

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

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In the Matter of the Arbitration Between:

Claimant  
Robert V. Webb

Case Number: 21-00035

vs.

Respondent  
Charles Schwab & Co., Inc.

Hearing Site: Minneapolis, Minnesota

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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 Robert V. Webb (“Claimant”) appeared pro se.

For Respondent Charles Schwab & Co., Inc. (“Respondent”): Gregory M. Scanlon, Esq., Charles Schwab & Co., Inc., Lone Tree, Colorado.

**CASE INFORMATION**

Statement of Claim filed on or about: January 7, 2021.  
Claimant signed the Submission Agreement: December 19, 2020.

Statement of Answer filed on or about: March 10, 2021.  
Respondent signed the Submission Agreement: March 9, 2021.

**CASE SUMMARY**

In the Statement of Claim, Claimant alleged that he was the victim of a scam that resulted in Respondent wiring funds from his account to an account that was not his and Respondent only recovered a portion of those funds.

Unless specifically admitted in the Statement of Answer, Respondent denied the allegations made in the Statement of Claim and asserted various affirmative defenses.

### **RELIEF REQUESTED**

In the Statement of Claim, Claimant requested \$6,520.00 in damages.

In the Statement of Answer, Respondent requested that the Arbitrator dismiss the Statement of Claim with prejudice, assess all costs and forum fees against Claimant, and award such other relief as provided by law.

### **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 \$325.00 filing fee that Claimant deposited previously.
3. 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 \$325.00 Member Surcharge previously invoiced.

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

**ARBITRATOR**

Frederick Ramos

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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**

***Frederick Ramos***

Frederick Ramos  
Sole Public Arbitrator

**05/27/2021**

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.

May 28, 2021

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