

UNITED STATES OF AMERICA
Before the
SECURITIES AND EXCHANGE COMMISSION

SECURITIES EXCHANGE ACT OF 1934
Release No. 101142 / September 24, 2024

ADMINISTRATIVE PROCEEDING
File No. 3-22166

In the Matter of

Canaccord Genuity LLC,

Respondent.

**ORDER INSTITUTING
ADMINISTRATIVE AND CEASE-AND-
DESIST PROCEEDINGS, PURSUANT TO
SECTIONS 15(b) AND 21C OF THE
SECURITIES EXCHANGE ACT OF 1934,
MAKING FINDINGS, AND IMPOSING
REMEDIAL SANCTIONS AND A CEASE-
AND-DESIST ORDER**

I.

The Securities and Exchange Commission (“Commission”) deems it appropriate and in the public interest that public administrative and cease-and-desist proceedings be, and hereby are, instituted pursuant to Sections 15(b) and 21C of the Securities Exchange Act of 1934 (“Exchange Act”) against Canaccord Genuity LLC (“Respondent” or “Canaccord”).

II.

In anticipation of the institution of these proceedings, Respondent has submitted an Offer of Settlement (“Offer”) that the Commission has determined to accept. Respondent admits the facts set forth in Section III below, acknowledges that its conduct violated the federal securities laws, admits the Commission’s jurisdiction over it and the subject matter of these proceedings, and consents to the entry of this Order Instituting Administrative and Cease-and-Desist Proceedings, Pursuant to Sections 15(b) and 21C of the Securities Exchange Act of 1934, Making Findings, and Imposing Remedial Sanctions and a Cease-and-Desist Order (“Order”), as set forth below.

III.

On the basis of this Order and Respondent’s Offer, the Commission finds¹ that:

Summary

1. The federal securities laws impose recordkeeping requirements on broker-dealers to ensure that they responsibly discharge their crucial role in our markets. The Commission has

¹ The findings herein are made pursuant to Respondent’s Offer of Settlement and are not binding on any other person or entity in this or any other proceeding.

long said that compliance with these requirements is essential to investor protection and the Commission's efforts to further its mandate of protecting investors, maintaining fair, orderly, and efficient markets, and facilitating capital formation.

2. These proceedings arise out of Canaccord's identification – and self-report – of widespread failures of Canaccord personnel, including at senior levels, to adhere to certain of these essential requirements and Canaccord's own policies and procedures. Using their personal devices, Canaccord's personnel communicated both internally and externally by text messages, and/or other unapproved written communications platforms, such as WhatsApp ("off-channel communications").

3. Canaccord conducted an internal investigation and self-reported the facts to the Commission staff. Canaccord proactively identified key facts which assisted the Commission staff in efficiently investigating the conduct. Prior to contacting the Division of Enforcement, Canaccord undertook significant remedial measures relating to its recordkeeping practices and policies and procedures, including offering various technologies to personnel, such as firm devices and the option to utilize their own devices with compliant text message capture.

4. From at least January 2020 (the "Relevant Period"), Canaccord's personnel sent and received off-channel communications that related to its broker-dealer business. Respondent did not maintain or preserve the substantial majority of these written communications. Canaccord's failure was firm-wide and involved personnel at various levels of authority. As a result, Canaccord violated Section 17(a) of the Exchange Act and Rule 17a-4(b)(4) thereunder.

5. Canaccord's supervisors, who were responsible for supervising junior personnel, routinely communicated off-channel using their personal devices. In fact, managing directors responsible for supervising junior personnel themselves failed to comply with Canaccord's policies and procedures by communicating through non-Canaccord approved methods on their personal devices about Canaccord's broker-dealer business.

6. Canaccord's widespread failure to implement its policies and procedures that prohibit such communications led to its failure to reasonably supervise its personnel within the meaning of Section 15(b)(4)(E) of the Exchange Act.

7. During the Relevant Period, Canaccord received and responded to Commission subpoenas for documents and records requests in various Commission investigations. As a result, Canaccord's recordkeeping failures likely impacted the Commission's ability to carry out its regulatory functions and investigate violations of the federal securities laws across these investigations.

8. After Canaccord initiated a review of its recordkeeping failures, Canaccord identified failures and self-reported its conduct, and further enhanced its ongoing program of remediation. As set forth in the Undertakings below, Canaccord will retain an independent compliance consultant to review and assess Canaccord's remedial steps relating to its recordkeeping practices, policies and procedures, related supervisory practices, and employment actions.

Respondent

9. Canaccord Genuity LLC is a New York corporation with its principal office in New York, and has been registered with the Commission as a broker-dealer since 1953. It is an indirect wholly-owned subsidiary of Canaccord Genuity Group Inc., whose corporate headquarters is located in Vancouver, British Columbia, Canada.

Recordkeeping Requirements Under the Exchange Act

10. Section 17(a)(1) of the Exchange Act authorizes the Commission to issue rules requiring broker-dealers to make and keep for prescribed periods, and furnish copies of, such records as necessary or appropriate in the public interest, for the protection of investors or otherwise in furtherance of the purposes of the Exchange Act.

11. The Commission adopted Rule 17a-4 under the Exchange Act pursuant to this authority. Rule 17a-4 specifies the manner and length of time that the records made in accordance with other Commission rules, and certain other records made by broker-dealers, must be maintained and produced promptly to Commission representatives.

12. The rules adopted under Section 17(a)(1) of the Exchange Act, including Rule 17a-4(b)(4), require that broker-dealers preserve for at least three years, the first two years in an easily accessible place, originals of all communications received and copies of all written communications sent relating to the broker-dealer's business as such. These rules impose minimum recordkeeping requirements that are based on standards a prudent broker-dealer should follow in the normal course of business.

13. The Commission previously has stated that these and other recordkeeping requirements "are an integral part of the investor protection function of the Commission, and other securities regulators, in that the preserved records are the primary means of monitoring compliance with applicable securities laws, including antifraud provisions and financial responsibility standards." Commission Guidance to Broker-Dealers on the Use of Electronic Storage Media under the Electronic Signatures in Global and National Commerce Act of 2000 with Respect to Rule 17a-4(f), 17 C.F.R. Part 241, Exchange Act Rel. No. 44238 (May 1, 2001).

Canaccord's Policies and Procedures

14. Canaccord maintained certain policies and procedures designed to ensure the retention of business-related records, including electronic communications, in compliance with the relevant recordkeeping provisions.

15. Canaccord personnel were advised that the use of unapproved electronic communications methods, including on their personal devices, was not permitted, and they should not use personal email, chats or text messaging applications for business purposes, or forward work-related communications to unapproved applications on their personal devices.

16. Messages sent through firm-approved communications methods were monitored, subject to review, and archived. Messages sent through unapproved communications methods,

such as WhatsApp and other unapproved applications on personal devices, were not monitored, subject to review or archived.

17. Canaccord policies and procedures were designed to address supervisors' supervision of personnel's training in Canaccord's communications policies and adherence to Canaccord's books and recordkeeping requirements. Supervisory policies notified personnel that electronic communications were subject to surveillance by Canaccord. Canaccord had procedures for all personnel, including supervisors, requiring annual, and later quarterly, self-attestations of compliance.

18. Canaccord, however, failed to implement a system reasonably expected to determine whether all personnel, including supervisors, were following Canaccord's policies and procedures. While permitting personnel to use approved communications methods, including on personal phones, for business communications, Canaccord failed to implement sufficient monitoring to ensure that its recordkeeping and communications policies were being followed.

Canaccord's Recordkeeping Failures Across Its Brokerage Business

19. In September 2021, the Commission staff commenced a risk-based initiative to investigate whether broker-dealers were properly retaining business-related messages sent and received on personal devices. In December 2023, Canaccord voluntarily contacted staff regarding certain off-channel communications that it had identified related to its business. Canaccord cooperated with the staff's investigation by proactively gathering communications from the personal devices of its personnel. As reported to the Commission staff, Canaccord personnel who had engaged in the use of off-channel communications included senior managers across the firm.

20. Canaccord's investigation uncovered pervasive off-channel communications at all seniority levels of Canaccord. The investigation determined that all broker-dealer personnel sampled had engaged in at least some level of off-channel communications. Overall, personnel sent and received numerous off-channel communications, involving other Canaccord personnel, and Canaccord's customers, investors, and/or other participants in the securities industry. Within Canaccord, significant numbers of senior personnel participated in off-channel communications.

21. During the Relevant Period, Canaccord personnel sent and received off-channel messages that concerned its broker-dealer's business.

22. For example, a managing director exchanged numerous off-channel business-related messages with at least 13 Canaccord colleagues, including exchanging text messages with managing directors and junior personnel under their supervision, and 165 customers, investors, or other market participants. These messages related to the broker-dealer's business as such.

23. In addition, a managing director exchanged numerous off-channel business-related messages with at least 26 Canaccord colleagues, including exchanging text messages with executives, heads of desks, and junior personnel under their supervision, and 69 customers,

investors, or other market participants. These messages related to the broker-dealer's business as such.

24. Furthermore, a managing director exchanged numerous off-channel business-related messages with at least 24 Canaccord colleagues, including exchanging text and WhatsApp messages with managing directors and a senior managing director, one individual at another financial services firm, and 32 customers, investors, or other market participants. These messages related to the broker-dealer business as such.

Canaccord's Failure to Preserve Required Records Potentially Compromised and Delayed Commission Matters

25. During the Relevant Period, Canaccord received and responded to Commission subpoenas for documents and records requests in various Commission investigations. By failing to maintain and preserve required records relating to its broker-dealer business, Canaccord likely deprived the Commission of these off-channel communications in various investigations.

Canaccord's Violations and Failure to Supervise

26. As a result of the conduct described above, Respondent willfully² violated Section 17(a) of the Exchange Act and Rule 17a-4(b)(4) thereunder.

27. As a result of the conduct described above, Respondent failed reasonably to supervise its personnel with a view to preventing or detecting certain of its supervised persons' aiding and abetting violations of Section 17(a) of the Exchange Act and Rule 17a-4(b)(4) thereunder, within the meaning of Section 15(b)(4)(E) of the Exchange Act.

Canaccord's Self-Reporting, Cooperation, and Remediation

28. In determining to accept the Offer, the Commission considered Canaccord's self-report, cooperation afforded to the Commission staff, and remediation. Canaccord conducted an internal investigation and self-reported the facts to the Commission staff. Prior to and after approaching the Commission staff, Canaccord enhanced policies and procedures, increased training concerning the use of approved communications methods, including on personal devices, gave employees the option to utilize their personal devices with compliant text message capture, enhanced communication surveillance to seek to better identify possible off-channel communications, and began and continued to implement significant changes to the technology available to personnel, which included providing personnel with the option of using firm-issued devices, thereby making approved channels more readily available.

² "Willfully," for purposes of imposing relief under Section 15(b) of the Exchange Act, "means no more than that the person charged with the duty knows what he is doing." *Wonsover v. SEC*, 205 F.3d 408, 414 (D.C. Cir 2000) (quoting *Hughes v. SEC*, 174 F.2d 969, 977 (D.C. Cir. 1949)).

Undertakings

Respondent has undertaken to:

29. Independent Compliance Consultant.

a. Canaccord shall retain, within thirty (30) days of the entry of this Order, the services of an independent compliance consultant (“Compliance Consultant”) that is not unacceptable to the Commission staff. The Compliance Consultant’s compensation and expenses shall be borne exclusively by Canaccord.

b. Canaccord will oversee the work of the Compliance Consultant.

c. Canaccord shall provide to the Commission staff, within sixty (60) days of the entry of this Order, a copy of the engagement letter detailing the Compliance Consultant’s responsibilities, which shall include a comprehensive compliance review as described below. Canaccord shall require that, within ninety (90) days of the date of the engagement letter, the Compliance Consultant conduct:

i. A comprehensive review of Canaccord’s supervisory, compliance, and other policies and procedures designed to ensure that Canaccord’s electronic communications, including those found on personal electronic devices, including without limitation, cellular phones (“Personal Devices”), are preserved in accordance with the requirements of the federal securities laws.

ii. A comprehensive review of training conducted by Canaccord to ensure personnel are complying with the requirements regarding the preservation of electronic communications, including those found on Personal Devices, in accordance with the requirements of the federal securities laws, including by ensuring that Canaccord personnel certify in writing on a quarterly basis that they are complying with preservation requirements.

iii. An assessment of the surveillance program measures implemented by Canaccord to ensure compliance, on an ongoing basis, with the requirements found in the federal securities laws to preserve electronic communications, including those found on Personal Devices.

iv. An assessment of the technological solutions that Canaccord has begun implementing to meet the record retention requirements of the federal securities laws, including an assessment of the likelihood that Canaccord personnel will use the technological solutions going forward and a review of the measures employed by Canaccord to track employee usage of new technological solutions.

v. An assessment of the measures used by Canaccord to prevent the use of unauthorized communications methods for business communications by

personnel. This assessment should include, but not be limited to, a review of Canaccord's policies and procedures to ascertain if they provide for any significant technology and/or behavioral restrictions that help prevent the risk of the use of unapproved communications methods on Personal Devices (*e.g.*, trading floor restrictions).

vi. A review of Canaccord's electronic communications surveillance routines to ensure that electronic communications through approved communications methods found on Personal Devices are incorporated into Canaccord's overall communications surveillance program.

vii. A comprehensive review of the framework adopted by Canaccord to address instances of non-compliance by Canaccord personnel with Canaccord's policies and procedures concerning the use of Personal Devices to communicate about Canaccord business in the past. This review shall include a survey of how Canaccord determined which personnel failed to comply with Canaccord's policies and procedures, the corrective action carried out, an evaluation of who violated the policies and procedures and why, what penalties were imposed, and whether penalties were handed out consistently across business lines and seniority levels.

d. Canaccord shall require that, within forty-five (45) days after completion of the review set forth in sub-paragraphs 29.c.i. through c.vii. above, the Compliance Consultant shall submit a detailed written report of its findings to Canaccord and to the Commission staff (the "Report"). Canaccord shall require that the Report include a description of the review performed, the names of the individuals who performed the review, the conclusions reached, the Compliance Consultant's recommendations for changes in or improvements to Canaccord's policies and procedures, and a summary of the plan for implementing the recommended changes in or improvements to Canaccord's policies and procedures.

e. Canaccord shall adopt all recommendations contained in the Report within ninety (90) days of the date of the Report; provided, however, that within forty-five (45) days after the date of the Report, Canaccord shall advise the Compliance Consultant and the Commission staff in writing of any recommendations that Canaccord considers to be unduly burdensome, impractical, or inappropriate. With respect to any recommendation that Canaccord considers unduly burdensome, impractical, or inappropriate, Canaccord need not adopt such recommendation at that time, but shall propose in writing an alternative policy, procedure, or disclosure designed to achieve the same objective or purpose.

f. As to any recommendation concerning Canaccord's policies or procedures on which Canaccord and the Compliance Consultant do not agree, Canaccord and the Compliance Consultant shall attempt in good faith to reach an agreement within sixty (60) days after the date of the Report. Within fifteen (15) days after the conclusion of the discussion and evaluation by Canaccord and the Compliance Consultant, Canaccord shall

require that the Compliance Consultant inform Canaccord and the Commission staff in writing of the Compliance Consultant's final determination concerning any recommendation that Canaccord considers to be unduly burdensome, impractical, or inappropriate. Canaccord shall abide by the determinations of the Compliance Consultant and, within sixty (60) days after final agreement between Canaccord and the Compliance Consultant or final determination by the Compliance Consultant, whichever occurs first, Canaccord shall adopt and implement all of the recommendations that the Compliance Consultant deems appropriate.

g. Canaccord shall cooperate fully with the Compliance Consultant and shall provide the Compliance Consultant with access to such of Canaccord's files, books, records, and personnel as are reasonably requested by the Compliance Consultant for review.

h. Canaccord shall not have the authority to terminate the Compliance Consultant or substitute another compliance consultant for the initial Compliance Consultant, without the prior written approval of the Commission staff. Canaccord shall compensate the Compliance Consultant and persons engaged to assist the Compliance Consultant for services rendered under this Order at their reasonable and customary rates.

i. For the period of engagement and for a period of two (2) years from completion of the engagement, Respondent shall not (i) retain the Compliance Consultant for any other professional services outside of the services described in this Order; (ii) enter into any other professional relationship with the Compliance Consultant, including any employment, consultant, attorney-client, auditing or other professional relationship; or (iii) enter, without prior written consent of the Commission staff, into any such professional relationship with any of the Compliance Consultant's present or former affiliates, employers, directors, officers, employees, or agents.

j. The Report by the Compliance Consultant will likely include confidential financial, proprietary, competitive business or commercial information. Public disclosure of the Report could discourage cooperation, impede pending or potential government investigations or undermine the objectives of the reporting requirement. For these reasons, among others, the Report and the contents thereof are intended to remain and shall remain non-public, except (1) pursuant to court order, (2) as agreed to by the parties in writing, (3) to the extent that the Commission determines in its sole discretion that disclosure would be in furtherance of the Commission's discharge of its duties and responsibilities, or (4) as otherwise required by law.

30. One-Year Evaluation. Canaccord shall require the Compliance Consultant to assess Canaccord's program for the preservation, as required under the federal securities laws, of electronic communications, including those found on Personal Devices, commencing one year after submitting the Report required by Paragraph 29.d above. Canaccord shall require this review to evaluate Canaccord's progress in the areas described in Paragraphs 29.c.i-vii above. After this review, Canaccord shall require the Compliance Consultant to submit a report (the "One Year Report") to Canaccord and the Commission staff and shall ensure that the One Year

Report includes an updated assessment of Canaccord's policies and procedures with regard to the preservation of electronic communications (including those found on Personal Devices), training, surveillance programs, and technological solutions implemented in the prior year period.

31. Reporting Discipline Imposed. For two (2) years following the entry of this Order, Canaccord shall notify the Commission staff as follows upon the imposition of any discipline imposed by Canaccord, including, but not limited to: written warnings; loss of any pay, bonus, or incentive compensation; or the termination of personnel; with respect to any employee found to have violated Canaccord's policies and procedures concerning the preservation of electronic communications, including those found on Personal Devices: at least forty-eight (48) hours before the filing of a Form U5, or within ten (10) days of the imposition of other discipline.

32. Internal Audit. In addition to the Compliance Consultant's review and issuance of the One Year Report, Canaccord will also have its Internal Audit function conduct a separate audit(s) to assess Canaccord's progress in the areas described in Paragraphs 29.c.i-vii above. After completion of this audit(s), Canaccord shall ensure that Internal Audit submits a report to Canaccord and to the Commission staff.

33. Recordkeeping. Canaccord shall preserve, for a period of not less than six (6) years from the end of the fiscal year last used, the first two (2) years in an easily accessible place, any record of compliance with these undertakings.

34. Deadlines. For good cause shown, the Commission staff may extend any of the procedural dates relating to the undertakings. Deadlines for procedural dates shall be counted in calendar days, except that if the last day falls on a weekend or federal holiday, the next business day shall be considered to be the last day.

35. Certification. Canaccord shall certify, in writing, compliance with the undertakings set forth above. The certification shall identify the undertakings, provide written evidence of compliance in the form of a narrative, and be supported by exhibits sufficient to demonstrate compliance. The Commission staff may make reasonable requests for further evidence of compliance, and Respondent agrees to provide such evidence. The certification and supporting material shall be submitted to Alison R. Levine, Assistant Regional Director, Division of Enforcement, New York Regional Office, Securities and Exchange Commission, 100 Pearl Street, Suite 20-100, New York, NY, 10004-2616, or such other person as the Commission staff may request, with a copy to the Office of Chief Counsel of the Enforcement Division, no later than sixty (60) days from the date of the completion of the undertakings.

IV.

In view of the foregoing, the Commission deems it appropriate and in the public interest to impose the sanctions agreed to in Respondent's Offer.

Accordingly, pursuant to Sections 15(b) and 21C of the Exchange Act, it is hereby ORDERED that:

A. Respondent cease and desist from committing or causing any violations and any future violations of Section 17(a) of the Exchange Act and Rule 17a-4 thereunder.

B. Respondent is censured.

C. Respondent shall comply with the undertakings enumerated in paragraphs 29 to 35 above.

D. Respondent shall, within 14 days of the entry of this Order, pay a civil money penalty in the amount of \$1,250,000 to the Securities and Exchange Commission for transfer to the general fund of the United States Treasury, subject to Exchange Act Section 21F(g)(3). If timely payment is not made, additional interest shall accrue pursuant to 31 U.S.C. § 3717.

Payment must be made in one of the following ways:

- (1) Respondent may transmit payment electronically to the Commission, which will provide detailed ACH transfer/Fedwire instructions upon request;
- (2) Respondent may make direct payment from a bank account via Pay.gov through the SEC website at <http://www.sec.gov/about/offices/ofm.htm>; or
- (3) Respondent may pay by certified check, bank cashier's check, or United States postal money order, made payable to the Securities and Exchange Commission and hand-delivered or mailed to:

Enterprise Services Center
Accounts Receivable Branch
HQ Bldg., Room 181, AMZ-341
6500 South MacArthur Boulevard
Oklahoma City, OK 73169

Payments by check or money order must be accompanied by a cover letter identifying Canaccord as a Respondent in these proceedings, and the file number of these proceedings; a copy of the cover letter and check or money order must be sent to Thomas P. Smith, Jr., Associate Regional Director, Securities and Exchange Commission, 100 Pearl Street, Suite 20-100, New York, New York 10004-2616.

E. Amounts ordered to be paid as civil money penalties pursuant to this Order shall be treated as penalties paid to the government for all purposes, including all tax purposes. To preserve the deterrent effect of the civil penalty, Respondent agrees that in any Related Investor Action, it shall not argue that it is entitled to, nor shall it benefit by, offset or reduction of any award of compensatory damages by the amount of any part of Respondent's payment of a civil penalty in this action ("Penalty Offset"). If the court in any Related Investor Action grants such a Penalty Offset, Respondent agrees that it shall, within 30 days after entry of a final order granting the Penalty Offset, notify the Commission's counsel in this action and pay the amount

of the Penalty Offset to the Securities and Exchange Commission. Such a payment shall not be deemed an additional civil penalty and shall not be deemed to change the amount of the civil penalty imposed in this proceeding. For purposes of this paragraph, a “Related Investor Action” means a private damages action brought against Respondent by or on behalf of one or more investors based on substantially the same facts as alleged in the Order instituted by the Commission in this proceeding.

By the Commission.

Vanessa A. Countryman
Secretary