

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

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In the Matter of the Arbitration Between:

Claimant

Thomas Jerome-Surendran

Case Number: 20-04226

vs.

Respondent

Charles Schwab & Co., Inc.

Hearing Site: Salt Lake City, Utah

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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 Thomas Jerome-Surendran (“Claimant”) appeared pro se.

For Respondent Charles Schwab & Co., Inc. (“Respondent”): Brandon K. Hemley, Esq., Charles Schwab & Co., Inc., San Francisco, California.

**CASE INFORMATION**

Statement of Claim filed on or about: December 30, 2020.

Claimant signed the Submission Agreement: December 30, 2020.

Statement of Answer filed on or about: February 22, 2021.

Respondent signed the Submission Agreement: February 19, 2021.

**CASE SUMMARY**

In the Statement of Claim, Claimant asserted the following causes of action: malicious handling of investment account; deliberate mismanagement; criminal negligence; and fraud. The causes of action relate to Aptevo Therapeutics Inc. and Naked Brand Group Limited stock.

In the Statement of Answer, Respondent denied the claims made in the Statement of Claim and asserted various affirmative defenses.

**RELIEF REQUESTED**

In the Statement of Claim, Claimant requested:

1. Compensatory damages in the amount of \$31,244.85; and
2. Attorneys' fees in the amount of \$8,750.00.

In the Statement of Answer, Respondent requested:

1. Dismissal of the Statement of Claim and that Claimant be awarded nothing;
2. FINRA forum fees and hearing session fees (if any) be assessed to Claimant; and
3. Such further relief as the Arbitrator deems appropriate.

### **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. Claimant's claims are denied in their entirety.
2. FINRA Dispute Resolution Services shall retain the \$600.00 filing fee that Claimant deposited previously.
3. Any and all relief not specifically addressed herein, including any requests for attorneys' fees, are denied.

### **FEES**

Pursuant to the Code:

Respondent has paid to FINRA Dispute Resolution Services the \$750.00 Member Surcharge and \$1,750.00 Member Process Fee previously invoiced.

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

**ARBITRATOR**

Thaddeus J. Tecza

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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**

***Thaddeus J. Tecza***

04/26/2021

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Thaddeus J. Tecza  
Sole Public Arbitrator

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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 26, 2021

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