

Award
FINRA Dispute Resolution Services

In the Matter of the Arbitration Between:

Claimant
John L. Hillhouse

Case Number: 21-02115

vs.

Respondents
Ameriprise Financial Services, LLC,
Victor Israel, and
Antwan Cork

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 and Associated Persons

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

REPRESENTATION OF PARTIES

Claimant John L. Hillhouse (“Claimant”) appeared pro se.

For Respondents Ameriprise Financial Services, LLC (“Ameriprise”), Victor Israel (“Israel”), and Antwan Cork (“Cork”), collectively, “Respondents”: Sydney H. Crowder, Esq., Ameriprise Financial Services, LLC, Minneapolis, Minnesota.

CASE INFORMATION

Statement of Claim filed on or about: September 7, 2021.
Claimant’s Answer to Respondents’ Statement of Answer filed on or about: November 9, 2021.
Claimant signed the Submission Agreement: August 30, 2021.

Statement of Answer filed on or about: October 27, 2021.
Ameriprise signed the Submission Agreement: October 27, 2021.
Israel signed the Submission Agreement: September 14, 2021.
Cork signed the Submission Agreement: September 15, 2021.

CASE SUMMARY

In the Statement of Claim, Claimant alleged that Respondents recommended unsuitable investments and did not correctly advise him on those investments, which resulted in financial losses when the market dropped due to the COVID-19 pandemic.

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

In Claimant's Answer to Respondents' Statement of Answer, Claimant asserted that Respondents included erroneous information in their Statement of Answer and reasserted that the Respondents did not properly advise him on investments.

RELIEF REQUESTED

In the Statement of Claim, Claimant requested \$50,000.00 in compensatory damages.

In the Statement of Answer, Respondents requested that the Arbitrator dismiss the Statement of Claim with prejudice and award Respondents the forum costs/fees for having to defend this matter.

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. Respondents jointly and severally shall pay to FINRA Dispute Resolution Services the paper decision fee in the amount of \$300.00.
3. Any and all relief not specifically addressed herein are denied.

FEES

Pursuant to the Code:

1. Ameriprise 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

Brian James Tagtmeier

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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

Brian James Tagtmeier

Brian James Tagtmeier
Sole Public Arbitrator

01/12/2022

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.

January 12, 2022

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