

April 10, 2007

Nancy M Morris Secretary Securities and Exchange Commission 100 F Street, NE Washington, DC 20549-1090 Barbara Z Sweeney Office of the Corporate Secretary NASD 1735 K Street, NW Washington, DC 20006-1506



RE: SR-NASD-2004-183

Dear Ms. Morris and Ms. Sweeney:

Thank you for the opportunity to comment on the NASD's proposed rule for Sales Practice and Supervisory requirements relating to deferred variable annuities.

In effort to clearly communicate the numerous features and limitations of variable annuities, our firm distributes a Variable Annuity Disclosure Form to every variable annuity customer. This form outlines the general information pertinent to investing in a variable annuity. We additionally offer training to our representatives so that they may learn the specific features and benefits of the various products offered. We also address the sale of variable annuities in our Representative and OSJ Branch manuals.

It is clear by the two significant changes that appear in amendment 4 of Proposed Rule 2821 that the NASD has considered Member commentary. We would like to take this opportunity to reiterate some of concerns with this Proposal:

<u>SEC Request for Comment:</u> We feel that the SEC should open up a formal comment period on this revised proposal so that the industry may have an opportunity to provide feedback to the latest revisions to this very important regulation.

<u>Suitability Standard and Product Specific Suitability Criteria</u>: In this most recent version of the proposal, the representative must have 'reasonable basis to believe' that the transaction is suitable and 'shall make reasonable efforts to obtain' specifically identified information from the customer. Though we support the NASD's apparent interpretation that annuities are complex products that require a thorough suitability consideration, we are concerned that some of the specifically listed criteria are unclear or impertinent to determining suitability.

- Investment Experience: It is not clear how this information is to be applied to the suitability determination and seems to be irrelevant. Whether or not the customer has previously invested in an annuity should not have bearing on whether the current sale is suitable.
- Intended Use of the Deferred Variable Annuity: We find this requirement to be vague and confusing. It is our interpretation that determining client's investment objective meets this requirement. If that is the case, then the requirement should be omitted from the proposal as it is redundant. If it is considered something different than investment objective, then the NASD must clarify its meaning by first defining 'intended use' and then by identifying suitable and unsuitable uses.

- Existing Assets: The term 'existing assets' is in our opinion too all encompassing and could be
 construed as to include property such as jewelry or artwork, which have no bearing on the suitability of
 a variable annuity purchase. We believe the term 'existing assets' should be revised to read 'investable
 assets'.
- Principal Review: As the rule is currently worded, principal suitability review takes on its own determination independent of the representative's findings. The difficulty with this is that we are holding the reviewing principal to the same standards of discovery as the representative, but the reviewing principal does not have the benefit of meeting with the customer. The reviewing principal should be required to have a reasonable basis to believe that the representative has gathered the requisite information, has reached an understanding with the customer and is satisfied with the suitability of the product for the customer, but should not be required to independently determine such suitability factors himself unless a specific question or issue warrants his contacting the customer.

Guidelines for the time frame of principal review have been amended in the most current version of the proposal. Though the changes do seem to better take into account the physicality of processing business (mailing delays, etc.), it remains our concern that defining too specific a timeframe inadvertently places emphasis on speed of processing, when emphasis should instead be on a diligent suitability review. We believe that principal review within a 'reasonable time period' would more adequately suit the purpose of the requirement – timely principal review of variable annuity business.

<u>Supervisory Procedures – Variable Annuity Exchanges:</u> The proposed rule calls for implementation of surveillance procedures to monitor and address excessive exchange activity by any representative. This requirement is concerning because it seems to make assumptions regarding the availability of information and raises several questions.

• Implementing Surveillance Procedures: This requirement is not clearly defined and implies that the Broker Dealer already has access to technology that will allow them to trace the exchange activity of a given representative or a customer's full transaction history. Implementing a new process of this magnitude could not only be costly in terms of purchasing, but also in man hours and could impede the timely flow of business.

Additionally, this requirement potentially encroaches on the privacy rights of our customers and policies of the previous broker dealer or insurance company. We have encountered customers who work with more than one representative and, as is their prerogative, they do not share all information with all representatives. The difficulty in obtaining this type of information from other Broker Dealers and insurance companies, would likely cause delays in approving and processing business.

We feel the proposal should be amended to state that it is the Registered Principal's obligation to take exchange information into consideration if it is available at the time of the suitability review.

Should the NASD determine that review of a contract's history with regard to exchanges and review of a representative's history with regard to exchanges will remain a part of the proposal, then the NASD must clarify its requirements and intentions.

• Exchange Rate: Rate of exchange must be more clearly defined: Does this include the entire customer base or just the annuity base? What is the time period for measuring rate of exchange? What is an acceptable exchange rate? Additionally, guidelines should be set forth in determining approvals under the new rule. The rule implies that a high exchange rate may mean an unsuitable sale. Guidelines should be established for the scenario where a representative may have a high exchange rate, but where the sale is clearly in the customer's best interest.

• Suitability Considerations: Per the proposal, a reviewing principal should take into consideration the previous exchange (within the preceding 36 months) of a contract. This requires clarification. Inferring that previous exchanges should be considered a significant determining factor of the suitability review is too broad a perspective. Suitability of sale should be considered on a case by case basis. Though it is true that an exchange will often result in surrender charges on the existing contract and a new surrender period on the new contract, other factors of the contract need to be considered: available riders, available sub-accounts, death benefit, overall cost of the new contract versus overall cost of the existing contract and changes in the customer's financial or personal circumstances.

Training: We generally support the NASD's proposal's recommendation for increased education in these complex products. We agree with the necessity of both representative and customer understanding of both the basics and intricacies of the product. We feel that product knowledge and understanding are critically related to determining the suitability of the sale. However, requiring additional training as it pertains to this proposed rule seems to be only adding an additional burden to the Broker Dealer as it pertains to books and records obligations. Rule 1120 Continuing Education Requirements already addresses training and education requirements and gives the firm the opportunity to determine where their training needs lie. Instead of mandating training on specific products, NASD should rely on rule 1120 and permit the firm to review the various aspects their business and make a determination of what to include in their training program based on, amongst other criteria, product sales, complaints and arbitrations.

Obligation to Inform Customers of various features of VA Products: We strongly support increased disclosure by the annuity company regarding the contract features. In particular, disclosure should not only be comprehensive, but should be simply stated in terms understandable to the average investor. However, we disagree with the verbiage in the proposed rule. The rule prohibits a member from recommending the purchase of a variable annuity to a customer unless it has a reasonable basis to believe that the customer has been informed in general terms of the *various* features of VA's. We believe that 'various' is too ambiguous and that the rule would be more clearly stated with the use of the word 'material'.

<u>Unintended Consequences</u>: We applaud the NASD in their vigilance in identifying and addressing areas of concern as they have with this proposal. It is our concern however, that this proposal could ultimately result in harm to the investor. By making the sales process so difficult to transact in terms of paperwork and suitability review, the NASD is ultimately encouraging representatives to not sell or recommend variable annuities. Because many investors rely on the knowledge and capability of their investment professional to make recommendations (rather than investigating investment vehicles on their own and then approaching the representative when ready to purchase), this potentially harms the investing public by removing a valuable investment vehicle from their representative's scope.

Thank you again for this opportunity to comment on this extremely important issue.

Sincerely,

Victoria Bach-Fink

CCO, CFO

Wall Street Financial Group, Inc.