

Award
FINRA Dispute Resolution Services

In the Matter of the Arbitration Between:

Claimant
Samantha Flores

Case Number: 21-02220

vs.

Respondent
Aspiration Financial LLC

Hearing Site: Los Angeles, California

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 Samantha Flores (“Claimant”) appeared pro se.

For Respondent Aspiration Financial LLC (“Respondent”): Connor M. Trafton, Esq., Keesal, Young & Logan, Long Beach, California.

CASE INFORMATION

Statement of Claim filed on or about: August 28, 2021.

Claimant signed the Submission Agreement: August 27, 2021.

Statement of Answer filed by Respondent on or about: October 22, 2021.

Respondent signed the Submission Agreement: October 12, 2021.

CASE SUMMARY

In the Statement of Claim, Claimant asserted the following causes of action: negligence and emotional distress. The causes of action relate to Claimant’s brokerage account held at Respondent.

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:

1. \$13,687.97 in compensatory damages;
2. \$5,000.00 in punitive damages; and
3. Interest.

In the Statement of Answer, Respondent requested:

1. An award in favor of Respondent and against Claimant;
2. Dismissal of the Statement of Claim with prejudice and that Claimant take nothing by way of her claims;
3. Costs; and
4. Other such relief as the Arbitrator deems just and equitable.

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. Respondent is liable for and shall pay to Claimant the sum of \$2,500.00 in compensatory damages.
2. Any and all relief not specifically addressed herein, including requests for punitive damages, are denied.

FEES

Pursuant to the Code:

1. Respondent has paid to FINRA Dispute Resolution Services the \$450.00 Member Surcharge previously invoiced.
2. FINRA Dispute Resolution Services previously deferred Claimant's filing fee of \$425.00.* Upon conclusion of the matter, the Arbitrator determined to assess \$275.00 of the filing fee to Claimant. Respondent is liable for and shall pay to FINRA Dispute Resolution Services \$150.00 of the filing fee.

**The filing fee is made up of a non-refundable and a refundable portion.*

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

ARBITRATOR

Robert E. Jenks

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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

Robert E. Jenks

12/21/2021

Robert E. Jenks
Sole Public Arbitrator

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.

December 22, 2021

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