

**Award**  
**FINRA Dispute Resolution Services**

---

In the Matter of the Arbitration Between:

Claimant  
Xiaohan Qin

Case Number: 20-04161

vs.

Respondent  
E\*Trade Securities LLC

Hearing Site: Houston, Texas

---

Awards are rendered by independent arbitrators who are chosen by the parties to issue final, binding decisions. FINRA makes available an arbitration forum—pursuant to rules approved by the SEC—but has no part in deciding the award.

Nature of the Dispute: Customer vs. Member

This matter proceeded pursuant to Rule 12800 of the Code of Arbitration Procedure (“Code”).

**REPRESENTATION OF PARTIES**

Claimant Xiaohan Qin (“Claimant”) appeared pro se.

For Respondent E\*Trade Securities LLC (“Respondent”): Meredith F. Hoffman, Esq., E\*Trade Securities LLC, Jersey City, New Jersey.

**CASE INFORMATION**

Statement of Claim filed on or about: December 23, 2020.

Response to Statement of Answer filed on or about: February 11, 2021.

Claimant signed the Submission Agreement: December 23, 2020.

Statement of Answer filed on or about: February 11, 2021.

Respondent signed the Submission Agreement: February 11, 2021.

**CASE SUMMARY**

In the Statement of Claim and Response to Statement of Answer, Claimant alleged that, until she requested that her long and short positions in Applied Materials, Inc. (AMAT) be offset, Respondent improperly calculated margin interest charges on Claimant’s account from April 2020 to November 2020 to maximize its profit at her expense.

Unless specifically admitted in the Statement of Answer, Respondent denied the allegations made in the Statement of Claim.

### **RELIEF REQUESTED**

In the Statement of Claim, Claimant requested an award of \$1,526.67 in compensatory damages and reimbursement of the \$75.00 filing fee.

In the Statement of Answer, Respondent requested an award dismissing all claims in the Statement of Claim, assessing all forum costs against Claimant, and granting Respondent such other and further relief as the Arbitrator may deem just and necessary.

In the Response to Statement of Answer, Claimant did not state any request for relief.

### **OTHER ISSUES CONSIDERED AND DECIDED**

The Arbitrator acknowledges having read the pleadings and other materials filed by the parties.

### **AWARD**

After considering the pleadings, the Arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows:

1. Respondent is liable for and shall pay to Claimant the sum of \$12.03 in compensatory damages.
2. FINRA Dispute Resolution Services shall retain the \$75.00 filing fee that Claimant deposited previously.
3. Respondent is liable for and shall pay to Claimant the sum of \$75.00 to reimburse Claimant for the filing fee previously paid to FINRA Dispute Resolution Services.
4. Any and all relief not specifically addressed herein, including requests for punitive damages and attorneys' fees, if any, are denied.

### **FEES**

Pursuant to the Code, Respondent has paid to FINRA Dispute Resolution Services the \$150.00 Member Surcharge previously invoiced.

All balances are payable to FINRA Dispute Resolution Services and are due upon receipt.

**ARBITRATOR**

James A. Parker

-

Sole Public Arbitrator

I, the undersigned Arbitrator, do hereby affirm that I am the individual described herein and who executed this instrument, which is my award.

**Arbitrator's Signature**

***James A. Parker***

James A. Parker  
Sole Public Arbitrator

**04/20/2021**

Signature Date

Awards are rendered by independent arbitrators who are chosen by the parties to issue final, binding decisions. FINRA makes available an arbitration forum—pursuant to rules approved by the SEC—but has no part in deciding the award.

April 20, 2021

\_\_\_\_\_  
Date of Service (For FINRA Dispute Resolution Services use only)