

Award
FINRA Dispute Resolution Services

In the Matter of the Arbitration Between:

Claimant
Erguis Mertiri

Case Number: 21-01035

vs.

Respondent
Charles Schwab & Co., Inc.

Hearing Site: New York, New York

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 Erguis Mertiri appeared pro se.

For Respondent Charles Schwab & Co., Inc.: Adam A. Brown, Esq., Charles Schwab & Co., Inc., Lone Tree, Colorado.

CASE INFORMATION

Statement of Claim filed on or about: April 20, 2021.

Erguis Mertiri signed the Submission Agreement: April 20, 2021.

Statement of Answer filed by Respondent on or about: June 24, 2021.

Charles Schwab & Co., Inc. signed the Submission Agreement: June 24, 2021.

CASE SUMMARY

In the Statement of Claim, Claimant asserted the following cause of action: trading errors. The causes of action relate to AMC and Nokia stock.

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 compensatory damages in the amount of \$6,865.91.

In the Statement of Answer, Respondent requested that the Arbitrator dismiss Claimant's claim in its entirety; enter an award in Respondent's favor against Claimant for Respondent's costs and forum fees; and 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. Any and all claims for relief not specifically addressed herein are denied.
3. FINRA Dispute Resolution Services shall retain the \$325.00 filing fee that Claimant deposited previously.

FEES

Pursuant to the Code:

1. Respondent Charles Schwab & Co., Inc. has paid to FINRA Dispute Resolution Services the \$325.00 Member Surcharge.

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

ARBITRATOR

Robert Elliot Harrison

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Sole Public Arbitrator

I, the undersigned Arbitrator, do hereby affirm, pursuant to Article 7507 of the Civil Practice Law and Rules, that I am the individual described herein and who executed this instrument, which is my award.

Arbitrator's Signature

Robert Elliot Harrison

Robert Elliot Harrison
Sole Public Arbitrator

09/16/2021

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.

September 17, 2021

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