



Communication Center

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Subject: Re: Re: "Bait and Switch"
From: ML Edge Self-Directed
To: Percy Moorman

1:15 PM

Dear Percy Moorman:

Thank you for contacting Merrill Edge.

This message is to acknowledge and respond to your email received 10/2/2012. In your message you expressed concern about being misled by our company.

Upon review of your request, it appears that you have since spoken to a Merrill Edge Representative regarding your account status. We are in the process of closing your account. You will need to contact our Investment Center at the number below for more information.

Please let us know if we can be of further assistance. Our Investment Center representatives are available at 877.653.4732, 24 hours a day, 7 days a week.

We appreciate the opportunity to assist you.

Sincerely,
Merrill Edge Email Response Team

Thank you for using a safer, greener communication. For e-delivery options, select Notifications from the Client Services tab.

CAUTION: For your protection, avoid sending identifying information, such as account, Social Security or card numbers to us or others. Further, do not send time-sensitive, action-oriented messages, such as transaction orders, fund transfer instructions, or check stop payments, as it is our policy not to accept such items electronically.

On 10/2/12 10:02 AM, Percy Moorman wrote:

Address : MR PERCY R MOORMAN 403 17TH ST SE WASHINGTON DC
20003

Please note that the address information contained in this message is for identification purposes only.

I was just baited by your company and switched once I signed up. Now I can't get in touch with anybody who can help me. I am taking notes of all the perpetrators!

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