



## IAPD Report

# ALBERTO CASTANER

CRD# 1603341

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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.



## IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

### What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD 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 representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

### Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

### How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

### Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page <http://www.nasaa.org/IAPD/IARReports.cfm>

### What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

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

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



## Report Summary

### ALBERTO CASTANER (CRD# 1603341)

The report summary provides an overview of the representative's professional background and conduct. The information contained in this report has been provided by the representative, investment adviser and/or securities firms, and/or securities regulators as part of the states' investment adviser registration and licensing process. The information contained in this report was last updated by the representative, a previous employing firm, or a securities regulator on **12/11/2025**.

### CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
<b>B</b>	OPPENHEIMER & CO. INC.	CRD# 249	01/17/2021
<b>IA</b>	OPPENHEIMER & CO. INC.	CRD# 249	02/11/2021

### QUALIFICATIONS

This representative is currently registered in **9** SRO(s) and **5** jurisdiction(s).

Is this representative currently Inactive or Suspended with any regulator? **No**

**Note:** Not all jurisdictions require IAR registration or may have an exemption from registration.

Additional information including this individual's qualification examinations and professional designations is available in the Detailed Report.

### REGISTRATION HISTORY

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

	FIRM	CRD#	LOCATION	REGISTRATION DATES
<b>IA</b>	MORGAN STANLEY	149777	FT. LAUDERDALE, FL	07/02/2014 - 01/20/2021
<b>B</b>	MORGAN STANLEY	149777	FT. LAUDERDALE, FL	06/27/2014 - 01/20/2021
<b>IA</b>	POPULAR SECURITIES, LLC	8096	SAN JUAN, PR	09/04/2013 - 06/27/2014

For additional registration and employment history details as reported by the individual, refer to the Registration and Employment History section of the Detailed Report.

### DISCLOSURE INFORMATION

Disclosure events include certain criminal charges and convictions, formal investigations and disciplinary actions initiated by regulators, customer disputes and arbitrations, and financial disclosures such as bankruptcies and unpaid judgments or liens.

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

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	9



## Qualifications

### REGISTRATIONS

This section provides the SRO, states and U.S. territories in which the representative is currently registered and licensed, the category of each registration, and the date on which the registration becomes effective. This section also provides, for each firm with which the representative is currently employed, the address of each location where the representative works. This individual is currently registered with 5 jurisdiction(s) and 9 SRO(s) through his or her employer(s).

#### Employment 1 of 1

Firm Name: **OPPENHEIMER & CO. INC.**  
Main Address: 85 BROAD STREET  
22ND FLOOR  
NEW YORK, NY 10004  
Firm ID#: 249

Regulator	Registration	Status	Date
B Cboe Exchange, Inc.	General Securities Representative	Approved	01/17/2021
B FINRA	General Securities Representative	Approved	01/17/2021
B NYSE American LLC	General Securities Representative	Approved	01/17/2021
B NYSE Arca, Inc.	General Securities Representative	Approved	01/17/2021
B NYSE Texas, Inc.	General Securities Representative	Approved	01/17/2021
B Nasdaq ISE, LLC	General Securities Representative	Approved	01/17/2021
B Nasdaq PHLX LLC	General Securities Representative	Approved	01/17/2021
B Nasdaq Stock Market	General Securities Representative	Approved	01/17/2021
B New York Stock Exchange	General Securities Representative	Approved	01/17/2021
B Colorado	Agent	Approved	01/17/2021
B Florida	Agent	Approved	02/11/2021
IA Florida	Investment Adviser Representative	Approved	02/11/2021
B Michigan	Agent	Approved	02/28/2024



### Qualifications

Regulator	Registration	Status	Date
<b>B</b> Pennsylvania	Agent	Approved	02/04/2021
<b>B</b> Puerto Rico	Agent	Approved	01/17/2021

### Branch Office Locations

**OPPENHEIMER & CO. INC.**  
100 SOUTH EAST 3RD AVENUE  
SUITE 2100  
FORT LAUDERDALE, FL 33394



## Qualifications

### PASSED INDUSTRY EXAMS

This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

**This individual has passed 1 principal/supervisory exam, 2 general industry/product exams, and 1 state securities law exam.**

#### Principal/Supervisory Exams

Exam	Category	Date
General Securities Sales Supervisor Examination (Options Module & General Module) (S8)	Series 8	08/26/1998

#### General Industry/Product Exams

Exam	Category	Date
Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
General Securities Representative Examination (S7)	Series 7	12/20/1986

#### State Securities Law Exams

Exam	Category	Date
Uniform Securities Agent State Law Examination (S63)	Series 63	06/27/1992

### PROFESSIONAL DESIGNATIONS

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

No information reported.



## Registration & Employment History

### PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

	Registration Dates	Firm Name	ID#	Branch Location
IA	07/02/2014 - 01/20/2021	MORGAN STANLEY	CRD# 149777	FT. LAUDERDALE, FL
B	06/27/2014 - 01/20/2021	MORGAN STANLEY	CRD# 149777	FT. LAUDERDALE, FL
IA	09/04/2013 - 06/27/2014	POPULAR SECURITIES, LLC	CRD# 8096	SAN JUAN, PR
B	12/08/2007 - 06/27/2014	POPULAR SECURITIES, LLC	CRD# 8096	SAN JUAN, PR
IA	08/09/2011 - 01/31/2012	POPULAR SECURITIES, INC.	CRD# 8096	SAN JUAN, PR
B	07/31/1993 - 12/18/2007	CITIGROUP GLOBAL MARKETS INC.	CRD# 7059	SAN JUAN, PR
B	06/12/1990 - 07/31/1993	LEHMAN BROTHERS INC.	CRD# 7506	NEW YORK, NY
B	12/23/1986 - 06/20/1990	PRUDENTIAL-BACHE SECURITIES INC.	CRD# 7471	NEW YORK, NY
B	02/11/1987 - 06/14/1990	PRUDENTIAL-BACHE CAPITAL FUNDING PUERTO RICO INC.	CRD# 8450	

### EMPLOYMENT HISTORY

Below is the representative's employment history for up to the last 10 years.

Employment Dates	Employer Name	Position	Investment Related	Employer Location
01/2021 - Present	OPPENHEIMER & CO, INC	EXECUTIVE DIRECTOR- INVESTMENTS	Y	FT. LAUDERDALE, FL, United States
01/2015 - 01/2021	MORGAN STANLEY PRIVATE BANK, NATIONAL ASSOCIATION	FINANCIAL ADVISOR	Y	NEW YORK, NY, United States
01/2015 - 01/2021	Morgan Stanley Private Bank, N.A	Financial Advisor	Y	New York, NY, United States
06/2014 - 01/2021	MORGAN STANLEY	FINANCIAL ADVISOR	Y	FORT LAUDERDALE, FL, United States



## Registration & Employment History



### OTHER BUSINESS ACTIVITIES

This section includes information, if any, as provided by the representative regarding other business activities the representative 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. TRUSTEE OF THE JOSE LUIS CASTANER TRUST. DECEASED BROTHER. MANAGING THE INVESTMENTS FOR THE 3 BENEFICIARIES (NEPHEWS) OF THE TRUST UNTIL THEY REACH TEH AGE TO RECEIVE THE ASSETS. WILL BE DEVOTING ABOUT 2-3 HOURS PER MONTH.
2. I AM THE EXECUTOR OF MY DECEASED BROTHER. I HAVE MANAGED, UNDER THE ESTATE, THE ACCOUNTS (BROKERAGE) OF MY 3 NEPHEWS AND THE SECURITIES THEY INHERITED SINCE 2011.THE ACCOUNTS WERE ORIGINALLY OPENED AT POPULAR SECURITIES IN PUERTO RICO, WHERE I WAS EMPLOYED UNTIL 2014. IN 2014, I MOVED TO MORGAN STANLEY AND TRANSFERRED THE ACCOUNTS, UNTIL I MOVED TO OPPENHEIMER IN 2021. THIS ACCOUNTS ARE PRACTICALLY TRANSACTIONAL. THE ACCOUNTS ARE TO COVER MY NEPHEWS' EXPENSES, MOSTLY EDUCATION.



## Disclosure Summary

### Disclosure Information

#### What you should know about reported disclosure events:

##### (1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

##### (2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, 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 IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

##### (3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
  - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
  - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
  - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure 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 represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
  - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

##### (4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



## DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	9

### Customer Dispute

This section provides information regarding a customer dispute that was reported to the Investment Adviser Registration Depository (IARD) by the Investment Adviser Representative (IAR), an investment adviser and/or securities firm, and/or a securities regulator. The event may include a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit that contains allegations of sales practice violations against the individual.

The customer dispute may be pending or may have resulted in a civil judgment, arbitration award, monetary settlement, closure without action, withdrawal, dismissal, denial, or other outcome.

#### Disclosure 1 of 9

<b>Reporting Source:</b>	Firm
<b>Employing firm when activities occurred which led to the complaint:</b>	POPULAR SECURITIES
<b>Allegations:</b>	Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.
<b>Product Type:</b>	Debt-Government Other: Closed-End Funds
<b>Alleged Damages:</b>	\$500,000.00
<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>	20-00004
<b>Filing date of arbitration/CFTC reparation or civil litigation:</b>	12/23/2019

### Customer Complaint Information



**Date Complaint Received:** 01/08/2020  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 06/20/2022  
**Settlement Amount:** \$90,000.00  
**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual  
**Employing firm when activities occurred which led to the complaint:** POPULAR SECURITIES

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
 Other: Closed-End Funds

**Alleged Damages:** \$500,000.00

**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 #:** 20-00004

**Filing date of arbitration/CFTC reparation or civil litigation:** 12/23/2019

**Customer Complaint Information**

**Date Complaint Received:** 01/08/2020

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 06/20/2022

**Settlement Amount:** \$90,000.00

**Individual Contribution Amount:** \$0.00

**Disclosure 2 of 9**

**Reporting Source:** Firm



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

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
Other: CLOSED END FUNDS

**Alleged Damages:** \$120,000.00

**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 #:** 18-03677

**Filing date of arbitration/CFTC reparation or civil litigation:** 10/23/2018

**Customer Complaint Information**

**Date Complaint Received:** 10/29/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 06/08/2021

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

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Individual

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

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
Other: CLOSED END FUNDS

**Alleged Damages:** \$120,000.00

**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 #:** 18-03677

**Filing date of arbitration/CFTC reparation or civil litigation:** 10/29/2018

**Customer Complaint Information**

**Date Complaint Received:** 10/29/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 06/08/2021

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

**Individual Contribution Amount:** \$0.00

**Disclosure 3 of 9**

**Reporting Source:** Firm

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

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
Other: CLOSED END FUNDS

**Alleged Damages:** \$560,000.00

**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 #:** 18-03311

**Filing date of arbitration/CFTC reparation or civil litigation:** 09/20/2018

**Customer Complaint Information**

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

**Complaint Pending?** No



**Status:** Settled  
**Status Date:** 03/03/2020  
**Settlement Amount:** \$75,000.00  
**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual  
**Employing firm when activities occurred which led to the complaint:** MSSB  
**Allegations:** Claimants, PR residents, allege that FA Alberto Castaner - whom they followed from Popular - encouraged them to hold various PR bond investments.  
**Product Type:** Debt-Government  
Other: Closed-End Funds  
**Alleged Damages:** \$560,000.00  
**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 #:** 18-03311  
**Filing date of arbitration/CFTC reparation or civil litigation:** 09/20/2018

**Customer Complaint Information**

**Date Complaint Received:** 09/20/2018  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 03/27/2020  
**Settlement Amount:** \$25,000.00  
**Individual Contribution Amount:** \$0.00

**Broker Statement** In order to avoid the costs and uncertainties of litigation, Morgan Stanley agreed to pay claimant \$25,000.00 in full and final settlement of any and all claims asserted by claimant in this proceeding. This is a separate settlement from that of Popular Securities settlement of \$75,000 with the status date of 3/3/2020

**Disclosure 4 of 9**

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** Popular Securities LLC



**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
Other: Closed End Funds

**Alleged Damages:** \$1,075,000.00

**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 #:** 18-02317

**Filing date of arbitration/CFTC reparation or civil litigation:** 06/21/2018

**Customer Complaint Information**

**Date Complaint Received:** 07/03/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 04/05/2022

**Settlement Amount:** \$220,000.00

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Popular Securities LLC

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Debt-Government  
Other: Closed End Funds

**Alleged Damages:** \$1,075,000.00

**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** FINRA



or court name and location:

Docket/Case #: 18-02317  
Filing date of arbitration/CFTC reparation or civil litigation: 06/21/2018

**Customer Complaint Information**

Date Complaint Received: 07/03/2018  
Complaint Pending? No  
Status: Settled  
Status Date: 04/05/2022  
Settlement Amount: \$220,000.00  
Individual Contribution Amount: \$0.00

**Disclosure 5 of 9**

Reporting Source: Firm  
Employing firm when activities occurred which led to the complaint: Popular Securities LLC

Allegations: Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

Product Type: Debt-Government  
Other: Closed End Funds

Alleged Damages: \$100,000.00  
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 #: 18-02114  
Filing date of arbitration/CFTC reparation or civil litigation: 06/06/2018

**Customer Complaint Information**

Date Complaint Received: 06/11/2018  
Complaint Pending? No  
Status: Settled  
Status Date: 02/25/2021  
Settlement Amount: \$17,000.00



**Settlement Amount:** \$17,000.00  
**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual  
**Employing firm when activities occurred which led to the complaint:** Popular Securities LLC

**Allegations:** Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Other: Closed End funds

**Alleged Damages:** \$100,000.00

**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 #:** 18-02114

**Filing date of arbitration/CFTC reparation or civil litigation:** 06/06/2018

**Customer Complaint Information**

**Date Complaint Received:** 06/11/2018

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 02/25/2021

**Settlement Amount:** \$17,000.00

**Individual Contribution Amount:** \$0.00

**Disclosure 6 of 9**

**Reporting Source:** Firm  
**Employing firm when activities occurred which led to the complaint:** Popular Securities, LLC

**Allegations:** Claimants allege that Financial Consultant investment recommendations to purchase and to hold P.R. Government Development Bonds and CEFs resulted in an over-concentrated and high-risk portfolio, which were unsuitable positions in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.



**Product Type:** Debt-Government  
Other: Closed end funds

**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 #:** 17-02372

**Filing date of arbitration/CFTC reparation or civil litigation:** 09/01/2017

**Customer Complaint Information**

**Date Complaint Received:** 09/19/2017

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 09/06/2019

**Settlement Amount:** \$125,000.00

**Individual Contribution Amount:** \$0.00

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** Popular Securities, LLC

**Allegations:** Claimants allege that Financial Consultant investment recommendations to purchase and to hold P.R. Government Development Bonds and CEFs resulted in an over-concentrated and high-risk portfolio, which were unsuitable positions in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

**Product Type:** Other: Closed end funds

**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 #:** 17-02372



Filing date of arbitration/CFTC reparation or civil litigation: 09/01/2017

**Customer Complaint Information**

Date Complaint Received: 09/19/2017  
Complaint Pending? No  
Status: Settled  
Status Date: 09/06/2019  
Settlement Amount: \$125,000.00  
Individual Contribution Amount: \$0.00

**Disclosure 7 of 9**

Reporting Source: Firm  
Employing firm when activities occurred which led to the complaint: Popular Securities, LLC

Allegations: Claimants allege that the Branch Manager failed to reasonably supervise the Financial Consultant's investment recommendations, which Claimants maintain were not suitable.

Product Type: Debt-Government

Alleged Damages: \$348,348.00

**Arbitration Information**

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

Docket/Case #: 17-00055

Date Notice/Process Served: 01/17/2017

Arbitration Pending? No

Disposition: Settled

Disposition Date: 12/05/2017

Monetary Compensation Amount: \$32,500.00

Individual Contribution Amount: \$0.00

Reporting Source: Individual  
Employing firm when activities occurred which led to the complaint: Popular Securities, LLC

Allegations: Claimants allege that the Branch Manager failed to reasonably supervise the Financial Consultant's investment recommendations, which Claimants maintain were not suitable.



**Product Type:** Debt-Government

**Alleged Damages:** \$348,348.00

**Arbitration Information**

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

**Docket/Case #:** 17-00055

**Date Notice/Process Served:** 01/17/2017

**Arbitration Pending?** No

**Disposition:** Settled

**Disposition Date:** 12/05/2017

**Monetary Compensation Amount:** \$32,500.00

**Individual Contribution Amount:** \$0.00

**Disclosure 8 of 9**

**Reporting Source:** Firm

**Employing firm when activities occurred which led to the complaint:** POPULAR SECURITIES, LLC

**Allegations:** CLAIMANTS ALLEGE THAT FINANCIAL CONSULTANT MADE FALSE AND MISLEADING REPRESENTATIONS REGARDING THE PRODUCTS RISKS RELATED TO HIS INVESTMENT IN PR BONDS AND PR BANKS COMMON AND PREFERRED STOCKS.

**Product Type:** Debt-Government  
Equity Listed (Common & Preferred Stock)

**Alleged Damages:** \$300,000.00

**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 #:** 14-02946

**Filing date of arbitration/CFTC reparation or civil litigation:** 09/29/2014

**Customer Complaint Information**

**Date Complaint Received:** 10/03/2014

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 07/07/2016



**Settlement Amount:** \$150,000.00

**Individual Contribution Amount:** \$0.00

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**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** POPULAR SECURITIES, LLC

**Allegations:** CLAIMANTS ALLEGE THAT FINANCIAL CONSULTANT MADE FALSE AND MISLEADING REPRESENTATIONS REGARDING THE PRODUCTS RISKS RELATED TO HIS INVESTMENT IN PR BONDS AND PR BANKS COMMON AND PREFERRED STOCKS.

**Product Type:** Debt-Government  
Equity Listed (Common & Preferred Stock)

**Alleged Damages:** \$300,000.00

**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 #:** 14-02946

**Filing date of arbitration/CFTC reparation or civil litigation:** 09/29/2014

### Customer Complaint Information

**Date Complaint Received:** 10/03/2014

**Complaint Pending?** No

**Status:** Settled

**Status Date:** 07/07/2016

**Settlement Amount:** \$150,000.00

**Individual Contribution Amount:** \$0.00

### Disclosure 9 of 9

**Reporting Source:** Individual

**Employing firm when activities occurred which led to the complaint:** POPULAR SECURITIES, INC.

**Allegations:** "CLIENTS ALLEGED THAT DUE TO THE RECOMMENDATIONS OF A FORMER REGISTERED REPRESENTATIVE OF POPULAR SECURITIES NOW THEY HAVE A MARGIN DEBT FOR THE AMOUNT OF \$45,000, CORRESPONDING TO MONTHLY WITHDRAWALS SENT TO THEM AS A CORRECTIVE ACTION OF THE INCOME THEY STOPPED RECEIVING."



**Product Type:** Debt-Corporate  
**Alleged Damages:** \$315,000.00  
**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:** 11/29/2011  
**Complaint Pending?** No  
**Status:** Settled  
**Status Date:** 08/16/2012  
**Settlement Amount:** \$37,000.00  
**Individual Contribution Amount:** \$0.00

**Broker Statement** MR. CASTANER WAS THE SUPERVISING PRINCIPAL OF FINANCIAL CONSULTANTS INVOLVES IN THE CUSTOMER COMPLAINT. MR. CASTANER WAS NOT THE REGISTER REPRESENTATIVE IN THE CUSTOMER ACCOUNT.



## End of Report

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