



Puerto Rico Securities Arbitration Settlements and Awards Sure to Exceed \$1 Billion

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By Craig McCann, Edward O’Neal, Chuan Qin and Mike Yan¹

Craig J. McCann, PhD, CFA
Principal
(202) 251-0273
craigmccann@slcg.com

Edward O’Neal, PhD, CVA
Principal
(336) 655-8718
eddieoneal@slcg.com

Chuan Qin, PhD
Senior Financial Economist
(703) 539-6778
chuanqin@slcg.com

Mike Yan, PhD, CFA, FRM
Principal
(703) 539-6780
mikeyan@slcg.com



Introduction

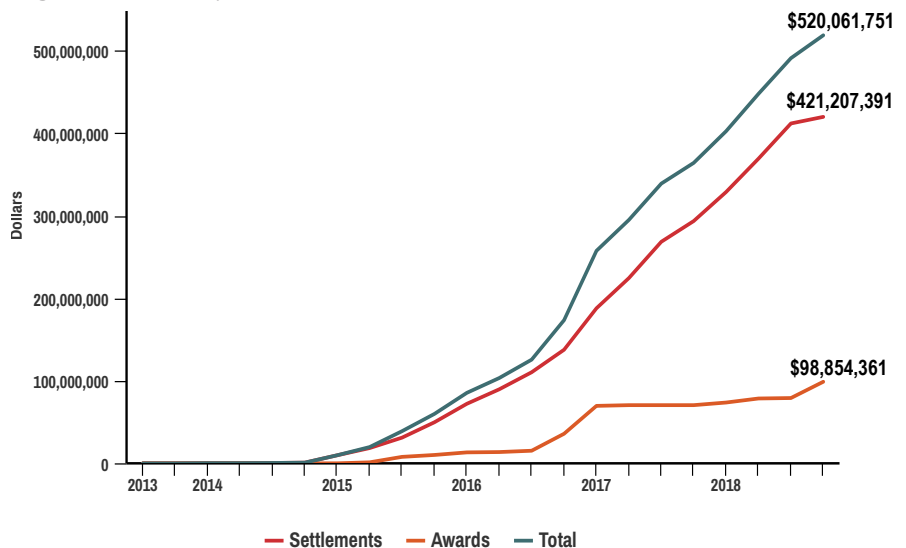
In 2013, a shrinking economy and the government’s loss of continued access to capital markets necessary to make interest payments, refinance principal coming due and to fund an unsustainable government deficit caused Puerto Rico tax exempt bond prices to fall substantially.

Puerto Rico brokerage firms’ customers held poorly diversified securities accounts, concentrated in Puerto Rico municipal bonds or closed end funds that held leveraged portfolios of Puerto Rico municipal bonds. Often these accounts were further leveraged using margin debt, lines of credit or proceeds from non-purpose loans recycled through third-party banks.

The decline in Puerto Rico municipal bond prices combined with widespread concentrated and leveraged brokerage accounts wiped out many Puerto Rican’s investment portfolios in the second half of 2013.

Settlements and awards recently exceeded \$500 million as a result of resolving just 1,719 cases. With 1,502 cases still pending and likely another 1,000 to be filed, total settlements and awards in securities arbitrations in Puerto Rico will be between \$1 billion and \$1.5 billion. See Figure 1.

Figure 1: Monetary Results to Date



Securities Litigation & Consulting Group
8401 Greensboro Drive, Ste. 1050
McLean, VA 22102
(703) 246-9820
info@slcg.com
www.slcg.com

Table 1: Securities Arbitrations against UBS, Santander, Popular, Oriental, and Merrill Lynch in Puerto Rico

Securities Arbitrations in Puerto Rico Since 2013									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q4	44					44		
Subtotal		44							
2014	Q1	133					177	\$232,232	
	Q2	200					377		
	Q3	185	1				561	\$206,102	
	Q4	194	4				751	\$400,118	
Subtotal		712	5					\$838,451	
2015	Q1	72	19	1	1		802	\$8,921,500	\$17,500
	Q2	97	29	2		1	867	\$8,733,886	\$1,200,000
	Q3	250	65	4	1		1,046	\$12,632,975	\$6,611,486
	Q4	182	85	3	1	5	1,134	\$18,623,770	\$2,304,099
Subtotal		601	198	10	3	6		\$48,912,131	\$10,133,085
2016	Q1	115	109	4	1	4	1,131	\$22,390,465	\$3,132,588
	Q2	129	110	1	2	13	1,134	\$17,556,703	\$395,197
	Q3	159	123	3		5	1,162	\$20,672,135	\$1,604,856
	Q4	90	146	4		3	1,099	\$27,252,729	\$20,570,976
Subtotal		493	488	12	3	25		\$87,872,032	\$25,703,617
2017	Q1	76	157	6		2	1,010	\$50,251,567	\$33,788,296
	Q2	139	135	2	1	1	1,010	\$36,564,118	\$866,678
	Q3	150	117			2	1,041	\$44,007,500	
	Q4	200	120				1,122	\$26,498,933	
Subtotal		565	529	8	1	5		\$157,322,117	\$34,654,974
2018	Q1	216	107	5	1	3	1,222	\$35,217,277	\$3,174,970
	Q2	251	149	1	1	9	1,313	\$40,414,122	\$4,895,947
	Q3	270	111	2		3	1,467	\$42,607,711	\$550,000
	Q4	70	30	3	1	1	1,502	\$8,023,549	\$19,741,768
Subtotal		807	397	11	3	16		\$126,262,659	\$28,362,685
To Date		3,222	1,617	41	10	52	1,502	\$421,207,391	\$98,854,361

Arbitration Statistics

At least 3,222 arbitration cases have been filed against UBS Financial Services Inc. of Puerto Rico, Santander Securities LLC, Popular Securities LLC, Oriental Financial Services Corp. and Merrill Lynch, Pierce, Fenner & Smith Inc. between October 1, 2013 and November 15, 2018. See Table 1 and Figure 2. ²

The number of new arbitration filings peaked in 2014 at 712 but 807 new arbitrations have been filed so far in 2018. Settlements and arbitration awards naturally lag filings. So far in

2018, 807 new cases have been filed and only 427 have been resolved so pending cases have increased dramatically. With at least 1,502 cases still pending as of November 15, 2018, and new cases still being filed each quarter, it will be several more years before the Puerto Rico securities arbitrations associated with municipal bond losses in 2013 and thereafter are wound down.

1,617 cases have been settled for a total of \$421.2 million. 51 cases have gone to final arbitration hearings resulting in 41

customer awards totaling \$98.9 million as of November 15, 2018.

Arbitration filings against brokerage firms in Puerto Rico have increased dramatically since 2012. Despite having roughly 1% of the mainland population and 1/2 of 1% of the mainland economy, customer arbitration filings in Puerto Rico have been over 22% of the mainland filings from 2014 to 2018. 35% of customer filings so far in 2018 have been in Puerto Rico. See Figure 3.

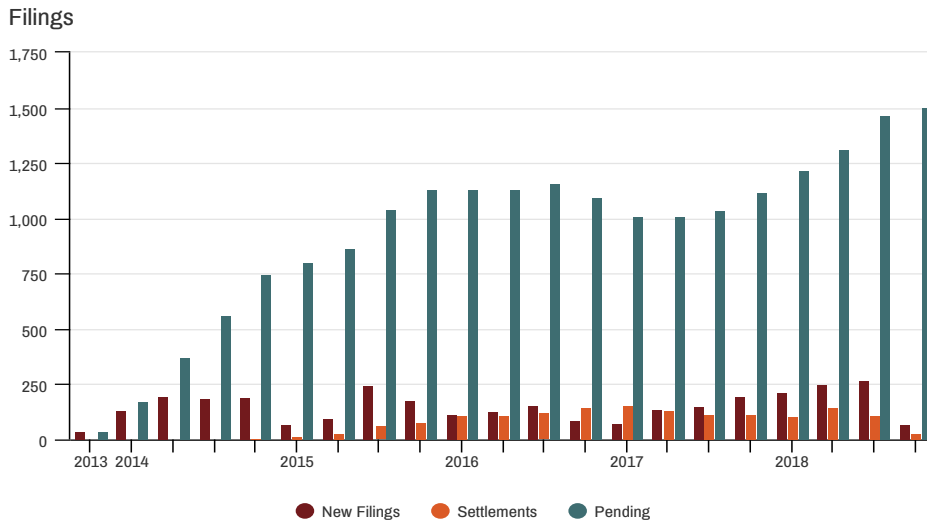


Figure 2: Filings Continue to Accumulate, Pending Claims Increased

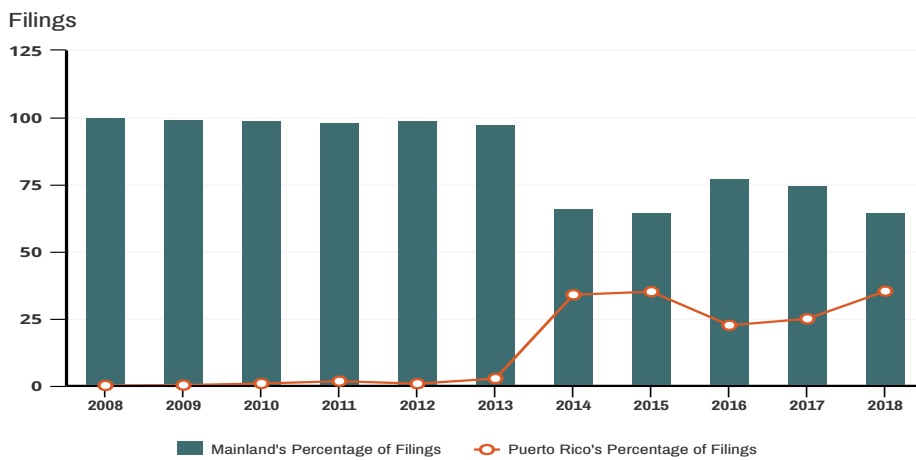
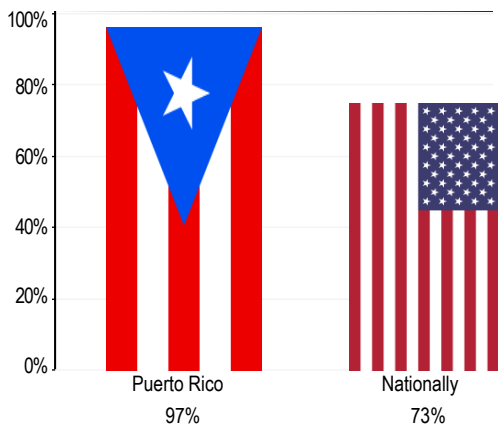


Figure 3: Arbitration Filings in Puerto Rico Increased Dramatically After 2012

a) Cases Settled vs Arbitrated



b) Arbitrated Cases Won by Customer

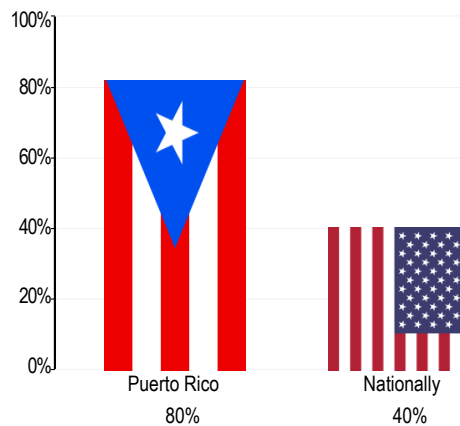


Figure 4: Cases Settled vs Arbitrated in Puerto Rico and Nationally; Arbitrated Cases Won by Customers in Puerto Rico and Nationally

As we explain below, these arbitrations are filed against brokerage firms, not individual brokers. Yet, FINRA forces individual brokers who are not being sued to report the arbitration filings and settlements as black marks on their records while leaving the brokerage firms' public disclosures largely unscathed.

The 1,617 settled cases through November 15, 2018 are 96.9% of the Puerto Rico cases which were either settled or adjudicated. According to FINRA 72.6% of all cases which were either settled or adjudicated from 2014 to 2016 were settled. See Figure 4 a).

At 41-10, customers have so far won 80.4% of the final awards. In contrast, according to FINRA, customers won only 525 of 1,309 (40.1%) final awards during the 2014-2016 time period. The Claimants in Puerto Rico securities arbitrations going to a hearing have been more than twice as successful as the typical FINRA claimant. See Figure 4 b).

The much lower proportion of Puerto Rico cases which go to a hearing than mainland cases and the fact that customers are winning in Puerto Rico at twice the national average strongly suggests too many cases are settling in Puerto Rico rather than going to a hearing.

2,219 of the arbitration cases – 68.9% of the total reported by November 15, 2018 – have been filed against UBS Financial Services Inc. of Puerto Rico (“UBS PR”). UBS PR has settled or arbitrated 1,370 of its cases and 34 have been withdrawn so 815 remained reported as pending on November 15, 2018. See Table 2 and Figure 7.

In addition, 536 of the arbitration cases – 16.6% of the total reported by November 15, 2018 – have been filed against Santander Securities LLC (“Santander”). Santander had settled or arbitrated 146 cases and 3 have been withdrawn so 387 remained reported as pending on November 15, 2018.

215 of the arbitration cases – 6.7% of the total reported by November 15, 2018 – have been filed against Popular Securities LLC (“Popular”). Popular had settled or arbitrated 62 cases and 10 were withdrawn so 143 remained reported as pending on November 15, 2018.

99 of the arbitration cases – 3.1% of the total reported by November 15, 2018 – have been filed against Merrill Lynch. Merrill Lynch had settled or arbitrated 51 cases and 3 were withdrawn so 45 remained reported as pending on November 15, 2018.

153 of the arbitration cases – 4.8% of the total reported by November 15, 2018 – have been filed against Oriental Financial Services Corp. (“Oriental”). Oriental had settled or arbitrated 39 cases and 2 has been withdrawn so 112 remained reported as pending on November 15, 2018.

Table 2:
Securities Arbitrations Filed and Pending by Brokerage Firm

Securities Arbitrations in Puerto Rico													
		Total		UBS PR		Santander		Popular		Merrill Lynch		Oriental	
		Filed	Pending	Filed	Pending	Filed	Pending	Filed	Pending	Filed	Pending	Filed	Pending
2013	Q4	44	44	37	37	2	2	1	1	3	3	1	1
	Subtotal	44		37		2		1		3		1	
2014	Q1	133	177	119	156	6	8	1	2	5	8	2	3
	Q2	200	377	168	324	13	21	11	13	4	12	4	7
	Q3	185	561	133	456	24	45	12	25	10	22	6	13
	Q4	194	751	163	617	11	54	11	36	5	27	4	17
	Subtotal	712		583		54		35		24		16	
2015	Q1	72	802	55	655	7	59	7	43	2	29	1	16
	Q2	97	867	84	713	4	59	1	44	3	31	5	20
	Q3	250	1,047	218	875	15	70	6	45	8	36	3	21
	Q4	182	1,135	146	950	16	77	10	49	6	34	4	25
	Subtotal	601		503		42		24		19		13	
2016	Q1	115	1,132	84	940	16	79	8	54	2	31	5	28
	Q2	129	1,135	92	922	23	97	7	57	3	33	0	26
	Q3	159	1,163	105	921	31	117	10	59	8	37	7	29
	Q4	90	1,100	60	845	16	127	5	59	6	34	8	35
	Subtotal	493		341		86		30		19		20	
2017	Q1	76	1,011	56	764	13	127	2	54	2	31	3	35
	Q2	139	1,011	82	734	33	146	13	60	7	37	4	34
	Q3	150	1,042	78	709	35	175	18	76	7	40	12	41
	Q4	200	1,022	108	709	42	210	24	97	6	45	20	61
	Subtotal	565		324		123		57		22		39	
2018	Q1	216	1,222	112	738	67	264	15	103	2	39	20	78
	Q2	251	1,313	131	743	73	319	27	124	4	39	16	88
	Q3	270	1,467	151	807	70	371	23	142	6	42	20	105
	Q4	70	1,502	37	815	19	387	3	143	3	45	8	112
	Subtotal	807		431		229		68		15		64	
To Date		3,222	1,502	2,219	815	536	387	215	143	99	45	153	112

The number of new arbitrations filed has increased each quarter since the 1st quarter of 2017. Filings in the 2nd and 3rd quarters of 2018 exceed the previous highest quarterly filings in the 3rd quarter of 2015. As a result, the number of filings in Puerto Rico continues to rapidly accumulate. See Figure 5.

After dipping in 2017, the number of pending arbitrations has increased 50% in 2018. So far in 2018, 807 new cases have been filed and only 327 have been resolved and the number of pending cases now exceeds 1,500. See Figure 6.

Much of the increase in pending cases is due to the dramatic increase in new filings and pending cases against

Santander. So far Santander has had 536 cases filed against it, or 24% of the 2,219 cases filed against UBS. Given the relative size of these two firms and similar business models in Puerto Rico, there should be 300 more cases filed against Santander. We expect the trend of increasing cases against Santander to continue into 2019.

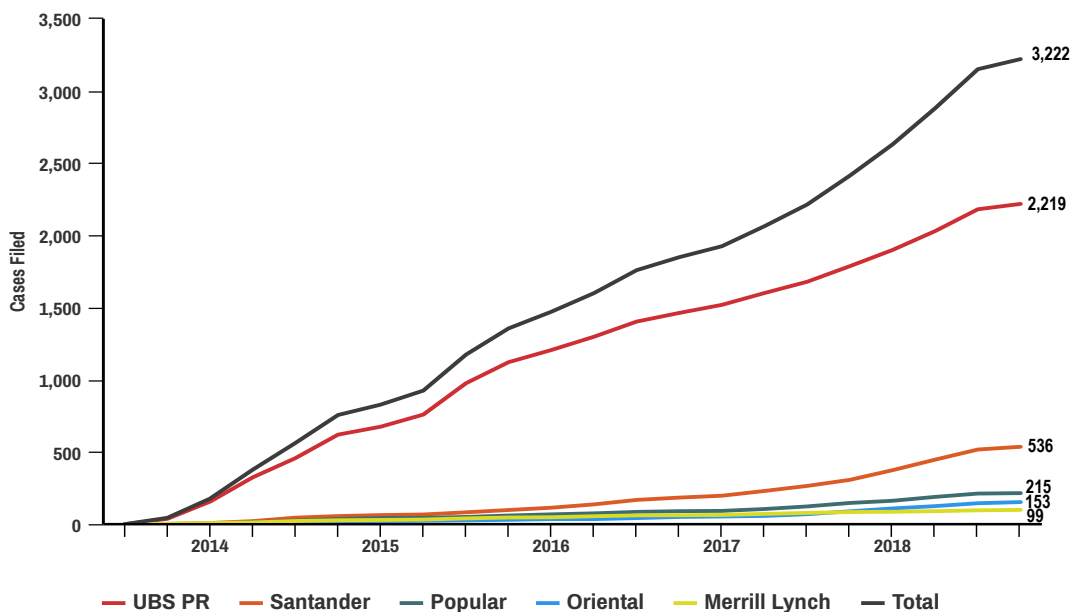


Figure 5: Cases Filed to Date

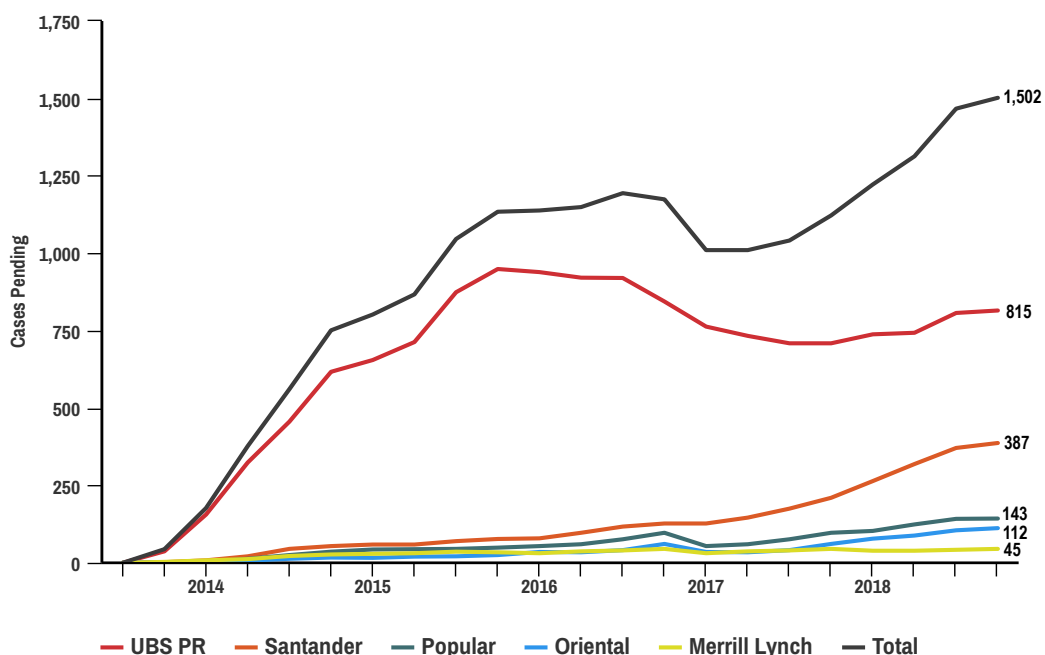


Figure 6: Cases Pending to Date

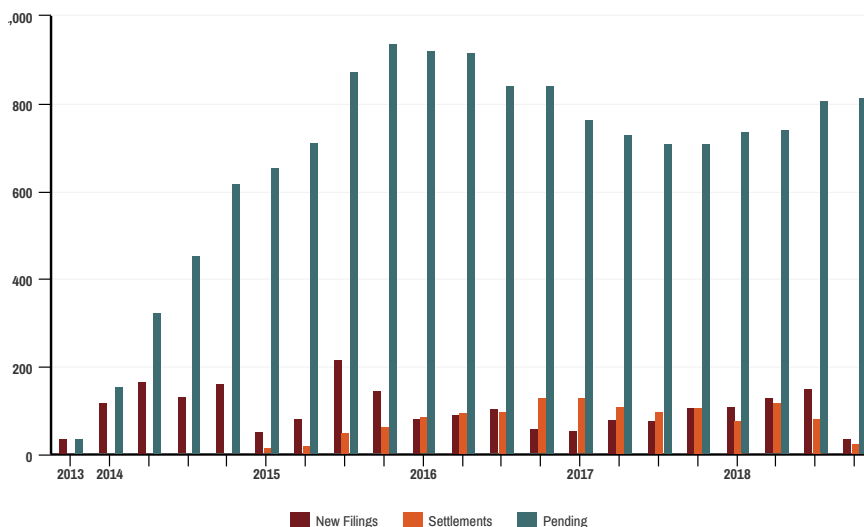
Methodology and Data

We identify arbitration filings and settlements by examining the BrokerCheck reports of brokers registered with UBS PR, Santander, Popular, Oriental and Merrill Lynch at any time between 2005 and 2013. We assign arbitration filings found on the brokers' BrokerCheck reports according to a field which identifies the employing firm where the complained of conduct occurred. For example, if a current Santander broker has an arbitration filing listed on her BrokerCheck report that specifies UBS PR as the firm where the conduct occurred we assign that filing to UBS PR not Santander.

We found 4,496 arbitrations filed after September 30, 2013 on 332 individual brokers' BrokerCheck reports. After eliminating duplicates, 3,322 unique arbitrations were reported on at least one broker's BrokerCheck report as having been filed against the five Puerto Rico brokerage firms between October 1, 2013 and November 15, 2018.

Since brokerage firms associate most but not all arbitration filings with one or more individual brokers and only arbitrations resulting in a customer award at final hearing are reflected on brokerage firms' BrokerCheck reports, our results may underestimate the actual number of cases filed, settled or still pending.

Figure 7: Vast Majority of Filings against UBS



In addition, brokerage firms appear to have considerable discretion when reporting dollar values of individual settlements and awards. For instance, we observe settlements and awards where Claimants receive large cash payments and are absolved of debit balances created as a result of investment losses complained about and which Respondents seek to collect. Claimants' counsel is typically compensated for debit balances zeroed out and logically these nullified debit balances should be included in the disclosed monetary compensation paid but are not.

FINRA and the brokerage firms have information which would reflect additional filings and settlements and higher dollar figures than we can estimate from individual brokers' BrokerCheck reports. The industry could disclose precisely how many cases have been filed against a firm in Puerto Rico and how much has been paid to settle the cases but does not disclose this information.

We develop our lower bound estimate of the number of cases filed, settled or pending by building up from cases identified on brokers' BrokerCheck reports because brokerage firms' BrokerCheck reports are uninformative. For example, UBS PR's BrokerCheck report (available at https://files.brokercheck.finra.org/firm/firm_13042.pdf) includes only 36 cases filed since October 1, 2013 even though at least 2,219 arbitrations have been filed against UBS PR since that date. These 36 cases are only the cases

which have gone to a final hearing and which UBS PR reported having lost by November 15, 2018. FINRA does not report the remaining 2,183 arbitrations filed against UBS PR on UBS PR's BrokerCheck report.

Brokers are not named in the vast majority of arbitrations filings; in most cases customers sue only their brokerage firm - UBS PR, Santander, Popular, Oriental and Merrill Lynch in the case of recent Puerto Rico securities arbitrations. Brokers rarely make any contribution to the payments. Brokers contributed to only 0.12% (2 of 1,617) of the settlements identified in Table 1, and only 0.01% (\$47,178) of the \$421.2 million in settlements.

Despite not being named in the arbitrations and not contributing to the settlements, the 1,617 settled cases filed since October 1, 2013 are reported on the brokers' BrokerCheck reports but missing from the BrokerCheck reports of the brokerage firms actually being sued - UBS PR, Santander, Popular, Oriental and Merrill Lynch.

FINRA applies the same perverse logic to pending cases. The 1,502 pending cases we identified are all listed on at least one individual broker's BrokerCheck report yet all are missing from the BrokerCheck reports of UBS PR, Santander, Popular, Oriental and Merrill Lynch.

In sum, there have been at least 3,222 arbitrations filed against UBS PR, Santander, Popular, Oriental and Merrill Lynch in Puerto Rico but only 41 show up on these five firms' BrokerCheck reports despite the lawsuits being virtually all filed only against the brokerage firms; all but 10 cases where the customer lost at a final hearing on the other hand are on the individual brokers' BrokerCheck reports despite the fact the brokers were not sued and were not contributing to the settlements.

UBS Financial Services, Inc. of Puerto Rico

There are 387 brokers registered with UBS PR at some point in time between 2005 and 2013. 192 of these brokers have at least one customer complaint against UBS PR on their BrokerCheck reports filed on or after October 1, 2013.³ The total number of customer

complaints against UBS PR reported on these brokers' BrokerCheck reports is 3,327. Removing duplicates, we find that there are 2,218 customer-related arbitrations reported on individual brokers' BrokerCheck reports as filed against UBS PR between October 1, 2013 and November 15, 2018.

UBS PR has paid at least \$353.1 million settling 1,329 filings as of November 15, 2018. 40 have gone to a final hearing and at least 815 are still pending with many more being filed each quarter. See Table 3.

Arbitrations Against UBS Financial Services, Inc. of Puerto Rico									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q1	37					37		
	Subtotal	37							
2014	Q1	119					156		
	Q2	168					324		
	Q3	133	1				456	\$165,050	
	Q4	163	2				617	\$132,000	
	Subtotal	583	3					\$297,050	
2015	Q1	55	17				655	\$8,738,500	
	Q2	84	23	2		1	713	\$7,406,782	\$1,200,000
	Q3	217	51	4	1		874	\$9,991,025	\$6,611,486
	Q4	146	64	3		4	949	\$16,172,239	\$2,304,099
	Subtotal	502	155	9	1	5		\$42,308,546	\$10,115,585
2016	Q1	84	87	4	1	2	939	\$19,516,215	\$3,132,588
	Q2	92	97	1	1	11	921	\$16,268,703	\$395,197
	Q3	105	99	2		5	920	\$18,549,635	\$1,250,000
	Q4	60	131	4		1	844	\$24,671,179	\$20,570,976
	Subtotal	341	414	11	2	19		\$79,005,732	\$25,348,761
2017	Q1	56	131	5		1	763	\$43,795,586	\$32,980,296
	Q2	82	110	2			733	\$31,909,055	\$866,678
	Q3	78	101			1	709	\$35,979,000	
	Q4	108	108				709	\$23,976,433	
	Subtotal	324	450	7		2		\$135,660,073	\$33,846,974
2018	Q1	112	78	4		1	738	\$25,024,277	\$2,924,970
	Q2	131	120	1	1	4	743	\$30,312,622	\$4,895,947
	Q3	151	83	2		2	807	\$33,294,787	\$550,000
	Q4	37	26	2		1	815	\$7,195,474	\$19,567,481
	Subtotal	431	307	9	1	8		\$95,827,160	\$27,938,398
To Date		2,218	1,329	36	4	34	815	\$353,098,562	\$97,249,718

Table 3: Securities Arbitrations filed against UBS

Santander Securities LLC

There are 225 brokers who were registered with Santander Securities LLC at some time between 2005 and 2013 and had an office in Puerto Rico. 60 of these brokers have at least one customer complaint against Santander on their BrokerCheck reports filed on or after October 1, 2013. The total number of customer complaints against Santander

reported on these brokers' BrokerCheck reports is 765. Eliminating duplicates, we find that there are 536 customer-related arbitrations reported on individual brokers' BrokerCheck reports as filed against Santander Securities LLC between October 1, 2013 and November 15, 2018.

Santander has paid \$47.5 million settling 143 of them as of November 15, 2018. 3 have gone to a final hearing and 387 are still pending with many more being filed each quarter.

Table 4: Securities Arbitrations filed against Santander Securities

Arbitrations Against Santander Securities LLC									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q4	2					2		
Subtotal		2							
2014	Q1	6					8		
	Q2	13					21		
	Q3	24					45		
	Q4	11	2				54	\$211,000	
Subtotal		54	2					\$211,000	
2015	Q1	7	1	1			59	\$120,000	\$17,500
	Q2	4	4				59	\$1,029,103	
	Q3	15	4				70	\$465,000	
	Q4	16	9				77	\$1,190,000	
Subtotal		42	18	1				\$2,804,103	\$17,500
2016	Q1	16	14				79	\$2,483,750	
	Q2	23	3		1	1	97	\$407,500	
	Q3	31	11				117	\$1,421,500	
	Q4	16	6				127	\$1,725,000	
Subtotal		86	34		1	1		\$6,037,750	
2017	Q1	13	13				127	\$5,039,000	
	Q2	33	13			1	146	\$3,392,063	
	Q3	35	6				175	\$7,166,000	
	Q4	42	7				210	\$875,000	
Subtotal		123	39			1		\$16,472,063	
2018	Q1	67	13				264	\$7,081,000	
	Q2	73	17			1	319	\$8,230,000	
	Q3	70	18				371	\$5,982,924	
	Q4	19	2		1		387	\$658,075	
Subtotal		229	50		1	1		\$21,951,999	
To Date		536	143	1	2	3	387	\$47,476,915	\$17,500

Popular Securities, LLC

There are 235 brokers who were registered with Popular at some time between 2005 and 2013 and had an office in Puerto Rico. 58 of these brokers have at least one customer complaint against Popular on their BrokerCheck reports filed on or after October 1, 2013. The total number of customer complaints

against Popular reported on these brokers' BrokerCheck reports is 341. Eliminating duplicates, we find that there are 215 customer-related arbitrations reported on individual brokers' BrokerCheck reports as filed against Popular between October 1, 2013 and November 15, 2018.

Popular has paid \$7.9 million settling 58 of the customer complaints as of November 15, 2018. 4 has gone to a final hearing and 143 are still pending.

Arbitrations Against Popular Securities LLC									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q4	1					1		
Subtotal		1							
2014	Q1	1					2		
	Q2	11					13		
	Q3	12					25	\$41,052	
	Q4	11					36	\$57,118	
Subtotal		35						\$98,170	
2015	Q1	7					43		
	Q2	1					44		
	Q3	6	5				45	\$239,450	
	Q4	10	4		1	1	49	\$302,500	
Subtotal		24	9		1	1		\$541,950	
2016	Q1	8	2			1	54	\$62,500	
	Q2	7	4				57	\$374,000	
	Q3	10	7	1			59	\$498,000	\$354,856
	Q4	5	3			2	59	\$205,000	
Subtotal		30	16	1		3		\$1,139,500	\$354,856
2017	Q1	2	7				54	\$479,481	
	Q2	13	7				60	\$668,000	
	Q3	18	1			1	76	\$215,000	
	Q4	24	3				97	\$172,500	
Subtotal		57	18			1		\$1,534,981	
2018	Q1	15	7	1		1	103	\$2,080,000	\$250,000
	Q2	27	3			3	124	\$1,005,000	
	Q3	23	4			1	142	\$1,420,000	
	Q4	3	1	1			143	\$125,000	\$173,537
Subtotal		68	15	2		5		\$4,630,000	\$423,537
To Date		215	58	3	1	10	143	\$7,944,601	\$778,393

Table 5: Securities Arbitrations files against Popular Securities

Merrill Lynch, Pierce, Fenner & Smith Inc. (“Merrill Lynch”)

There are 69 brokers who were registered with Merrill Lynch at some time between 2005 and 2013 and had an office in Puerto Rico. 32 of these brokers have at least one customer complaint against Merrill Lynch on their BrokerCheck reports filed on or after October 1, 2013. The total number of custom-

er complaints against Merrill Lynch reported on these brokers’ BrokerCheck reports is 125. Eliminating duplicates, we find that there are 99 customer-related arbitrations reported on individual brokers’ BrokerCheck reports as against Merrill Lynch filed between October 1, 2013 and November 15, 2018.

Merrill Lynch has paid \$7.8 million settling 50 of them as of November 15, 2018. One has gone to a final hearing, 3 were withdrawn and 45 were still pending as of November 15, 2018.

Table 6: Securities Arbitrations filed against Merrill Lynch

Arbitrations Against Merrill Lynch									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q4	3					3		
Subtotal		3							
2014	Q1	5					8	\$232,232	
	Q2	4					12		
	Q3	10					22		
	Q4	5					27		
Subtotal		24						\$232,232	
2015	Q1	2					29		
	Q2	3	1				31	\$298,000	
	Q3	8	3				36	\$1,880,000	
	Q4	6	8				34	\$948,497	
Subtotal		19	12					\$3,126,497	
2016	Q1	2	4			1	31	\$172,500	
	Q2	7	4			1	33	\$259,000	
	Q3	6	2				37	\$95,000	
	Q4	1	4				34	\$591,550	
Subtotal		16	14			2		\$1,118,050	
2017	Q1	2	5				31	\$902,500	
	Q2	7	1				37	\$40,000	
	Q3	7	4				40	\$180,000	
	Q4	6	1				45	\$75,000	
Subtotal		22	11					\$1,197,500	
2018	Q1	2	6		1	1	39	\$875,000	
	Q2	4	4				39	\$335,000	
	Q3	6	3				42	\$915,000	
	Q4	3					45		
Subtotal		15	13		1	1		\$2,125,000	
To Date		99	50	0	1	3	45	\$7,799,279	

Oriental Financial Services Corp

There are 132 brokers who were registered with Oriental at some time between 2005 and 2013 and had an office in Puerto Rico. 30 of these brokers have at least one customer complaint against Oriental on their BrokerCheck reports filed on or after October 1, 2013. The total number of customer complaints

against Oriental reported on these brokers' BrokerCheck reports is 196. Eliminating duplicates, we find that there are 153 customer-related arbitrations reported on individual brokers' BrokerCheck reports as against Oriental filed between October 1, 2013 and November 15, 2018.

Oriental has paid \$3.5 million settling 36 of the customer complaints as of November 15, 2018. Three have gone to a final hearing and 112 are still pending.

Arbitrations Against Oriental Financial Services Corp.									
		Number					Monetary Results		
		Filed	Settled	Arbitrated		Withdrawn	Pending	Settlements	Awards
				Win	Loss				
2013	Q4	1					1		
Subtotal		1							
2014	Q1	2					3		
	Q2	4					7		
	Q3	6					13		
	Q4	4					17		
Subtotal		16							
2015	Q1	1	1		1		16	\$63,000	
	Q2	5	1				20		
	Q3	3	2				21	\$57,500	
	Q4	4					25	\$10,534	
Subtotal		13	4		1			\$131,034	
2016	Q1	5	2				28	\$155,500	
	Q2	0	2				26	\$247,500	
	Q3	7	4				29	\$108,000	
	Q4	8	2				35	\$60,000	
Subtotal		20	10					\$571,000	
2017	Q1	3	1	1		1	35	\$35,000	\$808,000
	Q2	4	4		1		34	\$555,000	
	Q3	12	5				41	\$467,500	
	Q4	20					61		
Subtotal		39	10	1	1	1		\$1,057,500	\$808,000
2018	Q1	20	3				78	\$157,000	
	Q2	16	5			1	88	\$531,500	
	Q3	20	3				105	\$995,000	
	Q4	8	1				112	\$45,000	
Subtotal		64	12			1		\$1,728,500	
To Date		153	36	1	2	2	112	\$3,488,034	\$808,000

Table 7: Securities Arbitrations filed against Oriental Financial Services

Endnotes

1. © Securities Litigation and Consulting Group, Inc, 2018. The primary authors of this report are Craig McCann, Edward O'Neal, Chuan Qin and Mike Yan.
2. The numbers reported in the text and tables are based on BrokerCheck reports downloaded on November 15, 2018.
3. A customer complaint is a "Customer Dispute" event with status "Settled", "Pending", or "Award/Judgment" as disclosed on a broker's BrokerCheck report.