

BrokerCheck Report

PEDRO PABLO GOMEZ

CRD# 2068388

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When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

Please contact FINRA with any concerns.

About BrokerCheck®



BrokerCheck offers information on all current, and many former, registered securities brokers, and all current and former registered securities firms. FINRA strongly encourages investors to use BrokerCheck to check the background of securities brokers and brokerage firms before deciding to conduct, or continue to conduct, business with them.

- **What is included in a BrokerCheck report?**

- BrokerCheck reports for individual brokers include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards. BrokerCheck reports for brokerage firms include information on a firm's profile, history, and operations, as well as many of the same disclosure events mentioned above.
- Please note that the information contained in a BrokerCheck report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the broker or brokerage firm, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

- **Where did this information come from?**

- The information contained in BrokerCheck comes from FINRA's Central Registration Depository, or CRD® and is a combination of:
 - information FINRA and/or the Securities and Exchange Commission (SEC) require brokers and brokerage firms to submit as part of the registration and licensing process, and
 - information that regulators report regarding disciplinary actions or allegations against firms or brokers.

- **How current is this information?**

- Generally, active brokerage firms and brokers are required to update their professional and disciplinary information in CRD within 30 days. Under most circumstances, information reported by brokerage firms, brokers and regulators is available in BrokerCheck the next business day.

- **What if I want to check the background of an investment adviser firm or investment adviser representative?**

- To check the background of an investment adviser firm or representative, you can search for the firm or individual in BrokerCheck. If your search is successful, click on the link provided to view the available licensing and registration information in the SEC's Investment Adviser Public Disclosure (IAPD) website at <https://www.adviserinfo.sec.gov>. In the alternative, you may search the IAPD website directly or contact your state securities regulator at <http://www.finra.org/Investors/ToolsCalculators/BrokerCheck/P455414>.

- **Are there other resources I can use to check the background of investment professionals?**

- FINRA recommends that you learn as much as possible about an investment professional before deciding to work with them. Your state securities regulator can help you research brokers and investment adviser representatives doing business in your state.

Thank you for using FINRA BrokerCheck.



Using this site/information means that you accept the FINRA BrokerCheck Terms and Conditions. A complete list of Terms and Conditions can be found at brokercheck.finra.org



For additional information about the contents of this report, please refer to the User Guidance or www.finra.org/brokercheck. It provides a glossary of terms and a list of frequently asked questions, as well as additional resources. For more information about FINRA, visit www.finra.org.

**PEDRO P. GOMEZ**

CRD# 2068388

Currently employed by and registered with the following Firm(s):

- B MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED**
 15 2ND ST / 15 CALLE 2
 GUAYNABO, PR 00968
 CRD# 7691
 Registered with this firm since: 06/26/2008

Report Summary for this Broker

This report summary provides an overview of the broker's professional background and conduct. Additional information can be found in the detailed report.

Broker Qualifications

This broker is registered with:

- 6 Self-Regulatory Organizations
- 11 U.S. states and territories

This broker has passed:

- 0 Principal/Supervisory Exams
- 2 General Industry/Product Exams
- 2 State Securities Law Exams

Registration History

This broker was previously registered with the following securities firm(s):

- B SANTANDER SECURITIES**
 CRD# 41791
 GUAYNABO, PR
 02/1997 - 06/2008
- B PAINWEBBER INCORPORATED OF PUERTO RICO**
 CRD# 13042
 HATO REY, PR
 02/1991 - 01/1997
- B PAINWEBBER INCORPORATED**
 CRD# 8174
 WEEHAWKEN, NJ
 07/1990 - 01/1997

Disclosure Events

All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.

Are there events disclosed about this broker? **Yes**

The following types of disclosures have been reported:

Type	Count
Customer Dispute	17



Broker Qualifications

Registrations

This section provides the self-regulatory organizations (SROs) and U.S. states/territories the broker is currently registered and licensed with, the category of each license, and the date on which it became effective. This section also provides, for every brokerage firm with which the broker is currently employed, the address of each branch where the broker works.

This individual is currently registered with 6 SROs and is licensed in 11 U.S. states and territories through his or her employer.

Employment 1 of 1

Firm Name: **MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED**

Main Office Address: **ONE BRYANT PARK
NEW YORK, NY 10036**

Firm CRD#: **7691**

	SRO	Category	Status	Date
B	Cboe BYX Exchange, Inc.	General Securities Representative	Approved	05/13/2014
B	Cboe BZX Exchange, Inc.	General Securities Representative	Approved	05/13/2014
B	Cboe Exchange, Inc.	General Securities Representative	Approved	06/26/2008
B	FINRA	General Securities Representative	Approved	06/26/2008
B	Nasdaq Stock Market	General Securities Representative	Approved	06/26/2008
B	New York Stock Exchange	General Securities Representative	Approved	06/26/2008

	U.S. State/ Territory	Category	Status	Date
B	Connecticut	Agent	Approved	01/23/2025
B	Florida	Agent	Approved	06/26/2008
B	Georgia	Agent	Approved	04/12/2021
B	Massachusetts	Agent	Approved	07/06/2023
B	Nevada	Agent	Approved	02/01/2013
B	New Jersey	Agent	Approved	01/17/2023
B	New York	Agent	Approved	06/25/2009



Broker Qualifications

Employment 1 of 1, continued

	U.S. State/ Territory	Category	Status	Date
B	Ohio	Agent	Approved	11/30/2020
B	Puerto Rico	Agent	Approved	06/26/2008
B	South Dakota	Agent	Approved	06/16/2025
B	Texas	Agent	Approved	04/16/2025

Branch Office Locations

MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
15 2ND ST / 15 CALLE 2
GUAYNABO, PR 00968



Broker Qualifications

Industry Exams this Broker has Passed

This section includes all securities industry exams that the broker has passed. Under limited circumstances, a broker may attain a registration after receiving an exam waiver based on exams the broker has passed and/or qualifying work experience. Any exam waivers that the broker has received are not included below. A passed exam or exam waiver does not permit a broker to do business without an active SRO or state registration.

This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 2 state securities law exams.

Principal/Supervisory Exams

Exam	Category	Date
No information reported.		

General Industry/Product Exams

Exam	Category	Date
B Securities Industry Essentials Examination	SIE	10/01/2018
B General Securities Representative Examination	Series 7	07/30/1990

State Securities Law Exams

Exam	Category	Date
IA Uniform Investment Adviser Law Examination	Series 65	07/13/1996
B Uniform Securities Agent State Law Examination	Series 63	12/01/1990

Additional information about the above exams or other exams FINRA administers to brokers and other securities professionals can be found at www.finra.org/brokerqualifications/registeredrep/.

Broker Qualifications



Professional Designations

This section details that the representative has reported **0** professional designation(s).

No information reported.



Registration and Employment History

Registration History

The broker previously was registered with the following firms:

Registration Dates	Firm Name	CRD#	Branch Location
B 02/1997 - 06/2008	SANTANDER SECURITIES	41791	GUAYNABO, PR
B 02/1991 - 01/1997	PAINWEBBER INCORPORATED OF PUERTO RICO	13042	HATO REY, PR
B 07/1990 - 01/1997	PAINWEBBER INCORPORATED	8174	WEEHAWKEN, NJ

Employment History

This section provides up to 10 years of an individual broker's employment history as reported by the individual broker on the most recently filed Form U4.

Please note that the broker is required to provide this information only while registered with FINRA or a national securities exchange and the information is not updated via Form U4 after the broker ceases to be registered. Therefore, an employment end date of "Present" may not reflect the broker's current employment status.

Employment	Employer Name	Position	Investment Related	Employer Location
12/2009 - Present	BANK OF AMERICA, N.A.	Senior Financial Advisor	Y	GUAYNABO, PR, United States
06/2008 - Present	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED	Senior Financial Advisor	Y	GUAYNABO, PR, United States

Other Business Activities

This section includes information, if any, as provided by the broker regarding other business activities the broker is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious or fraternal and is recognized as tax exempt.

(1) FOR PROFIT

STRATEGIC MOBILE SERVICES CORP

SAN JUAN PR 936

4 HOURS MONTHLY

START DATE: 01/03/2011

POSITION: COMMITTEE MEMBER

DUTIES: OFFERING PROGRAMMING SOLUTIONS FOR THE MOBILE INDUSTRY. I WILL INVEST IN THE COMPANY AND GIVE BUSINESS ADVICE TO THE PARTNERS.

I*513975

For profit or not for profit: Entity For Profit



Registration and Employment History

Other Business Activities, continued

Name of outside business organization: INMOBILIARIA MARGARITA CORP

Investment related: N

Address of business: San Juan, PR, 00913

Nature of business: ["Corporation"]

Position, title, association: ["Owner"],

Start date of relationship: 1/1/2010

Number of hours devoted: 1 hour(s) Weekly

Number of hours devoted during trading hours: 1

Duties: , The purpose of this company is to manage my rental properties.

I*29843

FOR PROFIT OR NOT FOR PROFIT: FOR-PROFIT ORGANIZATION

NAME OF OUTSIDE BUSINESS ORGANIZATION: INMOBILIARIA MARGARITA CORP.

INVESTMENT RELATED: N

ADDRESS OF BUSINESS:

SAN JUAN, FLORIDA 913

NATURE OF BUSINESS: CORPORATION,

POSITION, TITLE, ASSOCIATION: OWNER,

START DATE OF RELATIONSHIP: 12:00:00 AM

NUMBER OF HOURS DEVOTED: 10 HOUR(S) MONTHLY

NUMBER OF HOURS DEVOTED DURING TRADING HOURS: 0

DUTIES: PRESIDENT

I*128076

For profit or not for profit: For-Profit Organization

Name of outside business organization: Strategic Ventures LLC

Investment related: N

Address of business:

San Juan, 913

Nature of business: LLC,

Position, title, association: Family Held,

Start date of relationship: 11/22/2019

Number of hours devoted: 6 hour(s) Monthly

Number of hours devoted during trading hours: 0

Duties: Purchase remodel and rent Real state, Business ventures and partnerships

Disclosure Events



What you should know about reported disclosure events:

1. All individuals registered to sell securities or provide investment advice are required to disclose customer complaints and arbitrations, regulatory actions, employment terminations, bankruptcy filings, and criminal or civil judicial proceedings.
2. **Certain thresholds must be met before an event is reported to CRD, for example:**
 - A law enforcement agency must file formal charges before a broker is required to disclose a particular criminal event.
 - A customer dispute must involve allegations that a broker engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.
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3. **Disclosure events in BrokerCheck reports come from different sources:**
 - As mentioned at the beginning of this report, information contained in BrokerCheck comes from brokers, brokerage firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the BrokerCheck report. The different versions will be separated by a solid line with the reporting source labeled.
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4. **There are different statuses and dispositions for disclosure events:**
 - A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" event involves allegations that have not been proven or formally adjudicated.
 - An event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" event has been concluded and its resolution is not subject to change.
 - A final event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally involves an agreement by the parties to resolve the matter. Please note that brokers and brokerage firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually involves no payment to the customer and no finding of wrongdoing on the part of the individual broker. Such matters generally involve customer disputes.

For your convenience, below is a matrix of the number and status of disclosure events involving this broker. Further information regarding these events can be found in the subsequent pages of this report. You also may wish to contact the broker to obtain further information regarding these events.

	Pending	Final	On Appeal
Customer Dispute	0	17	N/A



Disclosure Event Details

When evaluating this information, please keep in mind that a disclosure event may be pending or involve allegations that are contested and have not been resolved or proven. The matter may, in the end, be withdrawn, dismissed, resolved in favor of the broker, or concluded through a negotiated settlement for certain business reasons (e.g., to maintain customer relationships or to limit the litigation costs associated with disputing the allegations) with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to CRD and therefore some of the specific data fields contained in the report may be blank if the information was not provided to CRD.

Customer Dispute - Settled

This type of disclosure event involves a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit containing allegations of sale practice violations against the broker that resulted in a monetary settlement to the customer.

Disclosure 1 of 16

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	Merrill Lynch, Pierce, Fenner & Smith Incorporated
Allegations:	The Customer alleges unsuitable investment recommendations and misrepresentation.
Product Type:	Debt-Government
Alleged Damages:	\$850,000.00
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	19-02419
Filing date of arbitration/CFTC reparation or civil litigation:	08/21/2019

Customer Complaint Information

Date Complaint Received:	08/26/2019
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Complaint Pending?	No
Status:	Settled
Status Date:	08/22/2022
Settlement Amount:	\$135,000.00
Individual Contribution Amount:	\$0.00

Disclosure 2 of 16

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	Merrill Lynch, Pierce, Fenner & Smith Incorporated
Allegations:	The Customer alleges unsuitable investment recommendations and misrepresentation and omission of material facts from 2008 to 2015.
Product Type:	Debt-Municipal Other: Closed End Funds
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	Damages are not specified.
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	15-02277
Filing date of arbitration/CFTC reparation or civil litigation:	08/26/2015

Customer Complaint Information

Date Complaint Received:	11/02/2015
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Complaint Pending?	No
Status:	Settled
Status Date:	05/17/2018
Settlement Amount:	\$210,000.00
Individual Contribution Amount:	\$0.00

Disclosure 3 of 16

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Allegations:	THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM 2009 TO 2015.
Product Type:	Debt-Municipal
Alleged Damages:	\$1,644,000.00
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	15-01811
Filing date of arbitration/CFTC reparation or civil litigation:	07/15/2015

Customer Complaint Information

Date Complaint Received:	07/23/2015
Complaint Pending?	No
Status:	Settled
Status Date:	03/09/2018



Settlement Amount: \$330,000.00

Individual Contribution Amount: \$0.00

Disclosure 4 of 16

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMERS ALLEGE UNSUITABLE INVESTMENT RECOMMENDATIONS, UNAUTHORIZED TRADING AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM FEBRUARY 2010 TO APRIL 2014.

Product Type: Debt-Municipal
Other: CLOSED END FUNDS

Alleged Damages: \$1,300,063.00

Is this an oral complaint? No

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA

Docket/Case #: 14-02784

Filing date of arbitration/CFTC reparation or civil litigation: 09/09/2014

Customer Complaint Information

Date Complaint Received: 09/17/2014

Complaint Pending? No

Status: Settled

Status Date: 10/15/2019

Settlement Amount: \$350,000.00



Individual Contribution Amount: \$0.00

Disclosure 5 of 16

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS.

Product Type: Debt-Municipal

Alleged Damages: \$180,000.00

Is this an oral complaint? No

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA

Docket/Case #: 14-01828

Filing date of arbitration/CFTC reparation or civil litigation: 06/10/2014

Customer Complaint Information

Date Complaint Received: 06/25/2014

Complaint Pending? No

Status: Settled

Status Date: 03/22/2016

Settlement Amount: \$77,500.00

Individual Contribution Amount: \$0.00

Disclosure 6 of 16



Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Allegations:	THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS, MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM 2012 TO 2013
Product Type:	Debt-Municipal
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	DAMAGES ARE NOT SPECIFIED.
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	14-01670
Filing date of arbitration/CFTC reparation or civil litigation:	05/27/2014

Customer Complaint Information

Date Complaint Received:	06/12/2014
Complaint Pending?	No
Status:	Settled
Status Date:	07/09/2015
Settlement Amount:	\$317,000.00
Individual Contribution Amount:	\$0.00

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Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMERS ALLEGE UNSUITABLE INVESTMENT RECOMMENDATIONS, UNAUTHORIZED TRADING AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM SEPTEMBER 2009 TO DECEMBER 2013.

Product Type: Debt-Municipal
Other: CLOSE END FUNDS

Alleged Damages: \$4,940,000.00

Is this an oral complaint? No

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA

Docket/Case #: 14-01102

Filing date of arbitration/CFTC reparation or civil litigation: 04/07/2014

Customer Complaint Information

Date Complaint Received: 06/20/2014

Complaint Pending? No

Status: Settled

Status Date: 09/21/2015

Settlement Amount: \$363,000.00

Individual Contribution Amount: \$0.00

Disclosure 8 of 16

Reporting Source: Broker



Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMERS ALLEGE UNSUITABLE INVESTMENT RECOMMENDATIONS, FAILURE TO FOLLOW INSTRUCTIONS AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM NOVEMBER 2011 TO AUGUST 2013. ACTIVITY PERIOD: 11/30/2011 - 08/31/2013

Product Type: Other: CLOSED END FUNDS

Alleged Damages: \$0.00

Alleged Damages Amount Explanation (if amount not exact): DAMAGES ARE NOT SPECIFIED.

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 11/01/2013

Complaint Pending? No

Status: Settled

Status Date: 03/11/2014

Settlement Amount: \$232,232.00

Individual Contribution Amount: \$0.00

Disclosure 9 of 16

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED

Allegations: THE CUSTOMER ALLEGES UNAUTHORIZED USE OF MARGIN, UNSUITABLE INVESTMENT RECOMMENDATIONS, EXCESSIVE TRADING, FAILURE TO



FOLLOW INSTRUCTIONS AND MISREPRESENTATION AND OMISSION OF MATERIAL FACTS FROM JANUARY 2011 TO SEPTEMBER 2013.

Product Type: Debt-Municipal

Alleged Damages: \$1,552,645.63

Arbitration Information

Arbitration/CFTC reparation claim filed with (FINRA, AAA, CFTC, etc.): FINRA

Docket/Case #: 13-02895

Date Notice/Process Served: 10/21/2013

Arbitration Pending? No

Disposition: Settled

Disposition Date: 11/11/2015

Monetary Compensation Amount: \$836,997.00

Individual Contribution Amount: \$0.00

Disclosure 10 of 16

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES LLC

Allegations: CUSTOMERS ALLEGE THAT INVESTMENT RECOMMENDATIONS RESULTED IN UNSUITABLE TRANSACTIONS DUE TO THEIR PROFILE AND RESULTING LEVEL OF CONCENTRATION

Product Type: Debt-Corporate

Alleged Damages: \$800,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum FINRA - SAN JUAN, PR



or court name and location:

Docket/Case #: 12-03323
Filing date of arbitration/CFTC reparation or civil litigation: 09/11/2012

Customer Complaint Information

Date Complaint Received: 09/26/2012
Complaint Pending? No
Status: Settled
Status Date: 12/20/2013
Settlement Amount: \$101,575.00
Individual Contribution Amount: \$0.00

Reporting Source: Broker
Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES LLC

Allegations: CUSTOMERS ALLEGE THAT INVESTMENT RECOMMENDATIONS RESULTED IN UNSUITABLE TRANSACTIONS DUE TO THEIR PROFILE AND RESULTING LEVEL OF CONCENTRATION.

Product Type: Debt-Corporate

Alleged Damages: \$800,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA - SAN JUAN, PR

Docket/Case #: 12-03323



Filing date of arbitration/CFTC reparation or civil litigation: 09/11/2012

Customer Complaint Information

Date Complaint Received: 09/26/2012
Complaint Pending? No
Status: Settled
Status Date: 12/20/2013
Settlement Amount: \$101,575.00
Individual Contribution Amount: \$0.00

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Reporting Source: Firm
Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES
Allegations: CUSTOMER ALLEGES UNSUITABLE RECOMMENDATIONS
Product Type: Debt-Corporate
Alleged Damages: \$26,482.90
Is this an oral complaint? Yes
Is this a written complaint? No
Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 11/19/2010
Complaint Pending? No
Status: Settled
Status Date: 11/19/2010
Settlement Amount: \$26,482.90



Individual Contribution Amount: \$0.00

Firm Statement THE FIRM EXPECTS MR. GOMEZ TO REIMBURSE THE FIRM, PURSUANT TO HIS COMPENSATION AGREEMENT, THE AMOUNT SETTLED WITH THE CUSTOMER.

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES

Allegations: CUSTOMER ALLEGES UNSUITABLE RECOMMENDATIONS.

Product Type: Debt-Corporate

Alleged Damages: \$26,482.90

Is this an oral complaint? Yes

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 11/19/2010

Complaint Pending? No

Status: Settled

Status Date: 11/19/2010

Settlement Amount: \$26,482.90

Individual Contribution Amount: \$0.00

Disclosure 12 of 16

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES

Allegations: CUSTOMERS ALLEDGED STRUCTURED PRODUCT UNAUTHORIZED



TRADING AND UNSUITABILITY IN LIGHT OF THEIR INVESTMENT OBJECTIVE AND RISK TOLERANCE.

Product Type: Other: REVERSE CONVERTIBLES

Alleged Damages: \$545,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 02/13/2009

Complaint Pending? No

Status: Settled

Status Date: 04/01/2010

Settlement Amount: \$200,000.00

Individual Contribution Amount: \$0.00

Firm Statement THE FIRM INTENDS TO MAKE THE EFFORTS FOR MR. GOMEZ TO REIMBURSE THE FIRM FOR THE SETTLEMENT AMOUNT PURSUANT TO HIS COMPENSATION GUIDE.

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: MERRILL LYNCH, PIERCE, FENNER, & SMITH INCORPORATED

Allegations: CUSTOMERS ALLEGED STRUCTURED PRODUCT UNAUTHORIZED TRADING AND UNSUITABILITY IN LIGHT OF THEIR INVESTMENT OBJECTIVES AND RISK TOLERANCE.

Product Type: Other: REVERSE CONVERTIBLES

Alleged Damages: \$545,000.00

Is this an oral complaint? No

Is this a written complaint? Yes



**Is this an arbitration/CFTC
reparation or civil litigation?** No

Customer Complaint Information

Date Complaint Received: 02/13/2009
Complaint Pending? No
Status: Settled
Status Date: 04/01/2010
Settlement Amount: \$200,000.00
**Individual Contribution
Amount:** \$0.00

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Reporting Source: Firm
**Employing firm when
activities occurred which led
to the complaint:** SANTANDER SECURITIES
Allegations: AN INTERNAL REVIEW REFLECTED A CONCENTRATION AND APPARENT
UNSUITABILITY.
Product Type: Debt-Corporate
Alleged Damages: \$300,000.00
Is this an oral complaint? No
Is this a written complaint? Yes
**Is this an arbitration/CFTC
reparation or civil litigation?** No

Customer Complaint Information

Date Complaint Received: 11/06/2008
Complaint Pending? No
Status: Settled
Status Date: 11/07/2008
Settlement Amount: \$300,000.00
Individual Contribution \$0.00



Amount:

Reporting Source: Broker

Employing firm when activities occurred which led to the complaint: SANTANDAR SECURITIES

Allegations: AN INTERNAL REVIEW REFLECTED A CONCENTRATION AND APPARENT UNSUITABILITY.

Product Type: Debt-Corporate

Alleged Damages: \$300,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 11/06/2008

Complaint Pending? No

Status: Settled

Status Date: 11/07/2008

Settlement Amount: \$300,000.00

Individual Contribution Amount: \$0.00

Disclosure 14 of 16

Reporting Source: Firm

Employing firm when activities occurred which led to the complaint: SANTANDER SECURITIES

Allegations: CUSTOMERS ALLEDGED THAT CERTAIN INVESTMENTS IN STRUCTURED PRODUCTS WERE UNSUITABLE IN LIGHT OF THEIR INVESTMENT OBJECTIVES AND RISK TOLERANCE AND RESULTED IN OVERCONCENTRATION OF THEIR ACCOUNTS. CUSTOMER ALSO ALLEGES THAT SOME TRANSACTIONS WERE NOT AUTHORIZED BY THEM.



Product Type: Debt-Corporate
Options

Alleged Damages: \$1,575,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

**Is this an arbitration/CFTC
reparation or civil litigation?** Yes

**Arbitration/Reparation forum
or court name and location:** FINRA

Docket/Case #: 11-03108

**Filing date of
arbitration/CFTC reparation
or civil litigation:** 08/17/2011

Customer Complaint Information

Date Complaint Received: 08/24/2011

Complaint Pending? No

Status: Settled

Status Date: 12/18/2012

Settlement Amount: \$199,000.00

**Individual Contribution
Amount:** \$0.00

Firm Statement SANTANDER SECURITIES OFFERED CUSTOMERS A PAYMENT OF \$80,000 IN AN ATTEMPT TO SETTLE THE CUSTOMERS' COMPLAINT EARLY TO AVOID THE EXPENSES AND COSTS OF LITIGATION FOR BOTH PARTIES. CUSTOMERS DECLINED THE OFFER AND THE COMPLAINT EVOLVED INTO AN ARBITRATION. PARTIES SETTLED FOR THE AMOUNT OF \$199,000.00

Reporting Source: Broker

**Employing firm when
activities occurred which led
to the complaint:** SANTANDER SECURITIES

Allegations: CUSTOMERS ALLEDGED THAT CERTAIN INVESTMENTS IN STRUCTURED PRODUCTS WERE UNSUITABLE IN LIGHT OF THEIR



INVESTMENT OBJECTIVES AND RISK TOLERANCE AND RESULTED IN OVERCONCENTRATION OF THEIR ACCOUNTS. CUSTOMER ALSO ALLEGES THAT SOME TRANSACTIONS WERE NOT AUTHORIZED BY THEM.

Product Type: Debt-Corporate
Options

Alleged Damages: \$1,575,000.00

Is this an oral complaint? No

Is this a written complaint? Yes

**Is this an arbitration/CFTC
reparation or civil litigation?** Yes

**Arbitration/Reparation forum
or court name and location:** FINRA

Docket/Case #: 11-03108

**Filing date of
arbitration/CFTC reparation
or civil litigation:** 08/17/2011

Customer Complaint Information

Date Complaint Received: 08/24/2011

Complaint Pending? No

Status: Settled

Status Date: 12/18/2012

Settlement Amount: \$199,000.00

**Individual Contribution
Amount:** \$0.00

Broker Statement SANTANDER SECURITIES OFFERED CUSTOMERS A PAYMENT OF \$80,000 IN AN ATTEMPT TO SETTLE THE CUSTOMERS' COMPLAINT EARLY TO AVOID THE EXPENSES AND COSTS OF LITIGATION FOR BOTH PARTIES. CUSTOMERS DECLINED THE OFFER AND THE COMPLAINT EVOLVED INTO AN ARBITRATION. PARTIES SETTLED FOR THE AMOUNT OF \$199,000.00

Disclosure 15 of 16

Reporting Source: Firm



Employing firm when activities occurred which led to the complaint:	SANTANDER SECURITIES
Allegations:	CUSTOMERS ALLEDGED THAT STRUCTURED PRODUCT WAS UNSUITABLE IN LIGHT OF THEIR INVESTMENT OBJECTIVE AND RISK TOLERANCE.
Product Type:	Debt-Corporate
Alleged Damages:	\$194,037.50
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	09/24/2008
Complaint Pending?	No
Status:	Settled
Status Date:	10/09/2008
Settlement Amount:	\$150,000.00
Individual Contribution Amount:	\$0.00

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	SANTANDER SECURITIES
Allegations:	CUSTOMER ALLEDGED THAT STRUCTURED PRODUCT WAS UNSUITABLE IN LIGHT OF THEIR INVESTMENT OBJECTIVE AND RISK TOLERANCE.
Product Type:	Debt-Corporate
Alleged Damages:	\$194,037.50
Is this an oral complaint?	No
Is this a written complaint?	Yes



**Is this an arbitration/CFTC
reparation or civil litigation?** No

Customer Complaint Information

Date Complaint Received: 09/24/2008
Complaint Pending? No
Status: Settled
Status Date: 10/09/2008
Settlement Amount: \$150,000.00
**Individual Contribution
Amount:** \$0.00

Disclosure 16 of 16

Reporting Source: Broker
**Employing firm when
activities occurred which led
to the complaint:** SANTANDER SECURITIES CORPORATION
Allegations: AS OF JUNE 2002, CUSTOMER CLAIMS UNSUITABLE MUTUAL FUND
PURCHASES. POOR ACCOUNT PERFORMANCE.
Product Type: Mutual Fund(s)
Alleged Damages: \$1,358,169.44

Customer Complaint Information

Date Complaint Received: 02/20/2003
Complaint Pending? No
Status: Settled
Status Date: 04/06/2004
Settlement Amount: \$450,000.00
**Individual Contribution
Amount:** \$0.00

Arbitration Information

**Arbitration/Reparation Claim
filed with and Docket/Case
No.:** NASD 04-00236



Date Notice/Process Served:	02/04/2004
Arbitration Pending?	No
Disposition:	Settled
Disposition Date:	04/06/2004
Monetary Compensation Amount:	\$450,000.00
Individual Contribution Amount:	\$0.00
Broker Statement	BROKER DENIES CHARGES. BROKER CLAIMS THE TRANSACTIONS WERE SUITABLE AND CUSTOMER WAS AWARE OF THE TRADES. CLIENT HELD MUTUAL FUNDS FOR 2 YEARS AND WHEN MV STARTED TO DECLINE, CLIENT CLAIMS NOT SUITABLE



Customer Dispute - Closed-No Action / Withdrawn / Dismissed / Denied

This type of disclosure event involves (1) a consumer-initiated, investment-related arbitration or civil suit containing allegations of sales practice violations against the individual broker that was dismissed, withdrawn, or denied; or (2) a consumer-initiated, investment-related written complaint containing allegations that the broker engaged in sales practice violations resulting in compensatory damages of at least \$5,000, forgery, theft, or misappropriation, or conversion of funds or securities, which was closed without action, withdrawn, or denied.

Disclosure 1 of 1

Reporting Source:	Broker
Employing firm when activities occurred which led to the complaint:	MERRILL LYNCH, PIERCE, FENNER & SMITH INCORPORATED
Allegations:	THE CUSTOMER ALLEGES UNSUITABLE INVESTMENT RECOMMENDATIONS AND MISREPRESENTATION FROM MAY 2011 TO NOVEMBER 2013.
Product Type:	Debt-Municipal
Alleged Damages:	\$0.00
Alleged Damages Amount Explanation (if amount not exact):	DAMAGES ARE NOT SPECIFIED.
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	11/29/2013
Complaint Pending?	No
Status:	Denied
Status Date:	02/24/2014
Settlement Amount:	
Individual Contribution Amount:	

End of Report



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