have thoroughly reviewed this matter.

On May 17, 2012, our records indicate that you spoke with Tony in USBI's Investments Connect Department regarding opening a self-directed investment account. Tony walked you through the process of opening an online account pursuant to your instructions. On May 17, 2012, you signed a "U.S. Bancorp Investments, Inc. Self-Directed Brokerage Account Application" ("Application") wherein you stated your liquid net worth as \$50K - < \$100K, your annual income as \$35K - < \$50k. You stated the funds to pay for your transaction was coming from "income." On your Application you elected to link your U.S. Bank checking and savings accounts to your USBI account, instructing USBI to deliver to link "A" proceeds/sells and pull from link "A" for purchases/buys. Pursuant to those instructions, your linked bank account noted as "Link A" was debited for the funds to settle the purchase of 20 shares of Facebook ("FB") made on May 18, 2012. Upon signing the Application you agreed to and acknowledged having read the "Customer Agreement" in section 8 of the Application. I have enclosed a copy of your Application, your "U.S. Bancorp Investments, Inc. Trade Confirmation" and a copy of your most recent statement of account.

Our investigation revealed that at 10:55:59 a.m. Eastern Standard Time ("EST") on May 18, 2012, you entered an order via your online account to purchase 20 shares of FB at a limit price of \$42.00. At 11:30:00 a.m. EST, FB opened for trading. Our records indicate the opening quote was \$42.05 and then dropped to \$42.00, thus executing your limit order of \$42.00. Our records indicate that you attempted to cancel your limit order

**usbank.com**

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Investment products and services are available through U.S. Bancorp Investments, Inc., member FINRA and SIPC, an investment advisor and a brokerage subsidiary of U.S. Bancorp and affiliate of U.S. Bank.

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Mr. Philip N. Jaax  
June 11, 2012  
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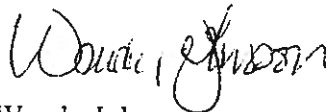
at 11:57:13 a.m. EST and received a message stating the "Order Filled" indicating your cancellation was too late.

It is our understanding that upon the open of FB, NASDAQ experienced delays in reporting to customers their fills and cancellations. Execution reports for shares traded in the FB IPO between 11:11:00 a.m. EST and 11:30:09 a.m. EST were not distributed by the system. This is a matter being addressed by NASDAQ and USBI is unable to address your concerns related to the timely reporting of your FB execution.

Based on our review, we believe that your instructions were followed and that your order was placed and executed as you instructed. With regard to the reporting, we can find no wrong-doing on the part of USBI or any of its affiliates; therefore, we respectfully decline your request to reverse the purchase of 20 shares of FB that executed at \$42.00 per share.

We have spent a considerable amount of time communicating with you related to this matter, and feel that we have been very accommodating with your requests for information. As we believe we have provided you with all significant information regarding your account, please be advised that we do not believe any further conversations with you related to this matter are warranted. USBI considers this matter closed.

Sincerely,



Wendy Johnson  
Compliance Representative

Encl.

cc: Maureen Shafer  
David Rankin  
Jordan Rankin

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Up to 7 years based on client activity.

Date	Quantity	Activity	Description	Symbol / CUSIP	Price	Amount	Settlement Date
06/07/2012	0.00	Cash Disbursement	DDA DISBURSED		\$0.00	-\$487.45	06/12/2012
06/07/2012	-20.00	Sell	FACEBOOK	FB	\$26.8701	\$487.45	06/12/2012
06/07/2012	-20.00	Short Account Mark To Market	FACEBOOK	FB	\$0.00	\$0.00	06/12/2012
05/25/2012	0.00	Cash Receipt	ACH @ WILL		\$0.00	\$870.00	05/25/2012
05/18/2012	20.00	Buy	FACEBOOK	FB	\$42.00	-\$870.00	05/23/2012
05/18/2012	-20.00	Other	FACEBOOK	FB	\$0.00	\$0.00	05/23/2012

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06/07/2012	-20.00	Short Account Mark To Market	FACEBOOK	FB	\$0.00	\$0.00	06/12/2012
05/25/2012	0.00	Cash Receipt	ACH @ WILL		\$0.00	\$870.00	05/25/2012
05/18/2012	20.00	Buy	FACEBOOK	FB	\$42.00	-\$870.00	05/23/2012
05/18/2012	-20.00	Other	FACEBOOK	FB	\$0.00	\$0.00	05/23/2012

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Investments, Inc.

EP-MN-WN2K  
60 Livingston Ave.  
St. Paul, Minnesota 55107-2292

All of serving you™

# BROKERAGE STATEMENT

Statement Period  
May 1, 2012 through May 31, 2012

Account Number  
13367883

0045867 01 AT 0.371 \*\*AUTO T4 0 1706 64113-155633 1 -P45912



PHILIP N JAAX  
6233 SUMMIT ST  
KANSAS CITY, MO 64113-1556

### YOUR RESOURCES FOR HELP:

- Investments Connect Live:  
800-888-4700
- Investments Connect Online:  
onlineinvesting.usbank.com
- Investments Connect Touch-Tone:  
800-888-4700, option 1

### Investor Messages

Help keep a good thing rolling. Talk with your Financial Advisor to keep your retirement assets working for you by rolling over a 401(k) or consolidating your existing IRAs.

### Activity Summary

We are pleased to provide you with this statement format. It provides you with an easy-to-read summary of your account balance and history of your transactions during the past time period.

Beginning Account Value	\$0.00
Money Credited to Your Account:	
Total Securities Sold	\$0.00
Income Received	\$0.00
Maturity/Principal/Call Income	\$0.00
Deposits and Other Additions	\$870.00
Money Debited from Your Account:	
Total Securities Purchased	(\$870.00)
Other Deductions & Withdrawals	\$0.00
Net Change to Priced Securities:	\$592.00
Ending Balance	\$592.00

### Account Valuation

Stocks/Equities	\$592.00
Total:	\$592.00

### Portfolio Holdings Summary

Your account is currently allocated among the investments specified below. Percentages may not be exact due to rounding.

Stock/Equities 100%

Uninvested cash balances not intended for investment may not be covered by SIPC. Investment products and services are available through U.S. Bancorp Investments, Inc., member FINRA and SIPC, an investment adviser and a brokerage subsidiary of U.S. Bancorp.

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Investment products are not FDIC insured; are not deposits of, obligations of, or guaranteed by U.S. Bancorp Investments, Inc., (USBI) or any of its affiliates; and involve investment risks, including the possible loss of principal invested. In addition, an investment in a money market mutual fund is neither insured nor guaranteed by the U.S. government, and there is no assurance that the fund will be able to maintain a stable net asset value of \$1.00 per share.

**GENERAL INFORMATION**

**Account Application.** Account application forms include complete discussion of terms and conditions governing your account, including "Payment for Order Flow."

**Account Maintenance.** Please advise USBI in writing of any material change in your investment objective or financial status. Please notify us promptly of any address change, or you may not receive important notifications about your account or account restrictions.

**BrokerCheck.** The Financial Industry Regulatory Authority (FINRA) Rule 2267 provides for BrokerCheck to allow investors to learn about the professional background, business practices, and conduct of FINRA member firms or their brokers. To request such information, contact FINRA toll-free 1.800.289.9999 or via [www.finra.org](http://www.finra.org). An investor brochure describing the BrokerCheck is also available through FINRA.

**Cost Basis.** USBI uses FIFO (First In First Out) as the default when calculating your cost basis for individual securities. If you wish to change the cost basis method, please contact your Financial Advisor or Investments Connect. Once a trade settles, no change to the cost basis methodology can be made.

**Dividend Reinvestment.** Shares credited to your account result from transactions effected as agent by either USBI or through the Depository Trust Company (DTC) dividend reinvestment program. The following information will be furnished upon request for USBI effected transactions: a) time of transaction, b) exchange upon which transaction occurred, and c) name of person from whom the security was purchased.

**E-mail.** The confidentiality of internet e-mail cannot be guaranteed, and information sent via e-mail could be viewed by persons other than the intended recipient. Therefore, do not include your USBI account number, passwords, or other private information. USBI will not accept buy or sell orders, address changes, funds transfer requests, or any other instructions via e-mail.

**Free Credit Balances.** Under the Securities Exchange Act of 1934, customer free credit balances may be used in the broker's business subject to the limitations of 17CFR Section 240, 15c3-2. You have the right to receive any free credit balances to which you are entitled subject to open commitments in any of your accounts. Interest on free credit balances may be paid out at rates that may vary with current short-term money market rates and/or your account balance, at USBI's discretion.

**Inquiries or Complaints.** Direct inquiries to your USBI investment representative; or write to USBI, EP-MN-WN2K, 60 Livingston Ave., St. Paul, Minnesota 55107-2292; or call us toll-free 1-800-888-4700. Direct complaints in writing to USBI Compliance, EP-MN-WN3C, 60 Livingston Ave., St. Paul, MN 55107.

**Margin Account.** Margin account statements are a combined statement of the customer's general account and the special miscellaneous account maintained for the margin account under Regulation T Section 4(f)(6) of the Board of Governors of the Federal Reserve System.

**Market Value.** Appraisals by various quotation services are based on the closing prices and/or the mean bid and ask on the last day of the statement period. The accuracy of such prices cannot be guaranteed. Securities that have not been actively traded have not been priced and are not included in the priced portfolio information.

- **Brokered Certificate of Deposit (CD).** Unlike a bank issued Certificate of Deposit, a brokered CD may, at any time, be worth more or less than its face value as it fluctuates based on the prevailing interest rates.
- **Estimated Value.** These values are based on a limited number of trades or quotes, and you may not be able to sell these securities at a price equal to or near the value shown.
- **Fixed Income Securities.** Prices are approximations and provided only as a general guide. Actual quotes may be obtained by calling your USBI investment representative.

**Money Market Mutual Funds.** Trade confirmations will not be sent.

**Options Accounts.** Information regarding commission and other charges related to the execution of options transactions has been included in confirmations previously furnished to you and will be made available upon request. You should advise USBI promptly of any material change in your investment objectives or financial situation.

USBI utilizes a random allocation/selection procedure regarding exercise assignment notices for option contracts. All short option positions are liable for assignment at any time. Those contracts that are subject to exercise are selected from among all customer short positions including positions established on the day of the assignment. Further details are available upon request.

**Payment for Order Flow.** U.S. Bancorp Investments, Inc. (USBI) receives remuneration for directing orders in equity securities to particular broker/dealers or market centers for execution. Such remuneration is considered compensation to the firm, and the source and amount of any compensation received by the firm in connection with your transaction will be disclosed upon request.

**Retirement Contributions and Distributions.** A summary of retirement transactions is displayed in the activity summary section of your retirement plan statement.

**Safekeeping.** Securities held in safekeeping are fully segregated from firm securities and are held free of liens, charges, or claims received directly from any third party making claims against USBI or its affiliates.

**Sales Charges, Fees, and Commissions.** Certain transactions involve a sales charge as described in the prospectus. Fees and/or commission rates may be subject to negotiation, and any fee or commission charges to you may be more or less than fees or commissions charged to others in similar transactions.

**Securities Industry Rules and Regulations.** All transactions are subject to the rules and customs of the exchange or market and its clearing house, if any, where they were executed, as well as the U.S. Securities Exchange Commission (SEC), the Federal Reserve System, and any applicable self-regulatory organization.

**Securities Investor Protection Corporation (SIPC).** The securities and cash in your account are covered by SIPC. SIPC protects each customer up to a maximum of \$500,000 including up to \$250,000 on claims for cash balances. SIPC does not protect against losses from the rise and fall in market value of your investment. It provides important protections against certain losses if a SIPC member fails financially and is unable to meet obligations to its securities customers. See [www.sipc.org](http://www.sipc.org) for details or call SIPC at (202) 371-8300. Assets held by a third party may or may not be covered by SIPC.

**Securities Not Held in Your Name.** All securities held by us for you but which are not registered in your own name are commingled with identical securities being held for other clients. In the event any such securities are called by the issuer, beneficial ownership thereof will be determined by an impartial random selection system as required by New York Stock Exchange rules.

**Short Account Balances.** If you have sold securities you do not own under the short sale rule, the proceeds have been segregated into your Short Account in accordance with regulations. Market increases or decreases from the original sale price will be marked to the market and transferred to your Margin Account on a weekly basis. The daily closing price is used to determine any appreciation or depreciation of the securities sold short.

**Statement Frequency.** Statements will be mailed to customers who have transactions during the month affecting money balances and/or security positions. All other accounts holding a money or security balance will be sent statements no less than four times per calendar year.

**Successor Organization of USBI.** Provisions of agreements and contracts shall inure to any successor of USBI.

**Taxable Earnings and Withholding.** Taxable interest, dividends, and capital gains credited to your non-qualified account as well as any taxes withheld must be reported annually to you and the Internal Revenue Service (IRS) via IRS Form 1099. Tax classifications for dividends, interest, and other distributions are provided for general information.

**USBI Financial Statement.** This is available to you upon written request.

**USBI vs Third Party Holders.** USBI carries your trading account and acts as your custodian for funds and securities deposited with us. A third party may hold certain direct investments assets. USBI has no responsibility for the accuracy or timeliness of account statements or values provided by a third party holder.



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# Gain/Loss - Realized

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**Unrealized**    **Realized**

[Current Year](#) | [Prior Year](#)

Account: 13367883 - PhilJaax    Show: All    From: (MM/DD/YYYY)    To: (MM/DD/YYYY)        [Export to Excel](#)

	Realized		Net Realized Gain/Loss
	Gain	Loss	
Short-Term	\$0.00	-\$382.55	\$0.00
Long-Term	\$0.00	\$0.00	\$0.00
<b>Total</b>	<b>\$0.00</b>	<b>-\$382.55</b>	<b>-\$382.55</b>

Symbol / CUSIP	Quantity	Date Acquired	Date Sold	Cost Basis	Proceeds	Realized Gain/Loss	Term
FB	20	05/18/2012	06/07/2012	\$870.00	\$487.45	-\$382.55	Short
<b>Total Realized Gain</b>						<b>\$0.00</b>	
<b>Total Realized Loss</b>						<b>-\$382.55</b>	
<b>Net Realized Gain/Loss</b>						<b>-\$382.55</b>	

Realized gains/losses are calculated for individual tax lots based on the records we have available. Some cost basis data may be incomplete or differ from what you are required to report on your tax return. Some cost basis data may have been obtained from outside sources and cannot be verified by USBI. The cost basis data is intended for informational purposes only. USBI does not report realized gain/loss information to the IRS.

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**Report for U. S. BANCORP INVESTMENTS INC.  
SEC-Required Public Report on Routing of Customer Orders  
For Quarter Ending Mar-2012**

<b>NYSE</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
<b>Total Orders</b>	100.00%	29.51%	3.08%	67.42%	
<b>Orders Routed To:</b>					
<i>KNIGHT CAPITAL MARKETS, LLC (TRIM)</i>	100.00%	99.99%	100.00%	100.00%	<u>[B-D Supplied Information]</u>
<b>NASDAQ</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
<b>Total Orders</b>	100.00%	22.32%	3.90%	73.77%	
<b>Orders Routed To:</b>					
<i>KNIGHT CAPITAL AMERICAS, L.P. (NITE)</i>	100.00%	100.00%	100.00%	100.00%	<u>[B-D Supplied Information]</u>
<b>AMEX</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
<b>Total Orders</b>	100.00%	49.01%	2.24%	48.75%	
<b>Orders Routed To:</b>					
<i>KNIGHT CAPITAL MARKETS, LLC (TRIM)</i>	99.92%	99.97%	100.00%	99.87%	<u>[B-D Supplied Information]</u>



<b>OPTIONS</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
<b>Total Orders</b>	100.00%	30.26%	55.76%	13.98%	
<b>Orders Routed To:</b>					
<b>PERSHING LLC - OPTIONS</b>	100.00%	100.00%	100.00%	100.00%	<u>[B-D Supplied Information]</u>

**Report for U. S. BANCORP INVESTMENTS INC.**  
**SEC-Required Public Report on Routing of Customer Orders**  
**For Quarter Ending Mar-2012**

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<b>AMEX</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
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<b>OPTIONS</b>	<b>Non-Directed Orders</b>	<b>Market Orders</b>	<b>Limit Order</b>	<b>Other Orders</b>	<b>Material Aspects of Relationship</b>
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<b>Orders Routed To:</b>					
<i>PERSHING LLC - OPTIONS</i>	100.00%	100.00%	100.00%	100.00%	<u>[B-D Supplied Information]</u>



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## Company Profile

### FACEBOOK INC. (FB)

Last	\$Change	%Change	Today's High	Today's Low	Prev Close	Volume	
↑ 27.40	+0.40	+1.46%	27.77	26.96	27.01	15,477,729	Trade

Quotes are delayed up to 15 minutes

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Change Symbol:  [GO](#)

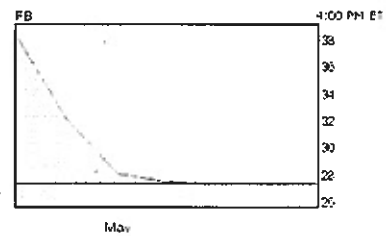
### HISTORICAL QUOTES

Start Date (YYYY-MM-DD)   End Date (YYYY-MM-DD)   [Get Prices](#)

Date	Open	High	Low	Close	Volume
05/17/2012	38.00	38.00	38.00	38.00	0
05/18/2012	42.05	45.00	38.00	38.23	580,587,742
05/21/2012	36.53	36.66	33.00	34.03	168,309,831
05/22/2012	32.61	33.59	30.94	31.00	102,053,826
05/23/2012	31.37	32.50	31.36	32.00	73,721,135
05/24/2012	32.95	33.21	31.77	33.03	50,275,879
05/25/2012	32.90	32.95	31.11	31.91	37,189,830
05/29/2012	31.48	31.69	28.65	28.84	78,060,799
05/30/2012	28.70	29.55	27.86	28.19	57,267,867
05/31/2012	28.55	29.67	26.83	29.60	111,639,200
06/01/2012	28.89	29.15	27.39	27.72	41,855,500
06/04/2012	27.20	27.65	26.44	26.90	35,230,290
06/05/2012	26.70	27.76	25.75	25.87	42,473,262
06/06/2012	26.07	27.17	25.52	26.81	61,487,019
06/07/2012	27.00	27.35	26.15	26.31	26,167,757
06/08/2012	26.55	27.76	26.44	27.10	38,033,420
06/11/2012	27.18	28.07	26.84	27.01	28,225,887
06/12/2012	27.48	27.77	26.96	27.40	15,487,779

### CHART

[Intraday](#)   [1Week](#)   [3Months](#)   [1Year](#)



### ABOUT FACEBOOK INC.

### GENERAL INFORMATION

Menlo Park, 94025  
 Industry :  
 Sector:  
 Employees:  
 CEO:

### Interactive Data

Quotes delayed at least 15 minutes. Market Data provided by Interactive Data. Terms & Conditions. Powered and implemented by Interactive Data Managed Solutions. News provided by Comtex. Company fundamental data provided by Hemscott.

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Up to 7 years based on client activity.

Date	Quantity	Activity	Description	Symbol / CUSIP	Price	Amount	Settlement Date
06/07/2012	0.00	Cash Disbursement	DDA DISBURSED		\$0.00	-\$487.45	06/12/2012
06/07/2012	-20.00	Sell	FACEBOOK	FB	\$26.8701	\$487.45	06/12/2012
06/07/2012	-20.00	Short Account Mark To Market	FACEBOOK	FB	\$0.00	\$0.00	06/12/2012
05/25/2012	0.00	Cash Receipt	ACH @ WILL		\$0.00	\$870.00	05/25/2012
05/18/2012	20.00	Buy	FACEBOOK	FB	\$42.00	-\$870.00	05/23/2012
05/18/2012	-20.00	Other	FACEBOOK	FB	\$0.00	\$0.00	05/23/2012

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Investments, Inc.

TRADE CONFIRMATION

EP-MN-WN2K  
60 Livingston Ave.  
St. Paul, Minnesota 55107-2292

Account Number: 13367883      Trade Date: 05/18/12      Settlement Date: 05/23/12

All of US serving you™

PHILIP N JAAX  
6233 SUMMIT ST  
KANSAS CITY MO 64113

Your Resources for Help:  
Investments Connect Line  
800-888-4700

As agent we confirm the following transaction:

Type: BUY      CUSIP: 30303M102      Symbol: FB

Account Type	Market Code Transaction #	Quantity	Price	Solicited/ Unsolicited	Confirmation Status
Cash	N0746	20.000	42.000000	Unsolicited	Original

FACEBOOK  
COMMON STOCK

Book Entry

SVI-19335581

Related Fees	Summary
Ticket Charge \$5.00	Principal \$840.00
	Fees \$5.00
	Commission \$25.00
	Net Amount \$870.00

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