

## BrokerCheck Report

### LORENZO A DELGADO BUSTAMANTE

CRD# 5086059

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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](http://brokercheck.finra.org)



For additional information about the contents of this report, please refer to the User Guidance or [www.finra.org/brokercheck](http://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](http://www.finra.org).



## LORENZO A. DELGADO BUSTAMANTE

CRD# 5086059

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

**IA KOVACK ADVISORS, INC.**  
3 Calle 1 Suite 405  
Metro Office Park  
Guaynabo, PR 00968  
CRD# 140808  
Registered with this firm since: 05/26/2016

**B KOVACK SECURITIES INC.**  
3 Calle 1 Suite 405  
Metro Office Park  
Guaynabo, PR 00968  
CRD# 44848  
Registered with this firm since: 05/25/2016

## 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:

- 2 Self-Regulatory Organizations
- 3 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):

- IA ORIENTAL FINANCIAL SERVICES CORP.**  
CRD# 29753  
SAN JUAN, PR  
12/2015 - 05/2016
- B ORIENTAL FINANCIAL SERVICES CORP.**  
CRD# 29753  
SAN JUAN, PR  
11/2007 - 05/2016
- IA COMMERCEBANK INVESTMENTS SERVICES, INC.**  
CRD# 117284  
CORAL GABLES, FL  
07/2007 - 10/2007

### 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 | 6     |



## 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 2 SROs and is licensed in 3 U.S. states and territories through his or her employer.**

#### Employment 1 of 2

Firm Name: **KOVACK ADVISORS, INC.**  
 Main Office Address: **6451 N. FEDERAL HWY  
 SUITE 1201  
 FT. LAUDERDALE, FL 33308**  
 Firm CRD#: **140808**

|    | U.S. State/ Territory | Category                          | Status   | Date       |
|----|-----------------------|-----------------------------------|----------|------------|
| IA | Puerto Rico           | Investment Adviser Representative | Approved | 05/26/2016 |

### Branch Office Locations

6451 N. FEDERAL HWY  
 SUITE 1201  
 FT. LAUDERDALE, FL 33308

3 Calle 1 Suite 405  
 Metro Office Park  
 Guaynabo, PR 00968

#### Employment 2 of 2

Firm Name: **KOVACK SECURITIES INC.**  
 Main Office Address: **6451 N. FEDERAL HWY.  
 SUITE 1201  
 FT. LAUDERDALE, FL 33308**  
 Firm CRD#: **44848**

|   | SRO   | Category                          | Status   | Date       |
|---|-------|-----------------------------------|----------|------------|
| B | FINRA | General Securities Representative | Approved | 05/25/2016 |



## Broker Qualifications

### Employment 2 of 2, continued

| SRO                          | Category                          | Status   | Date       |
|------------------------------|-----------------------------------|----------|------------|
| <b>B</b> Nasdaq Stock Market | General Securities Representative | Approved | 05/25/2016 |

| U.S. State/ Territory | Category | Status   | Date       |
|-----------------------|----------|----------|------------|
| <b>B</b> Florida      | Agent    | Approved | 05/26/2016 |
| <b>B</b> New York     | Agent    | Approved | 05/26/2016 |
| <b>B</b> Puerto Rico  | Agent    | Approved | 05/26/2016 |

### Branch Office Locations

#### KOVACK SECURITIES INC.

3 Calle 1 Suite 405  
 Metro Office Park  
 Guaynabo, PR 00968

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## 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>B</b> Securities Industry Essentials Examination    | SIE      | 10/01/2018 |
| <b>B</b> General Securities Representative Examination | Series 7 | 01/24/2006 |

### State Securities Law Exams

| Exam  | Category  | Date       |
|---|-----------|------------|
| <b>IA</b> Uniform Investment Adviser Law Examination    | Series 65 | 03/07/2006 |
| <b>B</b> Uniform Securities Agent State Law Examination | Series 63 | 02/14/2006 |

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/](http://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         |
|----|--------------------|---|--------|-------------------------|
| IA | 12/2015 - 05/2016  | ORIENTAL FINANCIAL SERVICES CORP.       | 29753  | SAN JUAN, PR            |
| B  | 11/2007 - 05/2016  | ORIENTAL FINANCIAL SERVICES CORP.       | 29753  | SAN JUAN, PR            |
| IA | 07/2007 - 10/2007  | COMMERCEBANK INVESTMENTS SERVICES, INC. | 117284 | CORAL GABLES, FL        |
| B  | 03/2007 - 10/2007  | COMMERCEBANK INVESTMENT SERVICES, INC.  | 117284 | CORAL GABLES, FL        |
| IA | 03/2006 - 03/2007  | WACHOVIA SECURITIES, LLC                | 19616  | HATO REY (SAN JUAN), PR |
| B  | 01/2006 - 03/2007  | WACHOVIA SECURITIES, LLC                | 19616  | HATO REY (SAN JUAN), PR |

### 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                  |
|-------------------|----------------------------------|---------------------------|--------------------|------------------------------------|
| 05/2016 - Present | Kovack Advisors, Inc             | Investment Advisor        | Y                  | Fort Lauderdale, FL, United States |
| 05/2016 - Present | Kovack Securities, Inc.          | Registered Representative | Y                  | Fort Lauderdale, FL, United States |
| 10/2007 - 05/2016 | ORIENTAL FINANCIAL SERVICES CORP | FINANCIAL ADVISOR         | Y                  | SAN JUAN, 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) SMART INSURANCE AGENCY - 3 CALLE 1 SUITE 405, METRO OFFICE PARK, GUAYNABO, PR 00968; INSURANCE AGENCY; INVESTMENT RELATED; SALES AGENT; 15% OF TIME SPENT.



# Registration and Employment History

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## 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.
  -
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       | 6     | 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 6

|  |   |
|--|---|
| <b>Reporting Source:</b>   | Firm  |
| <b>Employing firm when activities occurred which led to the complaint:</b> | ORIENTAL FINANCIAL SERVICES   |
| <b>Allegations:</b>  | PERIOD 2005-2013. ALLEGES CONCENTRATION IN PR SECURITIES, MISREPRESENTATION OF SUITABILITY, FRAUD, BREACH OF FID DUTY, NEGLIGENCE, VIOLATION FINRA RULES, PR AND FEDERAL LAW. |
| <b>Product Type:</b>   | Other: PUERTO RICO CLOSED END FUNDS   |
| <b>Alleged Damages:</b>  | \$225,000.00  |
| <b>Is this an oral complaint?</b>  | No  |
| <b>Is this a written complaint?</b>  | No  |
| <b>Is this an arbitration/CFTC reparation or civil litigation?</b>         | Yes   |
| <b>Arbitration/Reparation forum or court name and location:</b>            | FINRA   |
| <b>Docket/Case #:</b>  | 21-00864  |
| <b>Filing date of arbitration/CFTC reparation or civil litigation:</b>     | 03/31/2021  |

### Customer Complaint Information

**Date Complaint Received:** 04/05/2021



**Complaint Pending?** No

**Status:** Settled

**Status Date:** 04/18/2022

**Settlement Amount:** \$65,000.00

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** PERIOD 2005-2013. ALLEGES CONCENTRATION IN PR SECURITIES, MISREPRESENTATION OF SUITABILITY, FRAUD, BREACH OF FID DUTY, NEGLIGENCE, VIOLATION FINRA RULES, PR AND FEDERAL LAW.

**Product Type:** Other: PUERTO RICO CLOSED END FUNDS

**Alleged Damages:** \$225,000.00

**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 #:** 21-00864

**Filing date of arbitration/CFTC reparation or civil litigation:** 03/31/2021

### Customer Complaint Information

**Date Complaint Received:** 04/05/2021

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 04/18/2022



**Settlement Amount:** \$65,000.00

**Individual Contribution Amount:** \$0.00

#### Disclosure 2 of 6

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** PERIOD 2003-2013. Alleges reckless recommendation and unsuitable concentration in PR bonds, PR CEF and PR open end funds. Breach of fid duty, fraud, breach of contract

**Product Type:** Debt-Municipal  
Other: PUERTO RICO CLOSED END AND OPEN END FUNDS

**Alleged Damages:** \$544,857.00

**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 #:** 19-01825

**Filing date of arbitration/CFTC reparation or civil litigation:** 06/26/2019

#### Customer Complaint Information

**Date Complaint Received:** 06/27/2019

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 11/01/2021

**Settlement Amount:** \$95,000.00

**Individual Contribution Amount:** \$0.00



**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** PERIOD 2003-2013. Alleges reckless recommendation and unsuitable concentration in PR bonds, PR CEF and PR open end funds. Breach of fid duty, fraud, breach of contract

**Product Type:** Other: PUERTO RICO CLOSED END AND OPEN END FUNDS

**Alleged Damages:** \$544,857.00

**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 #:** 19-01825

**Filing date of arbitration/CFTC reparation or civil litigation:** 06/26/2019

### Customer Complaint Information

**Date Complaint Received:** 07/10/2019

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 11/01/2021

**Settlement Amount:** \$95,000.00

**Individual Contribution Amount:** \$0.00

### Disclosure 3 of 6

**Reporting Source:** Firm



|  |  |
|--|--|
| <b>Employing firm when activities occurred which led to the complaint:</b> | ORIENTAL FINANCIAL SERVICES  |
| <b>Allegations:</b>  | PERIOD JAN TO JULY 2011. Alleges unsuitable,failure to disclose risks,concentration, breach of fiduciary duty,negligence, breach of contract |
| <b>Product Type:</b>   | Other: PR CLOSED END FUNDS   |
| <b>Alleged Damages:</b>  | \$89,151.00  |
| <b>Is this an oral complaint?</b>  | No   |
| <b>Is this a written complaint?</b>  | Yes  |
| <b>Is this an arbitration/CFTC reparation or civil litigation?</b>         | Yes  |
| <b>Arbitration/Reparation forum or court name and location:</b>            | FINRA  |
| <b>Docket/Case #:</b>  | 18-03440   |
| <b>Filing date of arbitration/CFTC reparation or civil litigation:</b>     | 10/01/2018   |

### Customer Complaint Information

|  |             |
|--|-------------|
| <b>Date Complaint Received:</b>        | 10/02/2018  |
| <b>Complaint Pending?</b>              | No          |
| <b>Status:</b>                         | Settled     |
| <b>Status Date:</b>                    | 06/10/2021  |
| <b>Settlement Amount:</b>              | \$35,000.00 |
| <b>Individual Contribution Amount:</b> | \$0.00      |

|  |  |
|--|--|
| <b>Reporting Source:</b>   | Broker   |
| <b>Employing firm when activities occurred which led to the complaint:</b> | ORIENTAL FINANCIAL SERVICES  |
| <b>Allegations:</b>  | PERIOD JAN TO JULY 2011. Alleges unsuitable,failure to disclose risks,concentration, breach of fiduciary duty,negligence, breach of contract |



**Product Type:** Other: PR CLOSED END FUNDS

**Alleged Damages:** \$89,151.00

**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 #:** 18-03440

**Filing date of arbitration/CFTC reparation or civil litigation:** 10/01/2018

### Customer Complaint Information

**Date Complaint Received:** 10/02/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 06/10/2021

**Settlement Amount:** \$35,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** Representative vehemently denies the allegations made by the claimant. Representative did not sell the assets to the client. Further, when Representative updated the profile with the client, the client did not want to sell the assets and realize losses.

### Disclosure 4 of 6

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** MISREPRESENTED THE RISK OF INVESTMENT, BREACH FID DUTY , BREACH CONTRACT,FRAUD, NEGLIGENCE. ACAT FROM POP SEC WITH PR BONDS 2/2013. PURCHASE IN OFS OPENED END MF.





**Product Type:** Debt-Municipal  
Other: PR CEF

**Alleged Damages:** \$200,000.00

**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 #:** 18-00688

**Filing date of  
arbitration/CFTC reparation  
or civil litigation:** 02/19/2018

### Customer Complaint Information

**Date Complaint Received:** 02/22/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 07/01/2021

**Settlement Amount:** \$30,000.00

**Individual Contribution  
Amount:** \$0.00

**Reporting Source:** Broker

**Employing firm when  
activities occurred which led  
to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** MISREPRESENTED THE RISK OF INVESTMENT, BREACH FID DUTY ,  
BREACH CONTRACT,FRAUD, NEGLIGENCE. ACAT FROM POP SEC WITH PR  
BONDS 2/2013. PURCHASE IN OFS OPENED END MF.

**Product Type:** Debt-Municipal  
Other: PR CEF

**Alleged Damages:** \$200,000.00



**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 #:** 18-00688  
**Filing date of arbitration/CFTC reparation or civil litigation:** 02/19/2018

### Customer Complaint Information

**Date Complaint Received:** 02/22/2018  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 07/01/2021  
**Settlement Amount:** \$30,000.00  
**Individual Contribution Amount:** \$0.00  
**Broker Statement** Representative is not a named party in this arbitration and vehemently denies the allegations.

### Disclosure 5 of 6

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES  
**Allegations:** MISREPRESENTATIONS, UNSUITABLE, FAILURE OF SUPERVISION, BREACH OF CONTRACT, BREACH FID DUTY, NEGLIGENCE  
**Product Type:** Debt-Municipal  
 Other: PR CLOSED END FUNDS  
**Alleged Damages:** \$350,000.00  
**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 #:** 17-03392

**Filing date of arbitration/CFTC reparation or civil litigation:** 12/15/2017

### Customer Complaint Information

**Date Complaint Received:** 12/18/2017

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 08/04/2021

**Settlement Amount:** \$70,000.00

**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Broker

**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES

**Allegations:** MISREPRESENTATIONS, UNSUITABLE, FAILURE OF SUPERVISION, BREACH OF CONTRACT, BREACH FID DUTY, NEGLIGENCE

**Product Type:** Other: PR CLOSED END FUNDS

**Alleged Damages:** \$350,000.00

**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 #:** 17-03392  
**Filing date of arbitration/CFTC reparation or civil litigation:** 12/15/2017

### Customer Complaint Information

**Date Complaint Received:** 12/18/2017  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 08/04/2021  
**Settlement Amount:** \$70,000.00  
**Individual Contribution Amount:** \$0.00

**Broker Statement** Representative vehemently denies the complaint. Representative maintains that he always consulted with and received authorization from the client, and that the client was always aware of the risks involved with their investments. Representative also claims that the transactions were suitable in accordance with the client's investment objectives and risk profile.

### Disclosure 6 of 6

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES  
**Allegations:** PERIOD 2011-2016. Alleges lack of diversification was improper, negligent and unsuitable and breached claimant's instructions to FA.  
**Product Type:** Debt-Municipal  
**Alleged Damages:** \$141,623.90  
**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 #:** 16-00516  
**Filing date of arbitration/CFTC reparation or civil litigation:** 02/26/2016

### Customer Complaint Information

**Date Complaint Received:** 03/01/2016  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 06/18/2019  
**Settlement Amount:** \$10,000.00  
**Individual Contribution Amount:** \$0.00

**Reporting Source:** Broker  
**Employing firm when activities occurred which led to the complaint:** ORIENTAL FINANCIAL SERVICES CORP.

**Allegations:** Claimant allege lack of diversification was improper, negligent and unsuitable and breached Claimant's instructions to FA.

**Product Type:** Debt-Municipal  
Mutual Fund

**Alleged Damages:** \$141,623.90

**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 #:** 16-00516  
**Filing date of arbitration/CFTC reparation or civil litigation:** 02/26/2016



## Customer Complaint Information

**Date Complaint Received:** 03/01/2016

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 06/18/2019

**Settlement Amount:** \$10,000.00

**Individual Contribution Amount:** \$0.00

**Broker Statement** I deny the allegations, mention against me, because I present different alternative outside of Puerto Rico investment through Bond and Equity Mutual Fund and variable annuity but the client didn't accept. His main objective was tax exempt income.

## End of Report



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