

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

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In the Matter of the Arbitration Between:

Claimant  
Cobra Trading, Inc.

Case Number: 21-01578

vs.

Respondents  
Helio Oliveira  
Oliveira Sousa LLC

Hearing Site: Hartford, Connecticut

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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: Member vs. Customers

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

**REPRESENTATION OF PARTIES**

For Claimant Cobra Trading, Inc.: Chadd Hessing, Cobra Trading, Inc., Carrollton, Texas.

Respondents Helio Oliveira and Oliveira Sousa LLC did not enter an appearance.

**CASE INFORMATION**

Statement of Claim filed on or about: June 21, 2021.

Cobra Trading, Inc. signed the Submission Agreement: June 21, 2021.

Respondents did not file a Statement of Answer or sign the Submission Agreement.

**CASE SUMMARY**

In the Statement of Claim, Claimant asserted the following cause of action: collection of unpaid debit balance. The cause of action relates to a retail brokerage account.

**RELIEF REQUESTED**

In the Statement of Claim, Claimant requested compensatory damages in the amount of \$9,015.62; costs associated with recouping those losses including, but not limited to, attorney’s fees, arbitration expenses, interest, and travel.

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

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

Respondents did not file a Statement of Answer. The Arbitrator determined that Respondents were served with the Claim Notification letter dated July 1, 2021 by regular mail, and the Overdue Notice (including the Statement of Claim) dated August 23, 2021 by Fed Ex Express Saver, as evidenced by the tracking information available online.

The Claim Notification letter notified Respondents that FINRA rules require parties to use the online DR Portal on a mandatory basis (except pro se investors) and that failure to register for the DR Portal will prevent the submission of pleadings, selection of arbitrators, and receipt of notification relating to case information and deadlines. Respondents failed to register for the DR Portal.

The Arbitrator determined that Respondents are, therefore, bound by the Arbitrator's ruling and determination.

### **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 against Respondent Helio Oliveira are denied in their entirety.
2. Respondent Oliveira Sousa LLC is liable for and shall pay to Claimant the sum of \$8,938.10 in compensatory damages.
3. Any and all claims for relief not specifically addressed herein, including any requests for attorney's fees, are denied.
4. Respondent Oliveira Sousa LLC is liable for and shall pay to Claimant \$750.00 to reimburse Claimant for the filing fee previously paid to FINRA Dispute Resolution Services.
5. FINRA Dispute Resolution Services shall retain the \$750.00 filing fee that Claimant deposited previously.

### **FEES**

Pursuant to the Code:

1. Claimant 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**

Peter E. Gillespie

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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**

***Peter E. Gillespie***

\_\_\_\_\_  
Peter E. Gillespie  
Sole Public Arbitrator

**11/19/2021**

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Signature Date

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November 19, 2021

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